

CAREER OF THE WEEK: IT Support Technician

What does an IT support technician do?

IT support technicians keep computers, networks, and digital systems running smoothly. They help people in an organisation solve technical problems — whether that's fixing a broken printer, removing a virus, or setting up a new laptop. You might answer calls from users, walk them through troubleshooting steps, or work on-site to repair equipment. You'll also install software, set up accounts, update systems, and maintain network security. It's a hands-on role that blends problem-solving skills with good communication, as you'll often explain technical issues to people who aren't tech experts.



What can I expect to earn as an IT support technician?

Starting salaries in the UK are typically around £18,000 to £23,000 a year. With experience, you could earn £25,000 to £35,000, and senior IT Support or specialist roles can pay £40,000+. Many employers also offer benefits like training, flexible working, and opportunities to move into other areas of IT.

What subjects should I study to become an IT support technician?

At school or college, useful subjects include:

Computer Science – for understanding hardware, software, and coding basics.

Maths – for logical thinking and problem-solving.

IT or Digital Skills – for learning about networks, security, and software.

English – for clear communication with colleagues and customers.

Vocational qualifications like BTECs or T Levels in Digital Support or Networking can also give you a solid foundation.

How can I start my career as an IT support technician?

There are several potential routes into this career:

- Apprenticeships – Many companies offer Level 3 or Level 4 IT Support Apprenticeships, which combine paid work with training.
- College courses – Diplomas in IT or Networking can help you gain technical knowledge before looking for a job.
- Entry-level jobs – Some roles require only basic IT skills and offer on-the-job training.
- Certifications – Industry-recognised qualifications like CompTIA A+, Microsoft Certified Fundamentals, or ITIL Foundation can boost your CV.
- Skills Bootcamps – short, intensive training programmes for adults aged 19+ linked to employers and focussing on practical, job-ready skills.

Once in the role, you can progress to network administration, cybersecurity, cloud services, or IT management. If you enjoy helping people and solving puzzles, IT support could be the first step into a rewarding and fast-moving tech career.

To research local education and training opportunities that could lead to a career as an IT support technician, visit our partner website www.logonmoveon.co.uk

Other useful websites to find out more about a career as an IT support technician:

National Careers Service, IT Support Technician <https://nationalcareers.service.gov.uk/job-profiles/it-support-technician>

Prospects <https://www.prospects.ac.uk/job-profiles/it-technical-support-officer>

The Chartered Institute for IT, Careers <https://www.bcs.org/it-careers/>

