



# Digital Media Skills and Opportunities Roadmap

For jobs outside of the film and digital media sectors

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## Overview of Job Profiles

	Administrative	Creative	Technical
Out of film sector	Event manager	Interior designer	Event technology specialist
	Office clerk	Pastry cook	Pattern-maker
	Accounts Assistant	Fundraising Officer	Metal worker
	Salesperson		IT Maintenance

## Administrative

### Job title

Event manager (Veranstaltungskaufmann /-frau)

### Short description

Event managers ensure the whole cycle of activities connected with events of all kind, including the conception, organization, realization and the economic calculation. They coordinate event services customized to their target groups which they provide themselves or which they outsource. Typical fields of work are exhibitions, conferences, concerts, fairs, business meetings, conventions and social and cultural events. For these events, they acquire customers, create and implement road maps and action plans in order to meet the customers wishes, support them during their events and conduct performance reviews after the event has ended. Economical, ecological, legal and technical principles have to be considered during the whole process. Employers are mostly companies of the event industry, like event agencies, trade fair and exhibition companies, professional congress organizers or operators of event facilities. Many big companies also have their own departments concerned with the organization of their events; and divisions of the local administration employ event managers as well.

### **Job/task description**

- Inform, advise and take care of customers
- Take part in the development of concepts for events and performances customized to a target group
- Present concepts and results
- Evaluate risks associated with events and performances
- Draw up operational and management plans and realize them
- Cooperate e.g. with artists, architects, designers, technicians, producers and agents
- Design and coordinate processes of organization and administration
- Take part in cost and profit planning
- Apply work planning and control methods
- Process human resources operations

### **Needed competencies and skills**

- High communication skills
- Good knowledge of German and English both written and spoken, knowledge of other languages is very useful
- Creativity and the ability to improvise
- Problem solving skills
- A good understanding of economics including cost estimation and controlling
- Politeness, friendliness and a good appearance
- Organisational talent and planning skills
- A high degree of service orientation
- The willingness to work very long hours during the events
- Negotiation skills
- Ability to work in a team

### **Training opportunities**

Event management is a dual vocational training consisting of both theoretical education in a vocational school and practical work in a company. The training lasts for three years.

No special graduation is compulsory, though many companies prefer trainees with a medium or a high educational attainment.

Apprenticeship pay ranges between 690 € in the first year up to 800 € in the third year.

It is also possible to become an event manager by attending a private full-time vocational school. Beside this, some universities offer both bachelor- and master-programmes in event management.

### **More information (links to materials)**

[http://www.bibb.de/en/ausbildungsprofil\\_2331.htm](http://www.bibb.de/en/ausbildungsprofil_2331.htm)

[http://en.wikipedia.org/wiki/Event\\_management](http://en.wikipedia.org/wiki/Event_management)

A portrait of the job “Event manager”:

[http://berufenet.arbeitsagentur.de/berufe/start?dest=profession&prof-id=14448\\_14615&status=F01](http://berufenet.arbeitsagentur.de/berufe/start?dest=profession&prof-id=14448_14615&status=F01)

