

Essentials and Support





Josh



IT Tech Support



Service Centre Digital Advocate

Josh has a wealth of experience under the belt in the trades and IT industry. His journey is an inspiring example of how change can really benefit people. Here, he talks about his career change and dives into his transition from the trades industry to study the Diploma in IT Tech Support.

Building blocks

When Josh got his first computer at 11 years old, he was instantly hooked. He began learning HTML and webpage development. Countless hours were spent behind his computer screen, browsing the internet and learning the make-up of his computer. This was the start of a passion, which would later turn into his career.

After secondary school in 2004, he started an apprenticeship and enrolled in a pre trade course at WelTec.

Josh spent over 10 years in the trades industry, working on various building sites which took him around New Zealand, Australia and the UK. Although he was at the top of his game, he spent his leisure time on a computer.

Taking the leap into IT

By 2019, Josh was well established in his career. He entertained the idea of starting a construction business, but he couldn't ignore that he had lost his passion for trades.

"A lot of people around my age don't think they can change careers, but it can be done. I haven't looked back since."

Josh felt anxious leaving the trades world, but he knew changing careers was the right move for him.

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It was then that Josh made the decision to move back to New Zealand to study IT at WelTec. He was ready to take the leap.

Josh studied the Diploma in IT Tech Support, learning key skills around networking, database management, customer support and user management. For Josh, learning was seen through an industry perspective.

From student to staff

After completing the Diploma in IT Tech Support in 2020, a role opened up with the ICT team at Whitireia and WelTec, as the Service Centre Digital Advocate. The transition into working at Whitireia and WelTec was natural for Josh.






"I found that there was a lot of transferable skills from trades. Being able work with different people, time-management, critical thinking and problem solving translated to my role in IT".

Everyday is different for Josh. One day, he could be running an AV tutorial, another day he could be leading a workshop for students. For Josh, he enjoys the variation that this job brings. His decision to change careers has come full circle.

Follow the QR code below to read the full story.



New Zealand Diploma in Information Technology Technical Support (Level 5)

 Level 5
 1 year, full-time (part-time options available)
 07 Jul 2025 (Petone)
 \$7,392 (indicative for 2025 intake)
 NZ \$26,000* (indicative for 2025 intake)

Get hands-on experience and learn the basics to be an IT support superstar. Gain an in-depth understanding of PC essentials by rebuilding a computer, learning about hard drive recovery and network management. You will be ready for employment with the communication skills to manage and operate a helpdesk.

What you will learn

- Learn how to manage and operate a help desk
- Select, install and configure hardware
- Understand key networking components
- Recover data from hard drives and provide storage solutions
- Troubleshoot and resolve common systems issues
- Enhance web interface design
- Develop simple software applications
- Gain customer service and communication skills
- Create your own digital game
- Understand the key concepts of database administration

Study part-time

This programme includes part-time study options for people who want the flexibility of studying while they manage other commitments.

Courses

Schedule of courses

[IT5115 – IT System Overview](#)

[IT5116 – Database Administration](#)

[IT5117 – Hardware Servicing](#)

[IT5118 – Professional Practice](#)

[IT5119 – IT Technical Support](#)

[IT5120 – Server Management](#)

[IT5121 – Fundamentals of Programming and Problem Solving](#)

[IT5122 – Implementing Networks](#)

Career options

- Help Desk Analyst
- PC Repair Technician
- Network Administrator
- Computer Support Technician

Entry requirements

Under 20

- NCEA Level 2 or 3, including Level 1 Literacy and Numeracy
- Or Certificate in Computing (Level 4)
- Or New Zealand Certificate in Information Technology Essentials (Level 4)
- Or equivalent knowledge, skills and experiences

Over 20+

If you're 20 years or over, you may qualify for special admission on this programme. Contact us if you don't meet the entry criteria as provided on the Under 20 information.

International students

- NCEA Level 2 or 3, including Level 1 Literacy and Numeracy
- Or Certificate in Computing (Level 4)
- Or New Zealand Certificate in Information Technology Essentials (Level 4)
- Or equivalent knowledge, skills and experience

Disclaimer: The information contained in this document is correct at the time of print. Whitireia and WelTec | Te Pūkenga reserves the right to cancel or postpone any of the programmes, and shall not be liable for any claim other than the proportion of programme fees that the cancelled portion bears. Some programmes may be dependent upon formal approval from NZQA (New Zealand Qualifications Authority), TEC (Tertiary Education Commission) funding allocation, and the number of enrolments. As part of the NZQA targeted review of all Level 1-6 New Zealand qualifications, there may still be changes to some programmes starting in 2024. Fees, programmes, entry and selection criteria, and dates, are subject to change. Please check the relevant programme pages at whitireiaweltec.ac.nz for up-to-date information and full entry regulations before applying to enrol. Information regarding English language requirements is available on each course page at whitireiaweltec.ac.nz.

Minimum IELTS (Academic) score of 5.5 with no band score lower than 5.0, or equivalent.

Find your country's [equivalent academic entry requirements here](#)

*For fee exclusions, please see our [terms and conditions](#).

Related study options

[New Zealand Diploma in Information Systems \(Level 5\)](#)

[Bachelor of Information Technology](#)

Course Selection

Domestic



Course Selection

International



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