

Information Technology (IT)

IT (Information Technology) departments are essential to any business. They help to ensure that the company's computer systems (computers, internet, email etc.) are doing their job. The IT department can be responsible for a number of things, including:

- Maintaining the business hardware (computers, printers, scanners, etc.) and software (IT programmes)
- Setting up and installing the software
- Training staff.

All businesses rely on IT to some extent so this function is very important. Typical IT positions include:

- IT Director
- IT Manager
- Network Manager
- IT Technician and Helpdesk

IT Director

Oversees the whole IT strategy of the company and the overall structure of the IT department. An IT Director needs to have experience in working in different IT departments; should have an understanding of the technical demands on the IT department and how technology can support the business.

Salaries range from between £58,500 - £92,000 or more depending on the size of company.

IT Manager

The IT Manager is responsible for running and maintaining the company's IT systems, including making sure members of the IT team all carry out their individual tasks. IT experience is needed for this role as well as a good educational background.

Salaries can start at around £33,000.

Employability SKILLS

There are a number of skills needed to work in an IT department, including:

- Strong IT skills
- Good knowledge of the business IT needs
- Effective communication and the ability to deal with complaints
- Ability to prioritise
- Problem solving abilities
- Teamwork and independent thinking
- Ability to manage a project and take responsibility.

Network Manager

This person is responsible for designing and maintaining the company's internal network, which helps to connect the business with its employees, allowing them to share information, contact details and files within the company and not with the public.

Salaries can range from between £33,000 - £50,000.

IT Technician and IT Helpdesk

These individuals help to find and correct IT problems and are the first point of call for other employees who have an IT problem.

Salaries vary with experience but normally start at around £17,500.