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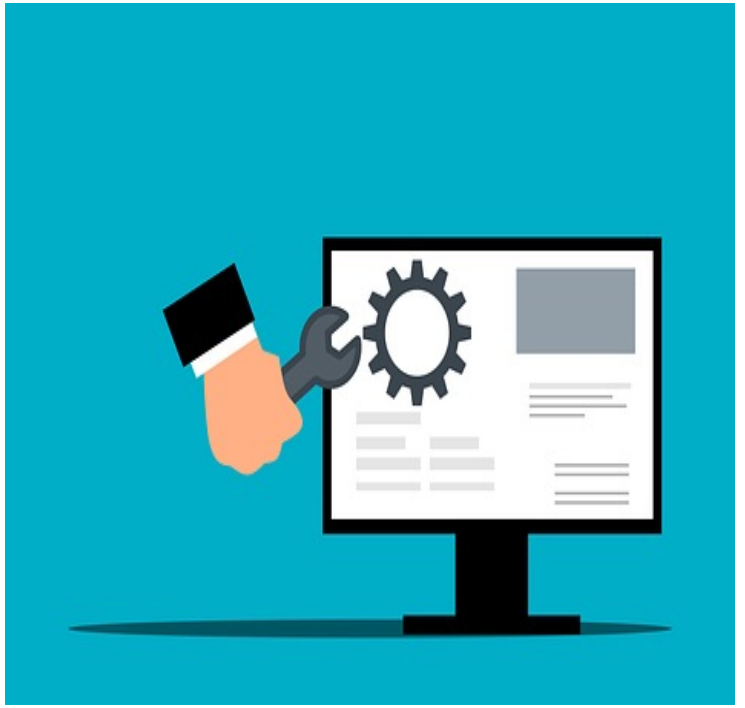
BRIGHTER FUTURES



Technical (IT) Support Engineer

More information can be found at

Technical Support Engineer (gov.wales)

Qualifications Required

GCSE (D-G), NVQ 1 up to A Level, NVQ 3

Various vocational BTEC and City & Guilds qualifications are available and could help you to get into this career, including:

•BTEC level 3 - professional competence for IT and telecoms professionals

•City & Guilds level 1 - IT professional

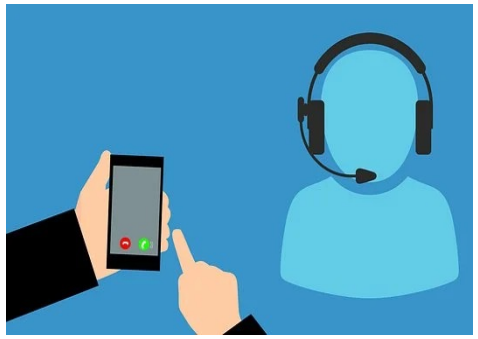
•City & Guilds level 2 and level 3 technician in digital technologies

To get onto an Intermediate or Advanced Level Apprenticeship, you'll usually need five GCSEs at grade C/4 or above, possibly including English and maths.

To get onto a Degree Apprenticeship, you will usually need at least two A levels.

Some have higher qualifications, including A levels, an HND or degree, for example, in electronic engineering, computer science or computer engineering.

Skills and Qualities



To become a Technical Support Engineer, you will need:

•a sound technical IT background
•to be familiar with the products or services provided to customers/colleagues, as well as keeping up to date with any new developments
•to understand hardware and software
•good analytical and problem-solving skills
•a methodical approach to your work
•strong communication skills, especially when explaining technical information
•to be able to remain calm under pressure
•good time management skills to meet users' needs and problems

Do I need Welsh Language skills?
Welsh Language skills are often asked for. Being able to read, write and speak Welsh may be an advantage when you're looking for work in Wales.

Entry Routes

Entry routes
You can get as a Technical Support Engineer with A levels. Useful subject areas include IT and science. Or you could choose to go onto university, to study a relevant degree. A degree isn't usually required for this job, but at university you will learn some of the skills, techniques and technologies, that employers need.

Another option is to get onto a Degree Apprenticeship in a relevant area.
You will need to start carefully planning which A levels you are going to study. IT-based subjects at GCSE and A level would help you to stand out from the crowd. Then once you are studying for your A levels, you will need to start looking for suitable job vacancies, or applying to universities through UCAS.

Training
If you would like some training, then City & Guilds offer a level 2 and level 3 in ICT systems and principles. Other courses could be available in your area.

Progression
With many years of experience, some Technical Support Engineers progress into IT Support Manager roles, and then IT Specialist Manager roles.

Salary

The pay rates given below are approximate.

- Starting: £21,000 - £24,000
- With experience: £26,500 - £31,000
- Senior Technical Support Engineers earn £34,000 - £38,000

For more information please use the QR code

For entry to the Sixth Form, some schools require that students need 5 A*-C at GCSE, such as:

Computer Science

- B & above in Computer Science, will consider pupils with C;
- B Maths

Digital Technology

- B ICT
- B Digital Technology
- B Computer Science (full course GCSE)

BTEC ICT

- C in Digital Technology or Computer science

For more information or help with your career planning

Please Contact your school-based careers adviser

Deb Smith
Careers Adviser
Careers Wales
Mobile: 07890 274896

E-mail: deb.smith@careerswales.gov.wales

For more information or help with your career planning

Please Contact your school-based careers adviser

David Jones Careers Adviser

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