



NORTHERN
S Y D N E Y
INSTITUTE
skilling for a global future



Work Wise Women

**19004 Certificate III
in Information Technology (Support)**

A unique opportunity for women who want to participate in the workforce with up-to-date and professional ICT skills.

Semester 1 is free (sponsored course)

TAFE NSW fee \$343 payable in Semester 2 in order to complete the course.

Information Session: Gawura Centre, Northern Beaches College

10am, Tuesday 2 February 2010

What you learn:

This course builds support skills in areas such as:

- Software applications including web design software
- The installation and maintenance of computer hardware and software
- PC/network infrastructure
- Problem analysis
- Communication skills
- Client support skills (helpdesk operations).

When:

Classes run three (3) days per week

Time: 9:30am - 2pm

Classes will start in the week beginning 15th February 2010.

Career Opportunities:

You could provide first level diagnostic support in a range of technologies in at work e.g.

Application Support, Help Desk Support, Website Support, Computer Technician or Computer Sales.

Or in small business including:

- Responding to help-desk calls yourself or allocating the problem to a specialist
- Creating and maintaining websites
- Computer support in installing and repairing desktops and peripherals
- Maintaining and upgrading a business's software, eg. applications, antivirus and firewall
- Creating project and administrative documentation
- Managing continuous improvement practices.

Note: It is important to have access to a computer with Internet access outside of class times.

Places are limited. For details on Semester 1, 2010 enrolment contact: Annette Bonnici, IT Head Teacher on 9941 5387 or email: annette.bonnici@det.nsw.edu.au

**Northern Beaches College
154 Old Pittwater Rd, BROOKVALE NSW 2100**