<p><b>Job title</b> Office clerk (Bürokaufmann /-frau)</p>	
<p><b>Short description</b> Office clerks are the backbone of almost every company. They are responsible for all the huge and small tasks that appear within the every-day work. Their duties consist of communication and customer service, of accountancy and controlling, of data management and assistance. They arrange and prepare meetings, write letters, welcome visitors, order supplies, book business trips and invoice bills. Clerks can be found in almost every office, in the industry as well as in the services sector and in public service. Their most important tools are computers and telephones. Office applications such as Word, Excel and PowerPoint are used almost every day. While their vocational training is usually kept very general and broad, they will usually focus on one special aspect during their career and will become an expert in their field. These fields include, but are not limited to personal assistance, sales and distribution, purchase, accountancy, reception and administration.</p>	
<p><b>Job/task description</b></p> <ul style="list-style-type: none"> <li>• Keep the whole company running</li> <li>• Personal assistance to superiors</li> <li>• Organize meetings</li> <li>• Write invoices, account incoming payments</li> <li>• Communicate with stakeholders</li> <li>• Welcome visitors</li> <li>• Pay incoming bills</li> <li>• Establishing contact to new clients and suppliers</li> <li>• Keep websites up to date</li> <li>• Write letters and emails, make phonecalls</li> </ul>	<p><b>Needed competencies and skills</b></p> <ul style="list-style-type: none"> <li>• Accurate knowledge of German, at least basic knowledge of English</li> <li>• Knowledge of mathematics</li> <li>• Flexibility and the ability to solve rapidly changing tasks</li> <li>• Service orientation, politeness and good manners</li> <li>• Knowledge of office application like Word and Excel, a general understanding of IT programmes is helpful</li> <li>• A high degree of social skills</li> <li>• Organizational skills</li> <li>• Ability to organize procedures</li> </ul>

**Training opportunities**

The training as office clerk is a dual vocational training consisting of both theoretical education in a vocational school and practical work in a company. The training lasts for three years.

No special graduation is compulsory; a low educational attainment is no criterion for exclusion. There are plenty companies offering vocational trainings.

Apprenticeship pay ranges between 450 € and 700 € in the first year up to 750 € - 800 € in the third year.

**More information (links to materials)**

<http://berufenet.arbeitsagentur.de/berufe/docroot/r2/blobs/pdf/bkb/7881.pdf>

A portrait of the job "office clerk":

[http://berufenet.arbeitsagentur.de/berufe/start?dest=profession&prof-id=7881\\_7874&status=F01](http://berufenet.arbeitsagentur.de/berufe/start?dest=profession&prof-id=7881_7874&status=F01)

**Job title**

Accounts Assistant

**Short description**

The main role of an Accounts Assistant is to ensure the smooth operation and control of the accounts, including expenses and general ledger systems. An Accounts Assistant can work in several areas of any company, business or organisation. He or she may be found working in the Accounts Payable department of a company, helping with the administration of payments to the company's suppliers for goods or services received. Likewise the Accounts Assistant may be found working in the Customer Accounts section of an Accounts department, dealing with payments expected from customers and issuing invoices and receipts of payment. In some instances Accounts Assistants may be found working directly with an Accountant or Bookkeeper, helping with the maintenance of the company's day to day ledger.

**Job/task description**

- Responsible for maintaining records for Accounts Payable and Accounts Receivable
- Assisting with weekly cash flow reporting
- Working with the credit control team to resolve customer account queries
- Assisting with the preparation and dispatch of annual customer statements.
- Trial Balance
- Monthly Financial Reports using Excel & Sage.
- Reconcillations
- Daily posting of bank transactions
- Customer invoice pricing
- Allocation of receipts & credit notes to customer accounts
- Bank lodgements
- Other Accounts Duties as required.
- Manage & balance petty cash

**Needed competencies and skills**

- An excellent working knowledge of Excel
- Excellent numeracy and analytical skills
- Excellent communication skills
- Pro active attitude
- Attention to detail
- Methodical way of working

**Training Requirements**

Students can train to be Accounts Assistants by completing a two-year course in Business Studies. These courses can be taken full-time or trainees can study part-time and train on-the-job.

The IATI examination is required. Exemptions are available for many Accountancy Courses held around the country.

**More information (links to materials)**

[www.accountingtechniciansireland.ie](http://www.accountingtechniciansireland.ie)

[www.qualifax.ie](http://www.qualifax.ie)

Information on Accountancy and Taxation sector:

[www.careersportal.ie/sectors/sectors.php?job\\_id=6&sector\\_id=32](http://www.careersportal.ie/sectors/sectors.php?job_id=6&sector_id=32)

