



IT

Job Information Sheet

What is computing and IT?

Information technology (IT) is increasingly important in all our lives. Modern businesses use IT for a wide range of activities, including financial management, design, stock control, sales, marketing, project management and communication. Telecommunications systems range from telephones and e-mail systems to firewalls and satellite TV.

Many large organisations maintain their own computing and IT operations. However, not all large organisations wish to manage their own systems - a recent trend has been to contract out the running of systems to 'facilities management' companies. Some specialists are employed by companies that manufacture hardware, software and other equipment. Others work for companies that offer consultancy.

Are there jobs for 16-19 year olds?

Many graduates come to London to look for work in computing and IT. Employers can afford to limit recruitment those with higher level qualifications for jobs such as systems analysts or software developers. However, there are some jobs in computing and ICT that do not require a degree or diploma. Below is a selection of jobs that could be available to 16-19 year olds living in Central London. Further details of these and many other jobs can be found at www.connexions-direct.com/jobs4u/.

In computing vacancies are rare for those without either higher level qualifications or experience. Opportunities that do occur tend to be supporting computer users. When these jobs do occur a good practical understanding of computer software and hardware is usually required.

Jobs in telecommunications systems, such as producing and testing the equipment and systems or installing and setting them up, are more common. Many of these include apprenticeships as part of the package, and require a commitment to train over a number of years.

Some employers will not ask for any qualifications but most will ask for good GCSEs including English, maths and science or relevant vocational college courses. For some higher level technician training A Levels or equivalent qualifications are often an advantage.

This information sheet covers jobs for 16-19 year olds in Central London. It does not cover graduate jobs or jobs that are rare in Central London. For details of the whole range of jobs go to www.connexions-direct.com/jobs4u/.

Jobs for 16-19 year olds in IT

- **PC support people** help people who have bought PCs (personal computers) to solve any problems they have with their computers. They help to resolve both hardware or software problems, either by phone or by visiting users.
- **Helpdesk professionals** help users to sort out problems they may be having with their computers or software. They do this either by phone, e-mail or in person.
- **Telecommunications technicians** work on systems, from telephones and e-mail systems to firewalls and satellite TV, either producing and testing the equipment and systems or installing and setting them up.
- **Computer service technicians** install and maintain commercial computer equipment. This may range from a small office with one PC and a printer, to a large banking or retail operation with highly complex equipment.

Apprenticeships

Apprenticeships offer training to young people who want to learn while working. Apprenticeship opportunities in business and finance will be listed in the vacancies above. For more general information on apprenticeships go to www.apprenticeships.org.uk.

A College or 6th form course?

If you are interested in computing and IT staying on in full-time education can be a good option.

You will normally need a couple of grade E GCSEs to enter Foundation, Introductory or Level 1 courses such as IT at work. Intermediate or First Diploma or level 2 courses will usually ask for four GCSEs at grade D and vocational A Level or National Diploma courses grades A-C.

It is possible to study computing and IT at university by following the academic (or A Level) route but vocational courses can be a good choice. Relevant A Level courses include computer science and ICT and vocational courses, such as BTEC National Diploma can also be a good choice. You normally need at least four GCSEs at grades A*-C or equivalent to enter these courses.

On many of these courses you will spend some time on a work experience placement, which can really help when it comes to getting a job or a university course.

Diplomas

The Diploma is a new qualification that combines classroom study with practical experience. Diplomas will be available at Foundation, Higher and Advanced Levels in many colleges and 6th forms and, in some cases, may replace other vocational courses.

The IT Diploma was introduced in some parts of London from September 2008 and from September 2009 in parts of Central London.

For details on the vast range of education and training courses, including Diplomas, on offer throughout London go to www.mychoicelondon.co.uk

Live IT Vacancies (on 1st September 2010)

Young people in Central London can search for job and training opportunities at www.mychoicelondon.co.uk/choicejobs. When this information sheet was published the following vacancies were available:

LOIS Ref	Vacancy	Organisation	Location	Notes
L19001917	IT Support Apprentice	IT	Old Street, Islington	5 GCSE grades A*-C or equivalent ***Closing date 18/8/10***
L19001965	IT Support Apprentice	IT & Telecoms	Canary Wharf	GCSE grades A*-C including English and maths ***Closing date 20/9/10***
L19002007	Apprentice IT Support Engineer	IT	Euston	
L27002125	IT Support Assistant Apprenticeship	IT	Battersea	5 GCSE grades A*-C including English and maths
L18000171	Advanced Microsoft IT Apprenticeship	Training Organisation	Throughout London	5 GCSE grades A*-C including English and maths
L12002590	IT Apprenticeship	Training Organisation	Hammersmith	5 GCSE grades A*-C including English and maths
L12003263	IT Apprentice	Training Organisation	Latimer Road	

Vacancies in red are new this month. To find out more about any of these vacancies either speak to your Personal Adviser or contact the nearest centre listed at the bottom of this page. If you do not live in any of the areas listed below you can find your local Connexions centre at: www.connexions-direct.com/index.cfm?go=localServices