

Information Technology





‘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



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.

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.



Tongan IT student graduates from Whitireia & WelTec | Te Pūkenga heads to the tech job market

Published on 22 March 2024

Donald (Nolo) Heimuli will graduate with a Bachelor of Information Technology in June following a long journey to get to this proud moment.

While still back home in Tonga in 2011, Donald originally enrolled in IT with Whitireia via Tupou Tertiary Institute, whereby students in Tonga start the programme locally and complete their final year in New Zealand.

Unfortunately, in 2013, due to financial difficulties, Donald could not get to New Zealand to finish his bachelor's degree. Instead, with the goal very much in mind, Donald set about saving for his studies.

Using his passion for the game of rugby, Donald trained at the Tonga Rugby Union to qualify as a coach and become a Development Officer for junior rugby working with young players.

In 2019, Donald believed the time was right to complete the study he always wanted to do and secure a job in the tech sector to embark on the career he had set on. He was encouraged by Whitireia and WelTec to return to his study and get the 'job done'.

With encouragement and support from his kāinga (family) in Tonga and New Zealand, Donald was able to head to New Zealand and finish his study at Whitireia and WelTec while staying with kāinga nearby. Donald also worked during the holidays picking fruit in Gisborne to contribute to study costs and was awarded funding through Pacific Health Plus.

Last summer, Donald was a successful recipient of a TupuToa internship and gained experience at an insurance company assisting the information security team over a 12 week internship. Following which, he was offered an extension due to his excellent work.

As part of his studies, Donald has completed in-work practical assignments and his final project was a complete digitalisation of the New Zealand Amateur Rock 'n' Roll Association (NZARRA), which had previously been paper based.





"I give thanks to God Almighty for the blessings that He has bestowed upon me and has led me through difficulties to achieve this great achievement," says Donald. "I have taken every opportunity along the way so that I can reach this goal of graduating with a degree in IT."

"I have had wonderful support from the amazing faiako (teachers/tutors) at Whitireia and WelTec as well as my kāinga and friends who helped me get to this point."

"I say: Mālō 'Aupito - thank you very much. Now, I need to secure a good job in IT so I can return the support to those who have helped me, and maybe there is someone else from Tonga who would like to follow in my footsteps - that I can help," says Donald.

Tony Assadi, Programme Manager at Whitireia and WelTec School of Innovation, Design & Technology has been alongside Donald on his journey and says: "It's absolutely wonderful to witness Donald's success in the face of numerous adversities and challenges throughout his academic journey. Stories like this are the reason why we do what we do."

Bachelor of Information Technology

 Level 7
 3 years, full-time (part-time options available)
 07 Jul 2025 (Petone) 07 Jul 2025 (Petone) 07 Jul 2025 (Petone)
 \$7,832 per year (indicative for 2025 intake)
 NZ \$26,000* per year (indicative for 2025 intake)

Learn the skills to take technology to its full potential. No matter what part of the tech world you see yourself in we have a pathway to get you there.

Programme outline

The Bachelor of Information Technology is designed with the IT industry to ensure our graduates are well-prepared with the skills required for the 21st century. In addition to the technical skills, you'll learn communication skills, management processes, teamwork and complete an industry project in your final year. This degree has been accredited by the industry, represented by IT Professionals New Zealand.

Study part-time

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

More details about this qualification

Internships

The Bachelor of Information Technology offers the opportunity to complete internships as part of your study. If you're already working, you can choose to complete your internship as part of your study. You'll get the opportunity to gain industry (or grow your expertise) experience to a chosen area of IT, and to reflect critically on concepts and perspectives studied.

While completing your internship, you'll learn how to apply taught knowledge, research evidence and skills to a field of IT to assess work practices, identify a problem related to your placement and recommend strategies for solving that problem. You'll also

document and present recommended strategies as appropriate to a selected audience.

If you're interested in completing an internship as part of the Bachelor of Information Technology, you'll need to indicate when completing the course selection sheet.

Capstone project

The Capstone project provides the opportunity to research, select, integrate, and apply a range of techniques and technologies to a business or industry-based problem. You'll also get the opportunity to demonstrate workplace ready skills that businesses in the IT industry are looking for.

Foundational learning

Understand Interaction Design, Security, Data Science, Networking and Testing in your first year before building on your foundational knowledge and areas of interest in year two and three.

Career options

Career options

Graduates of the Bachelor of Information Technology have detailed knowledge and skills in selected areas of IT for employment as an IT professional. Opportunities within the IT industry include employment in public organisations, private companies, IT enterprises, self-employment, and teaching.

Entry requirements

Under 20 Years

NCEA Level 3 with at least 14 credits in each of 3 subjects.

Literacy - 10 credits at Level 2 or above, made up of 5 credits in reading and 5 credits in writing.

Numeracy - 10 credits at Level 1 or above.

Over 20 Years

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

International Students:

Minimum IELTS (academic) score of 6 with no band score lower than 5.5.

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

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

Related study options

[Graduate Diploma in Information Technology](#)

[Postgraduate Certificate in Information Technology](#)

[Postgraduate Diploma in Information Technology](#)

[Master of Information Technology](#)

Hear from our graduates

Course descriptions



Course selection sheet Domestic



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