<p><b>Job title</b> Salesperson (Πωλητής/ήτρια)</p>	
<p><b>Short description</b> Salespersons are responsible for the promotion and selling of products and/or services of a company to new and existing customers. Where applicable, the salesperson is in charge of assembling/arranging the display/exhibition at the place of work. Also, he/she is the person that provides consulting services to the customers. In most cases, the measure of how successful a salesperson is, is the total of sales that he/she made in a specific time period, as well as how competent this person is in persuading customers to purchase a product or a service. Sometimes, companies decrease or increase the compensation offered to a salesperson in accordance with the quantity of products or services that the salesperson was able to sell.</p>	
<p><b>Job/task description</b></p> <ul style="list-style-type: none"> <li>• Contact with potential customers</li> <li>• Personal assistance to superiors</li> <li>• Discusses with customers about their needs and informs them about the company's new products</li> <li>• Explains to customers how to use products</li> <li>• Arranges the furnishings and decoration of the display/exhibition and/or shop, and places prices on the products</li> <li>• Helps customers choose the right products</li> <li>• Makes the deal for the sale and completes the relevant paperwork for the order</li> <li>• Attends trade fairs, if so requested</li> <li>• Where applicable, handles the cash register, issues invoices, and deals with incoming and outgoing payments</li> </ul>	<p><b>Needed competencies and skills</b></p> <ul style="list-style-type: none"> <li>• Good knowledge of Greek, and sufficient knowledge of English</li> <li>• Good interpersonal skills</li> <li>• Good communication skills</li> <li>• Excellent selling skills</li> <li>• Ability to work in a team</li> <li>• Knowledge of basic mathematics</li> <li>• Flexibility and the ability to solve problems rapidly</li> <li>• Good manners</li> <li>• Basic level of computer/IT skills</li> <li>• Specific knowledge pertaining to the products/services sold</li> <li>• Organisational skills</li> </ul>

### **Training opportunities**

It is very beneficial for salespersons to hold at least a vocational diploma in the field of services with a specialisation as sales personnel. Therefore, those interested in this role, may attend a Technical and Vocational Education School.

The education lasts for three years. During the course of the second year and before the beginning of the third year, students have to undertake practical work experience in a company.

### **More information (links to materials)**

«Δίκτυο Προώθησης της Νεανικής Απασχολησιμότητας», Βιβλιάριο Καθηκόντων, Λευκωσία, Μάρτιος 2007.

[http://www.moec.gov.cy/mtee/pdf/program\\_ypiresion\\_xenodox\\_praktikis.pdf](http://www.moec.gov.cy/mtee/pdf/program_ypiresion_xenodox_praktikis.pdf)

[http://www.moec.gov.cy/mtee/en/pdf/tables/study\\_fields.pdf](http://www.moec.gov.cy/mtee/en/pdf/tables/study_fields.pdf)

## Creative

### Job title

Interior Designer (Raumausstatter /-in)

### Short description

Interior decorators plan und implement interior design according to the wishes of the customers. This includes the optical improvement of ceilings, walls and floors, the repair of furniture and the mount of sight protection and sun protection, and also the whole process of planning, the counselling of the customer and the choice of adequate materials. Interior decorators typically work in enterprises specialising in interior decoration and in companies offering services in this field, e.g. in interior decoration and interior furnishing departments in department stores. They also work for furniture dealers, builders of stage sets and trade fair construction enterprises. They most commonly work on shop floors, in workshops, on construction sites and on the customer's own premises.

### Job/task description

- Assess, developing and designing interior spaces
- Design, produce and fit interior decorations and installations to ensure privacy and to protect against light and sun
- Design, cover and coat wall and ceiling areas
- Designing floor areas and installing floor coverings
- Upholster and cover upholstered furniture
- Process and finish materials and auxiliary materials
- Checking the construction requirements on site and prepare subsurfaces
- Determining working steps, materials and methods independently
- Evaluating and documenting working results and calculating the costs of the service provided
- Carrying out quality assurance measures
- Using and maintaining tools, equipment and machinery

### Needed competencies and skills

- Service and customer orientation
- Politeness and good manners during the contact with customers
- Creativity
- A good feeling for design and art
- Good communication skills
- A basic understanding of mathematics and cost calculation
- Manual skills
- Reliability
- Accuracy

**Training opportunities**

The training as interior decorateur always is a dual vocational training consisting of both theoretical education in a vocational school and practical work in a company. The training lasts for three years.

