



# Career of the week

## IT Service Engineer

Also called: Computer service and repair technician, IT engineer, IT service technician, IT support engineer, IT field engineer

IT service engineers install and repair computer systems and equipment.

**Average salary (a year):** £12,000 (starter) to £30,000 (experienced)

**Typical hours (a week):** 39 to 41 a week (you could work on call and or/on shifts)

You can get into this job through:

### College

You could take a college course, which may help you find a trainee job. Courses include:

- Level 2 Certificate in IT Support
- Level 3 Diploma in ICT Professional Competence

### Entry requirements

You may need:

- 2 or more GCSEs at grades 9 to 3 (A\* to D), or equivalent, for a level 2 course
- 4 or 5 GCSEs at grades 9 to 4 (A\* to C), or equivalent, including English and maths and computing

### Apprenticeship

You could do an Information Communications Technician or Digital Support Technician Level 3 Advanced Apprenticeship.

You would learn how to install equipment and software, how to handle incidents and deal with requests for help.

### Entry requirements

You'll usually need:

- some GCSEs, usually including English and maths, or equivalent, for an intermediate apprenticeship
- 5 GCSEs at grades 9 to 4 (A\* to C), or equivalent, including English and maths, for an advanced apprenticeship

### Work

You could start work as an assistant IT technician after taking GCSEs or A levels and train on the job.

### **Career tips**

You may also find it useful to get an industry standard certification like:

- [CompTia A+](#)
- [Microsoft Certified Solutions Associate](#)
- [ITIL](#)

*Further information: You can find out more about careers and training in computing from [techskills](#) and [The Chartered Institute for IT](#).*

### **Skills and knowledge**

You'll need:

- the ability to repair machines or systems
- to be thorough and pay attention to detail
- analytical thinking skills
- excellent verbal communication skills
- the ability to use your initiative
- knowledge of computer operating systems, hardware and software
- problem-solving skills
- the ability to work well with your hands
- to have a thorough understanding of computer systems and applications

### **Day-to-day tasks**

In this role you could:

- cost and install new IT systems to meet security regulations
- upgrade existing hardware, software and networks
- document systems so others can provide ongoing support
- set up new PCs for people and train staff
- carry out on-site maintenance to prevent future problems
- log and prioritise faults and queries
- fix faulty equipment and testing systems
- put back-up systems in place

### **Working environment**

You could work in an office, at a client's business, at a training centre, at a university or at a college.

### **Career progression**

With experience, you could become a service supervisor.

With further training and qualifications, you could also move into network engineering, IT security, database administration, project management, training or technical sales.

Another option is to set up your own company, providing a service to local businesses and