

# Job of the Week

#9

## IT TECHNICIAN

IT Technicians maintain and monitor computer systems within an organisation. With an increase in the use of technology, IT Technicians are a crucial part of keeping a business running. They may assist with both hardware and software problems, set up new user accounts, establish and document systems and provide on-going user support.

### skills

- *Excellent communication skills*
- *Problem solving skills*
- *Work with a wide range of people*
- *Customer Service skills*
- *Ability to explain technical issues*
- *Active Listening skills*
- *Analysis and Problem Solving Skills*
- *Prioritisation & Time Management*
- *Working knowledge of Hardware*
- *Working knowledge of Software*

### Key Info



#### Salary

Starting Salary: £17,000—23,000  
Experienced technicians can earn up to £40,000



#### Qualifications

No set requirements  
Will need GCSEs (9-4)  
+ Relevant further study



#### Routes

Relevant Level 3 Qualifications  
FE College Course  
IT Related Degree  
Apprenticeship



#### Labour Market

Jobs UK: 160,571  
Jobs Gateshead: 587  
UK Growth: +1.3% (2027-27)  
NE Growth: +0.7% (2017-27)



#### Working Hours

35—40hours per week  
May include shifts, evenings and weekends



#### Related Careers

IT Project Manager  
Network Engineer  
Software Engineer