No special graduation is compulsory; most apprentices have a low educational attainment.

Apprenticeship pay ranges between 390 € in the first year up to 510 € in the third year.

**More information (links to materials)**

[http://www.bibb.de/en/ausbildungsprofil\\_19585.htm](http://www.bibb.de/en/ausbildungsprofil_19585.htm)

[http://en.wikipedia.org/wiki/Interior\\_decorator](http://en.wikipedia.org/wiki/Interior_decorator)

**Specials**

A portrait of the job “interieur decorator”:

[http://berufenet.arbeitsagentur.de/berufe/start?dest=profession&prof-id=4405\\_4403&status=F01](http://berufenet.arbeitsagentur.de/berufe/start?dest=profession&prof-id=4405_4403&status=F01)

**Job title**

Pastry cook (Konditor /-in)

**Short description**

Pastry cooks produce a large variety of sophisticated fine pastry products such as cakes, pies and cookies. They both create their own products and create pastries according to traditional recipes. They choose the necessary ingredients, judge their quality and calculate and measure the needed quantities. These raw materials are processed either by hand or by the use of special machines into semi finished products like for example into dough, cream or marzipan. After baking, the now finished products are finally decorated, arranged, presented and sold by the pastry cook. Pastry cooks usually work in pastry shops, coffee houses, bakeries and sometimes in restaurants and hotels.

<p><b>Job/task description</b></p> <ul style="list-style-type: none"> <li>• Master working and baking techniques, apply hygiene, safety and health regulations and quality assurance measures</li> <li>• Take into account nutritional, economic and environment-related aspects</li> <li>• Produce fine baked goods</li> <li>• Produce party, savoury, cheese and other biscuits as well as dietary pastry products</li> <li>• Produce sugar products, sweet dishes and ice cream products</li> <li>• Produce marzipan, chocolate, nougat products and pralines</li> <li>• Design and create gateaux, showpieces and presentation forms of various pastry products prepare small dishes using fresh ingredients</li> <li>• Master the fundamental principles of accounting</li> <li>• Prepare product suggestions for special occasions</li> </ul>	<p><b>Needed competencies and skills</b></p> <ul style="list-style-type: none"> <li>• A high grade of responsibility</li> <li>• Service and customer orientation</li> <li>• Basic knowledge of mathematics and chemistry</li> <li>• The understanding of the importance of utmost cleanliness</li> <li>• Creativity</li> <li>• A skill for precision in manual work</li> <li>• A skill for decoration</li> <li>• Patience</li> <li>• Social skills in customer contact</li> <li>• Accuracy</li> <li>• The willingness to start working early in the morning</li> </ul>
<p><b>Training opportunities</b></p> <p>The training as pastry cook is a dual vocational training consisting of both theoretical education in a vocational school and practical work in a company. The training lasts for three years.</p> <p>No special graduation is compulsory; most apprentices have a low educational attainment.</p> <p>Apprenticeship pay ranges between 270 € and 360 € in the first year up to 480 € in the third year.</p>	<p><b>More information (links to materials)</b></p> <p><a href="http://www.bibb.de/en/ausbildungsprofil_13904.htm">http://www.bibb.de/en/ausbildungsprofil_13904.htm</a></p> <p><a href="http://berufenet.arbeitsagentur.de/berufe/start?dest=profession&amp;prof-id=3654_3652&amp;status=F01">http://berufenet.arbeitsagentur.de/berufe/start?dest=profession&amp;prof-id=3654_3652&amp;status=F01</a></p> <p>A portrait of the job “pastry cook”:</p> <p><a href="http://berufenet.arbeitsagentur.de/berufe/docroot/r1/blobs/pdf/bkb/3654.pdf">http://berufenet.arbeitsagentur.de/berufe/docroot/r1/blobs/pdf/bkb/3654.pdf</a></p>

**Job title**

Fundraising Officer

**Short description**

Fundraising officers are responsible for providing support to the fundraising manager, and being a pivotal member of an organisation's fundraising team, by helping to plan and deliver the organisation's fundraising programme. Their work includes initial research into available schemes and recent trends in fundraising, organising and implementing direct mail campaigns, organising fundraising events and appeals, and sourcing grant income from trusts, foundations and other statutory bodies.

