

MINOR GROUP 313 ICT AND TELECOMMUNICATIONS TECHNICIANS

ICT AND TELECOMMUNICATIONS TECHNICIANS provide support to the development and maintenance of computer infrastructure, web technology and telecommunications networks, and the diagnosis and resolution of technical problems.

Indicative Skill Level:

Most occupations in this minor group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

AQF Associate Degree, Advanced Diploma or Diploma (ANZSCO Skill Level 2)

In New Zealand:

NZ Register Diploma (ANZSCO Skill Level 2)

At least three years of relevant experience may substitute for the formal qualifications listed above. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

Tasks Include:

- determining software and hardware requirements to provide solutions for problems
- responding to inquiries about software and hardware problems
- repairing and replacing peripheral equipment such as terminals, printers and modems
- installing and downloading appropriate software, and adapting existing programs to meet users' requirements
- implementing computer networks, and ensuring efficient use of applications and equipment
- designing and maintaining web sites
- installing and maintaining microwave, telemetry, multiplexing, satellite and other radio and electromagnetic wave communication systems
- configuring and integrating network and telecommunications technology with computer software, hardware, peripherals and operating systems
- planning the development of customer access telecommunications network infrastructure

Occupations in this minor group are classified into the following unit groups:

- 3131 ICT Support Technicians
- 3132 Telecommunications Technical Specialists