



**CAREERS**  
BUSINESS INSTITUTE

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# National Certificate in Information Technology: Systems Support & Web Design (NQF 5)



Careers Business Institute has been empowering the community since its inception in 1991. We provide a comprehensive range of Management, Office Administration, Financial and IT courses that have been designed to help you launch your successful career. The Careers Training Group has campuses in Umhlanga Ridge and at the Chatsworth Centre in KwaZulu Natal

**Microsoft**  
CERTIFIED  
Partner



  
MICTSETA

## National Certificate in IT: System Support & Web Design (NQF 5)

### What's a System Support Technician?

As an Information Technology Support technician, you'll assist computer users with setup, maintenance, troubleshooting and problems they may have with their computers. Providing both in-person technical support and assisting customers remotely, Support Technicians offer support services exclusively for a certain technological products, such as a software program or particular hardware peripheral, or help users with any computer-related problem. Since COVID, organizations have been heavily dependent on computers for decision-making and operations, which have made IT Technicians a necessity worldwide.



IT Support technician must possess a wide range of technical skills and knowledge, including knowledge of computer hardware and software, operating systems, networks, and security. Technicians must be able to communicate effectively with users of all technical skill levels and solve issues that arise.

It's common for an IT Support Technician to set up and configure computer systems, install and maintain software, troubleshoot hardware and software problems, provide technical assistance to users, ensure that all computer systems and networks function smoothly and securely, and troubleshoot hardware and software issues.

### The MICT & Microsoft Solution

The Media, Information and Communication Technologies Sector Education and Training Authority (MICT SETA) is a public entity established in terms of the Skills Development Act, 1998 (Act No. 97 of 1998). The MICT SETA plays a pivotal role in achieving South Africa's skills development and economic growth within the sub-sectors it operates namely; Information Technology, Film and Electronic Media, Electronics, Advertising and Telecommunications.



Microsoft Software is used by almost every Company Worldwide in some form. Its widespread use means it's crucial in many roles in and out of IT, making it the ultimate transferable skill. Careers Business Institute have been offering Seta & Microsoft courses for over 15 years in South Africa. Making our College one of the most trusted in KwaZulu-Natal.

### Is a Support Technician Career for me?

If you have Self-Discipline, enjoy Problem-Solving, have Attention to detail, Good Communicational Skills and a Passion for Technology – Then you should become an IT Support Technician.

## National Certificate in IT: System Support & Web Design (NQF 5)

### National Certificate in IT: Systems Support at Careers Business Institute

The National Certificate in IT: Systems Support – NQF 5 is designed to equip learners with the essential skills and knowledge required for a successful career in the IT systems support industry. This qualification focuses on developing competencies in managing and maintaining computer hardware and software systems, as well as providing technical support for network and server environments.



Participants will gain practical experience and theoretical knowledge necessary for troubleshooting, configuring, and optimizing IT systems. This qualification is ideal for those looking to advance their careers in IT support or pursue further studies in related fields.

### I'm System Support Certified, What now?

Certified IT Support Technicians have a wide range of Career Opportunities available. We have listed some of the more widely available careers for certified technicians;

- PC Support Network Technician
- Junior Systems Support Analyst
- IT System Support Technician
- Website Developer & Designer



Students have the option of specialization through IT programs offered at Careers Business Institute. Do you wish to focus your career on the field of Cyber Security? Why not join the CompTIA CySA+ and become a Certified Cyber Security Analyst? Interested in Data Science, Software Development, AI, Coding or Application building? You can take that next step! Contact a Careers Business Institute Campus to find more about these courses and their requirements!



## National Certificate in IT: System Support & Web Design (NQF 5)

### Module Breakdown: Networking

- Transmission Control Protocol (TCP)/Internet Protocol(IP)
- Understanding Network Architecture
- Administrator protocols of Local Networks
- Designing Local Area Networks
- Installing Local Area Networks
- Testing IT Systems
- Operating Systems Principles and Techniques



### Module Breakdown: Computer Architecture

- Software
  - Installation of Local Networked Software
- Hardware
  - Identification, Installation & Repairs

- Report Writing
- Personal Computer Assembly
- Network Installation and Upgrades

### Module Breakdown: Installation of Local & Networked Peripherals

- Installation of:
  - Scanners
  - Printers
  - High Volume Photocopiers
- Administration of Security Systems
- Customer Relations
- Communication Skills
- Business Principles & the Role of IT

### Minimum Requirements & Details

Minimum Requirements: Grade 12 (English & Math Literacy) or Further Education & Training Certificate in IT – Technical Support (NQF 4)

Full - Time: 12 months (Part time also available)

SAQA ID: 48573

Credits: 147

**Includes FREE Tablet & Learning Materials – No hidden costs!**

### Course Fees

Careers Business Institute have developed easy payment options for all courses. Please enquire for a full fee schedule!