**Job/task description**

- Researching trusts, government agencies and other bodies that could potentially make grants to the organisation
- Writing and presenting proposals
- Managing the grant application process and ensuring that reporting is tracked and meets donors' expectations
- Attending relevant fundraising forums such as Fundraising Institute of Ireland, Irish Charities' Tax Reform Group and other relevant bodies
- Develop a fundraising action plan
- Identify and suggest fundraising opportunities;
- In conjunction with the Treasurer keep records relating to fundraising monies;
- Provide monthly updates to the committee regarding fundraising duties and events.

**Needed competencies and skills**

- Excellent communication skills, including written communication
- Excellent interpersonal skills
- Research skills
- Attention to detail
- Analytical skills used for interpreting statistics
- Creativity and ideas generation
- Resilience and flexibility

### **Training Requirements**

Fundraising Officers come from a wide range of backgrounds and experience, as employers will usually be more interested in skills and commitment to working in the charity sector than in formal qualifications. Charities often have a preference for those who have done some fundraising, so previous experience as a volunteer fundraiser would help you.

It could be useful to have a degree or a Certificate or Diploma from Fundraising Ireland. A few large charities offer graduate trainee schemes for new recruits. Others offer unpaid internships, which can be a good way of building contacts and experience.

### **More information (links to materials)**

[www.fundraisingireland.ie](http://www.fundraisingireland.ie)

[www.careersportal.ie/careers/detail.php?job\\_id=528](http://www.careersportal.ie/careers/detail.php?job_id=528)

[gradireland.com/careers-advice/job-descriptions/fundraising-officer-charity](http://gradireland.com/careers-advice/job-descriptions/fundraising-officer-charity)

[www.qualifax.ie](http://www.qualifax.ie)

## Technical

**Job title**

Event technology specialist (Fachkraft für Veranstaltungstechnik)

**Short description**

Event technology specialists provide technical, organizational and design-related services, e.g. for stage and open-air events, film and television productions, congresses, concerts, trade fairs, production presentations, shows, conventions and theatre productions. They support the whole technical process of these events and are involved in the implementation. They are responsible for the smooth flow of all the technical aspects of an event, including questions of sound, light, projection, recording and electricity. They may also design exhibition stands or exhibition rooms, organize concerts or cultural events.

### **Job/task description**

- Apply technical regulations and standards, regulations relating to places of public assembly, and the legal provisions relating to data protection, intellectual property rights and personal privacy
- Evaluate the safety precautions and infrastructure of places of assembly
- Plan and organize the technical operations necessary for an event
- Securitise, transport and store event technology equipment
- Inspect event venues, and select and make available the required equipment
- Organize and check power supplies
- Operate technical stage and set equipment
- Install, set up and operate lighting and projection equipment
- Install, set up and operate sound equipment
- Install, set up and operate recording and transmission equipment for audio, video and data systems
- Evaluate special effects and produce these in compliance with legal requirements
- Run events

### **Needed competencies and skills**

- Accuracy
- Service orientation
- Basic manual skills
- A high level of technical understanding
- Knowledge of mathematics
- A high knowledge of physics
- Ability to work in a team
- Flexibility to adapt to changing working places and sometimes unusual working hours

**Training opportunities**

The training as Event technology specialist is a dual vocational training consisting of both theoretical education in a vocational school and practical work in a company. The training lasts for three years.

No special graduation is compulsory; most apprentices have a medium educational attainment.

