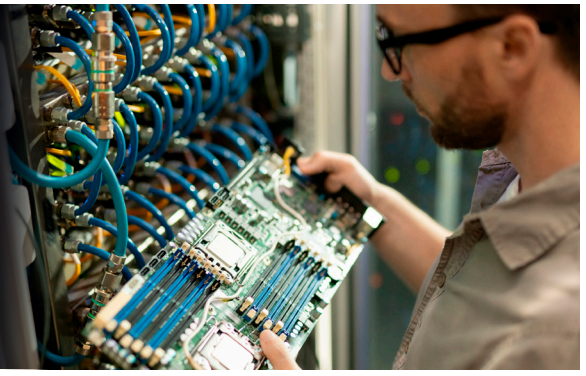


# IT Support Officer

IT support officers provide help and advice to people and organisations using computer software or equipment.



## Overview

IT Support Officers provide support, education and guidance in the deployment and maintenance of computer infrastructure and the diagnosis and resolution of technical problems and issues. IT support officers may also be known as IT operations support analysts, IT support technicians or help desk officers.



## Day-to-day

- Answer or respond to user inquiries regarding computer software or hardware
- Use your observations, or network support software, to identify the cause of the problem
- Rectify the problem using software, or recommend the appropriate hardware replacement
- Set up equipment, ensuring proper installation and performance of cables, operating systems, or appropriate software
- Maintain records of daily data communication transactions, problems and remedial actions taken, or installation activities
- Ensures efficient use of applications and equipment repairs/replaces peripheral equipment such as terminals, printer and modems

## To become an IT Support Officer

To become an IT support officer you usually have to complete a VET (Vocational Education and Training) qualification in information technology or information technology support. Many employers now prefer a bachelor's degree because of the increasingly complexity and wide ranging use of IT systems.

More technical positions are likely to require a degree in a field such as computer science, engineering, or information science. To keep up with changes in technology, many IT support officers continue their education throughout their careers.

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