

Essentials and Support





“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.



New Zealand Certificate in Information Technology Essentials (Level 4)

 Level 4
 17 weeks, full-time (part-time options available)
 07 Jul 2025 (Petone)
 \$3,916 (indicative for 2025 intake)
 NZ \$13,000* (indicative for 2025 intake)

Get a taste of the world of tech. Learn the basics including information systems, user experience and interface design, computer networks, databases and software development. Develop your skills in a supportive environment that will equip you for further study or employment.

What you will learn

- Gain knowledge of computer hardware and operating systems
- Understand the essentials of computer applications and networks
- Learn business analysis and database management
- Develop skills in UI/UX design
- Understand and implement fundamental software development processes.
- Plan and manage IT projects

Study part-time

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

More detail about this qualification

Courses

IT4104 Fundamentals of Information Technology Infrastructure

Students will apply essential knowledge and concepts of computer hardware, operating systems,

applications, networks, storage and security conforming to professional practice and ethical principles.

IT4105 Fundamentals of User Experience and Interface Design

Students will apply essential knowledge and concepts of business analysis, user experience and interface design to ethically create interactive digital media while demonstrating project management and communication skills.

IT4106 Fundamentals of Information Systems

Learn how to apply essential knowledge and concepts of information systems and project management methodologies in developing a relational database solution for an organisation.

IT4107 Fundamentals of Software Development

The learner will apply essential knowledge and concepts of software development to create simple applications.

Career options

- Technician
- Helpdesk liaison
- IT office administrator

Entry requirements

Under 20 years

- 40 credits at Level 2 or above
- Literacy - 10 credits at Level 1 or above, made up of 5 credits in reading and 5 credits in writing
- Numeracy - 10 credits at Level 1 or above
- Or relevant qualification

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 5.5 with no band score lower than 5, or equivalent.

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.

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 Technology Technical Support \(Level 5\)](#)

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