Apprenticeship pay ranges between 530 € in the first year up to 710 € in the fourth year.

It is also possible to become an event technology specialist by attending a private full-time vocational school. Beside this, some universities offer both bachelor- and master-programmes in event management.

**More information (links to materials)**

[http://www.bibb.de/de/ausbildungsprofil\\_2283.htm](http://www.bibb.de/de/ausbildungsprofil_2283.htm)

A portrait of the job “Pattern and model maker”:

[http://berufenet.arbeitsagentur.de/berufe/start?dest=profession&prof-id=76571\\_76570&status=F01](http://berufenet.arbeitsagentur.de/berufe/start?dest=profession&prof-id=76571_76570&status=F01)

**Job title**

Pattern-maker (casting industry) – technische /-r Modellbauer /-in (Gießerei)

**Short description**

Pattern makers are specialized in fabricating models on the basis of design drawings and construction plans. Their job is to manufacture, modify and maintain patterns/models and pattern/model equipment. This involves producing plans based on specific pattern/model drawings, manufacturing pattern/model parts from a variety of materials by machining or manual cutting in particular, and joining these parts to form working patterns/models and pattern/model equipment. Pattern-makers are mainly employed in foundries, in the automotive industry and in specialized model and mould-making workshops.

### Job/task description

- Operations use finished part drawings of castings to produce pattern planning drawings;
- Plan the sequence of operations involved in manufacturing patterns, pattern equipment, core boxes, templates and jigs;
- Treat surfaces mechanically or by coating according to the requirements of the pattern;
- Manufacture patterns and aids needed for the production process;
- Manufacture patterns, pattern equipment and templates from wood, metal, plastics or combinations of materials using manual and mechanical manufacturing techniques and assemble these for the production process in the foundry;
- Modify patterns and pattern equipment according to production requirements and maintain them;
- Carry out quality assurance measures by checking dimensions, shapes, surfaces and the functioning of patterns and pattern equipment.

### Needed competencies and skills

- Accuracy in the production of patterns and models
- A high level of manual skills
- Technical understanding
- Knowledge of mathematics for the scale calculations
- Knowledge of technical drawing

### Training opportunities

The training as pattern maker is a dual vocational training consisting of both theoretical education in a vocational school and practical work in a company. The training lasts for three and a half years.

No special graduation is compulsory; most apprentices have a low or a medium educational attainment.

Apprenticeship pay ranges between 820 € in the first year up to 1.000 € in the fourth year.

### More information (links to materials)

[http://www.bibb.de/de/ausbildungsprofil\\_2283.htm](http://www.bibb.de/de/ausbildungsprofil_2283.htm)

A portrait of the job "Pattern and model maker":

[http://berufenet.arbeitsagentur.de/berufe/start?dest=profession&prof-id=76571\\_76570&status=F01](http://berufenet.arbeitsagentur.de/berufe/start?dest=profession&prof-id=76571_76570&status=F01)

**Job title**

Metal worker (Metallbauer /-in)

**Short description**

Metalworkers work in the production, maintenance and assembly of metal and steel constructions, metal objects and forged products, of vehicle constructions and conversions as well as in the assembly, start-up, fault finding and maintenance of control systems. Metalworkers carry out their work independently and as part of a team on the basis of technical documents and work orders, taking into account relevant provisions and safety regulations. They procure information, plan and co-ordinate their work, discuss and agree it with superiors and colleagues as well as with other areas, using German and English technical terms, and document their work. In doing so, they take measures to ensure quality and work safety as well as health and environmental protection.

### Job/task description

- plan and control work processes, monitor, document and evaluate work results
- apply standards and guidelines for assuring product quality and contribute to the continuous improvement of work processes in the company
- measure and control mechanical and physical quantities, make separable and inseparable connections
- produce parts and components by various manual and machine manufacturing processes
- treat and protect surfaces,
- secure loads, transport components and assemblies and use lifting gear,
- dismantle and assemble components and assemblies,
- set up workplaces at building sites,
- produce components as well as assemble and dismantle metal and steel constructions,
- handle a forge and select forgeable material,
- produce forged parts by manual and mechanical forging,
- produce bodies, vehicle frames and superstructures, carry out conversion work, install accessories and special attachments as well as test total functioning,
- test, process and protect surfaces.

