

New Zealand Diploma in Information Technology (Technical Support)

(Level 5) (120 Credits)

Programme Objective

The purpose of this qualification is to provide a broad understanding of the core concepts and practical skills in Computing and Information Technology, with a technical support focus. Graduates will develop an awareness of the IT environment, appreciate the needs of users, and be able to provide a high standard of IT technical support. They will also be able to operate within the applicable professional standards and practice, as part of a team, or independently with a broad level of supervision.

Programme Content

The programme content includes cyber security fundamentals, assembling repairing and managing network devices, managing networks, configuring routers, WiFi and firewalls, use of ticketing systems and reporting for helpdesk support, developing scripts & applications with powershell and visual studio, implementing ITIL based service management, and configuring virtual networks with hyper-v.

Entry Criteria:

Students must be at least 18 years old in the year of study and must have completed secondary schooling including NCEA level 2 or similar. Learners who have English as a second language must have an International English Language Test System (IELTS) score of 5.5 with no individual band score lower than 5.0 in a single test event, or equivalent current NZQA English language level.

Modules

Paper Code	Title
INF 501	Application development
INF 502	Business analysis and design
INF 503	Hardware and system software support
INF 504	Networking and security
INF 505	Intermediate hardware support
INF 506	Information management and security
INF 507	Intermediate networking and security
INF 508	Introduction to cloud technologies

*Modules may be subject to change and updates

Future Study Path

This qualification provides a pathway to a specialist Level 6 IT qualification including the New Zealand Diploma in Systems Administration (Level 6) or other undergraduate qualifications.

Possible Employment Outcomes

This qualification will prepare you for a range of employment opportunities including as a computer technician, help desk and technical support officer, network engineer (entry level), applications support analyst (entry level), and many other IT support roles.

Duration 2 years when combined with the NZ Diploma in Systems Administration (level 6)

Intake dates February
April
July
September
November

Fees Tuition fees -
\$17,499 (Year 1),
\$10,500 (Year 2)
Course costs \$1,000
Registration fee \$299
Travel Insurance \$599

IELTS minimum required 5.5

Scholarships may be available on a case by case basis, please discuss with your enrolment advisor

New Zealand Diploma in Systems Administration

(Level 6) (120 Credits)

Programme Objective

The purpose of this qualification is to provide a range of professional and technical skills in a specialist area within Information technology support. Graduates will be able to demonstrate technical and theoretical knowledge of hardware and software, networks and network administration, internet security & forensics, and windows operating systems. They will also be capable of carrying out systems administration, and providing related advice and support, using skills that will be internationally relevant.

Programme Content:

The programme content includes – how to implement a range of technologies for systems & network services, automated system and application software deployment, data storage, server-based virtualisation infrastructure, how to analyse organisational requirements, implement a solution and administer infrastructure for remote network access, applying project management tools and techniques to an IT related projects, and IT service management and change management processes etc.

Entry Criteria

Students must be at least 18 years old in the year of study and must have completed secondary schooling including NCEA level 2 or similar. It is recommended students have also completed an IT or Computing qualification such as the NZ Diploma in Information Technology (Technical Support) level 5. Learners who have English as a second language must have an International English Language Test System (IELTS) score of 6 with no individual band score lower than 5.5 in a single test event, or equivalent current NZQA English language level.

Modules

Paper Code	Title
Sys 601	Systems and networking services
Sys 602	Automated system and application software development
Sys 603	Plan, implement and manage a network
Sys 604	Directory services
Sys 605	Data storage information management and security
Sys 606	Server-based virtualisation infrastructure
Sys 607	Administration infrastructure for remote network access
Sys 608	IT service management and change management

*Modules may be subject to change and updates

Future Study Path

This qualification provides a pathway to further specialisation through industry specific training such as in IT Security or other Diploma or Graduate level qualifications.

Possible Employment Outcomes

This qualification will prepare you for a range of employment opportunities including as a network administrator, IT systems engineer, systems administration, network engineer (entry level) as well as many other IT systems roles.

Duration	1 year
Intake dates	February April July September November
Fees	Tuition fees - \$17,499 Course costs \$650 Registration fee \$299 Travel Insurance \$599
IELTS minimum required	6.0

Scholarships may be available on a case by case basis, please discuss with your enrolment advisor