

# CERTIFICATE IV IN INFORMATION TECHNOLOGY

This qualification provides the skills and knowledge for an individual to be competent in a wide range of general information and communications technology (ICT) technologies and to support small to medium enterprises (SMEs) that require broader rather than more specialised ICT support. Persons working at this level apply a wide range of knowledge and skills in basic networking, IT support, database development, programming and web development support; and working safely and ethically in a sustainable work environment.

#### Potential career:

- IT Technician/Customer Support
- Information Systems
- Operator/Administrator
- User Support Technician
- Network Operations Technician

#### Skills you will be developing:

- Troubleshooting and running diagnostic tests
- Providing solutions to hardware or software faults
- Selecting, installing and using computer software
- Hardware products based on analysis of technical needs
- Producing documents
- Liaising with clients
- Consulting with end users to determine requirement sign-off

#### Qualification Structure

15 Core units & 5 Elective units. (Total 20 units)

TERM	SUBJECT NAME
01	+ Workplace Safety and Sustainability + Professional Ethics and Communication in IT
02	+ Business Analysis + Developing and Delivering Technical Documentation + Software Development Methodologies
03	+ Automate Processes + Introductory Programming
04	+ Basic Web Design + Manage Simple Projects