### Needed competencies and skills

- Knowledge of mathematics to calculate sizes, volumes and surfaces
- Knowledge of physics
- An understanding of applied mechanics
- Accuracy
- Manual skills
- Caution and prudence when working in dangerous areas
- Reliability
- An understanding of security matters

### Training opportunities

The training as pattern maker is a dual vocational training consisting of both theoretical education in a vocational school and practical work in a company. The training lasts for three and a half years. From the third year on, the training is devoted to one of the following specialist areas: structural engineering, metal design or commercial vehicle construction.

No special graduation is compulsory; most apprentices have a low or a medium educational attainment.

Apprenticeship pay ranges between 350 € and 540 € in the first year up to 710 € in the fourth year.

### More information (links to materials)

[http://www.bibb.de/en/ausbildungsprofil\\_27736.htm](http://www.bibb.de/en/ausbildungsprofil_27736.htm)

<http://de.wikipedia.org/wiki/Metallbauer>

A portrait of the job “metal worker”:

[http://berufenet.arbeitsagentur.de/berufe/start?dest=profession&prof-id=13647\\_58420&status=F01](http://berufenet.arbeitsagentur.de/berufe/start?dest=profession&prof-id=13647_58420&status=F01)

### Job title

IT Technical Support

### Short description

IT technical support officers monitor and maintain the computer systems and networks of an organisation. They may install and configure computer systems, diagnose hardware or software faults and solve technical and applications problems, either over the phone or in person. Depending on the size of the organisation, a technical support officer's role may span one or more areas of expertise.

IT technical support officers may be known by other job titles including help desk operators, technicians, maintenance engineers or applications support specialists. The work is as much about understanding how information systems are used as applying technical knowledge related to computer hardware or software.

<p><b>Job/task description</b></p> <ul style="list-style-type: none"> <li>• Installing and configuring computer hardware operating systems and applications</li> <li>• Monitoring and maintaining computer systems and networks</li> <li>• Talking staff/clients through a series of actions, either face to face or over the phone</li> <li>• Troubleshooting system and network problems and diagnosing and solving hardware/software faults</li> <li>• Replacing parts as required</li> <li>• Following diagrams and written instructions to repair a fault or set up a system</li> <li>• Setting up new users' accounts and profiles and dealing with password issues</li> <li>• Testing and evaluating new technology</li> <li>• Conducting electrical safety checks on computer equipment</li> </ul>	<p><b>Needed competencies and skills</b></p> <ul style="list-style-type: none"> <li>• Appropriate telephone etiquette</li> <li>• Ability to speak and write clearly and accurately</li> <li>• Knowledge of relevant software computer applications and equipment</li> <li>• Knowledge of customer service principles and practices</li> <li>• Effective listening skills</li> <li>• Willingness to co-operate with others and work as part of a team</li> <li>• Multi-tasking capabilities</li> <li>• Attention to detail</li> <li>• In-depth knowledge of computer hardware</li> <li>• Relevant degree or qualification</li> </ul>
<p><b>Training Requirments</b></p> <p>A degree is not always necessary, though graduates (particularly those with relevant qualifications) may be preferred. The Microsoft Certified Software Engineer (MCSE) qualification can be beneficial, though this does not provide any hardware training. Prior work experience gained in any position involving contact with customers or the general public is advantageous.</p>	<p><b>More information (links to materials)</b></p> <p><a href="http://www.careersportal.ie/sectors/sectors.php?sector_id=8">www.careersportal.ie/sectors/sectors.php?sector_id=8</a></p> <p><a href="http://www.computerjobs.ie">www.computerjobs.ie</a></p> <p><a href="http://www.qualifax.ie">www.qualifax.ie</a></p>