



# DIPLOMA IN IT TECHNICAL SUPPORT LEVEL 5



**TECHSCHOOL**  
AT NZSE

[techschool.ac.nz](https://techschool.ac.nz) | 0800 99 88 11 | [techschool@nzse.ac.nz](mailto:techschool@nzse.ac.nz)

# PROGRAMME OVERVIEW

Switched-on problem solvers are in constant demand all over the tech industry. As technology continues to make its way through every aspect of modern life, businesses need skilled IT professionals, capable across a wide range of technical troubleshooting scenarios.

## WHAT WILL I LEARN?

### Technical Infrastructure For Today

- Install and configure common systems and application software
- Demonstrate knowledge of networking concepts including the Internet
- Demonstrate skills in hardware and software diagnostic testing, maintenance and technical and customer support across a range of devices
- Apply appropriate tools and techniques to secure end user systems and support end user requirements.
- Explain past, and present IOT developments in the context of near-future ICT
- Describe computer architectures and platforms
- Explain operating systems basics
- Identify and use the various number and coding systems used by computers
- Describe data storage techniques and technologies

### Visual Programming

- Design small computer programs as solutions to problems of low complexity.
- Implement, test, debug and document small computer programs.
- Identify the fundamental data requirements of an intermediate-level program.
- Write a complete program whilst adhering to available coding standards.
- Describe different types of data, system data objects, and operations on data.
- Create simple database designs to solve given business problems.
- Implement simple database designs to solve given business problems in a relational database using a software package and using SQL.
- Explain the meaning of the terms used in a database management environment

### Business Technologies

- Identify and describe the functions, structure and cultural context of business including the impact of IT on business
- Explain the interaction of software and databases within the computer system model
- Define the parts of an information system model
- Describe Information management and retrieval processes and issues including privacy and security responsibilities.
- Apply basic principles of media design, web design, and interaction design including Human Computer Interaction and accessibility
- Define Internet services and e-Commerce models
- Apply problem solving and systems thinking in the recommendation of ICT solutions

# AT A GLANCE

Course duration:  
**1 academic year**

Course credits:  
**120 credits**

Campus:  
**Avondale  
Manukau**

Tuition  
Domestic: \$8,355 NZD  
International: \$15,000 NZD

Entry Requirements:  
**Academic Criteria:**  
Open entry with interview.  
Preference will be given to students with qualifications in Information Technology Level 3/4 and above, and/or NCEA level 2/3.

**English Criteria:**  
IELTS Academic score of 5.5 with no band less than 5.0 or NZOEL Level 4 or equivalent.

Qualification awarded  
**NZ Diploma in  
Technical Support  
(Level 5)**

## What's next?

Refine Your Knowledge:

- Diploma in Networking Technologies (Level 6)
- Diploma in I.T. Software Development (Level 6)

Get Employed:

- Technical Support/Help Desk
- Telecommunications Technician
- Networking/System Administrator
- QA/System Analyst
- Application Support Engineer
- IT Specialist
- Technical Support Supervisor



## Technology in a Digital World

- Demonstrate competence in understanding key technical issues concerning the operation, implementation, and application of digital systems
- Critically appraise past, present and future application of digital systems with particular emphasis on their impact on society in general and also upon the individual
- Formulate personal ethical positions in relation to the development, manufacture, application, expansion and disposal of digital systems.
- Demonstrate competence in core academic skills including formal writing, critical analysis, the referencing of sources, the creation of diagrams, equations, etc., the use of library resources and selective use of online sources.

## Hardware and Application Administration

- Configure and administer hardware, network connectivity, systems and applications software using graphical and command line interfaces where appropriate
- Discuss the characteristics of application types such as standalone, client-server, peer-to-peer, web service and mobile
- Administer organisational data storage including DBMS optimisation, security and backups
- Retrieve organisational data using query languages
- Recommend solutions to meet organisation requirements including performance, capacity and business continuity

## Computer Network Principles

- Plan, design, install, deploy, configure, operate, maintain, troubleshoot and document a small Local Area Network (LAN) using routers and switches.
- Demonstrate knowledge of the fundamentals of networking including both the practical and conceptual skills that build the foundation for understanding basic networking
- Demonstrate knowledge of the human versus network communication and the two major models used to plan and implement networks: OSI and TCP/IP
- Demonstrate knowledge of the “layered” approach to networks and examine the OSI and TCP/IP layers in detail to understand their functions and services
- Demonstrate knowledge of network devices, network addressing schemes and the types of media used to carry data across the network
- Use networking utilities and tools to provide a test environment where a range of network services and data can be observed and analysed
- Discuss the impact and application of sustainable engineering design in networking.

## Operating Systems

- Compare and contrast a range of general purpose and specialist operating systems both proprietary and open source.
- Demonstrate knowledge of operating system internals and the relationship between hardware and operating system.
- Demonstrate knowledge of cloud services and virtualisation.
- Install and configure operating systems to meet organisation requirements
- Select and apply appropriate mechanisms to protect systems against unauthorised access
- Select and apply appropriate mechanisms to implement common security functions such as auditing, logging, authenticating and authorisation.
- Demonstrate knowledge of human behaviour that affects security and measures to counteract this.

## IT Service Provision

- Describe the purpose and scope of IT Service Management frameworks
- Discuss the need for procedures and standards in the delivery of an IT service
- Follow standard procedures when providing IT Services
- Demonstrate knowledge of best practice in relation to the delivery of IT services to the end use
- Troubleshoot and resolve a range of common system problems



**“I would recommend TechSchool at NZSE to anyone because the lecturers here invest time in you one-on-one. They also want to see you succeed! The support is just amazing, and the whole experience prepared me for my careers as it taught me the basics of the I.T industry in-depth and clearly.”**

### Patrick Nauer

Current Role: Tertiary IT Technical Support & Admin  
TechSchool Graduate 2018  
Diploma in IT Technical Support (Level 5)



# TECHSCHOOL AT NZSE

0800 99 88 11 or 09 827 6100

## New Lynn Campus

3033 Great North Road  
New Lynn, Auckland  
New Zealand

## Avondale Campus

2171 Great North Road  
Avondale, Auckland  
New Zealand

## Manukau Campus

6 Osterley Way  
Manukau, Auckland  
New Zealand

## CBD Campus

Level 2 & 3  
60 Federal Street  
Auckland CBD  
New Zealand

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