






# Essentials and Support

[whitireiaweltec.ac.nz](http://whitireiaweltec.ac.nz)



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

 Level 5
 1 year, full-time (part-time options available)
 07 Jul 2025 (Petone)
 \$6,800 (indicative for 2023 intake)
 \$25,000* (indicative for 2023 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

## 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

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

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

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](http://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](http://whitireiaweltec.ac.nz).

[requirements here](#)

*\*International fee displayed is for 1 year of study (equivalent to 120 credits) and does not include insurance and administration (approximately \$924 per year of study).*

## **Related study options**

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

[Bachelor of Information Technology](#)

### **Additional Information**



### **Programme information**

2023 course selection sheet



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