



Information and Communication Technology



Information Technology is everywhere. We all use it at home and at work. Over one million people work in IT and Telecoms in the UK. They work for companies doing important specialist IT jobs, but also work in jobs in other industries (such as finance and banking, health, transport, and the creative sector).

What's happening?

- Employment in the IT sector is concentrated locally in Bristol and South Gloucestershire. Telecommunications is particularly important in South Gloucestershire.
- The use of computers and IT is widespread both in the workplace and in people's homes. 20 million people (70% of the UK Workforce) use IT in their work.
- Employment opportunities in IT include: selling computers; computer support; computer development; software and hardware design.
- About 890,000 people are employed by IT and Telecoms businesses in the UK.
- The sector contains the highest proportion of small businesses in the UK.
- The IT sector requires highly-skilled professionals. Employers are particularly interested in people with good team-working and problem solving skills, who can communicate well.
- The relatively high wages ensure that the sector is a popular career choice for young people. Entry can be competitive.

How much could I earn?

	Average annual salary (£s)
Computer Engineer, Installation and Maintenance	£27,421
Database Assistant/Clerk	£16,427
ICT Manager	£51,277
IT Operatives Technician	£31,380
IT User Support Technician	£26,949
Software Professional	£37,630

Salary rates have been calculated using the average gross pay for full-time workers. Figures are for the United Kingdom. Averages can hide higher earnings. With training and career development, higher salaries can be achieved. Source: Annual Survey of Hours & Earnings 2008, ONS, © Crown Copyright.

What we think will happen

- The Telecoms and IT sectors are beginning to merge and overlap as Telecoms develops and uses new technologies.
- Employers will increasingly look for employees with a blend of technical, business and personal skills.
- While the immediate future is uncertain due to the current economic downturn it is likely that skill shortages will remain across most IT occupations (such as software engineers, operational and database staff).
- It is thought that the IT sector will continue to grow, though this is likely to be more limited when compared with previous years due to the recent economic downturn.
- The majority of these job opportunities, (87% or 157,000) will be 'replacement' positions arising when individuals change job, take extended leave/sabbaticals or leave employment.
- The remainder (13% or 23,000) will be 'new' posts resulting from an overall forecast expansion/growth of the ICT professional workforce.

Do you want to work in Information and Communication Technology? Is this you?

- Enjoy solving problems and putting together solutions
- Enjoy training and updating knowledge
- Good communication skills
- Team worker
- Very good information technology skills

Some job suggestions

- Computer Games Designer
- Computer Programmer
- e-business Analyst
- Helpdesk Administrator
- IT Trainer
- Network/Database Administrator
- Software Engineer/Analyst Programmer
- Systems Analyst/Designer/Architect
- Support Technician
- Technical Sales
- Web Manager

Routes into Information and Communication Technology

Level 1 (Foundation)	Level 2 (Intermediate)	Level 3 (Advanced)	Level 4 (Higher)
GCSE Grades D – G BTEC Introductory Diploma NVQ 1 Foundation Diploma	GCSE Grades A* – C BTEC First Diploma NVQ 2 Apprenticeship Higher Diploma	A Level BTEC National Diploma NVQ 3 Advanced Apprenticeship Advanced Diploma	HND Foundation Degree First Degree NVQ 4

The Diploma in **Information and Communication Technology**. Learners will explore the potential of technology and its contribution to organisations, individuals and society. They will learn how to deliver successful projects; create technological solutions to meet business requirements; and develop the ability to work effectively in a professional environment. Learning will be brought to life by studying the Internet, multi-media solutions, technology in music and technology in sport. The Diploma in Information and Communication Technology has been designed to appeal to young people with many different aspirations, including future IT professionals, business managers and entrepreneurs. It will equip all learners with the skills and capability to thrive in the e-economy.

See: www.e-skills.com/careers

Check with your school or Connexions Personal Adviser when this will be on offer in your local area.

Note: there are a number of ways of training for this area of work; the new Diploma is just one of these. See Routes into Information and Communication Technology for the options.

Want to know more?

Apprenticeships – www.apprenticeships.org.uk
or call the **helpline on 08000 150600**
British Computer Society – www.bcs.org.uk
The Diploma – www.direct.gov.uk/diplomas
The Sector Skills Council for IT and Telecommunications
– www.e-skills.com/careers

"In order to compete in the global economy, UK companies urgently need more young people to understand technology in business. The content of the Diploma will help develop students; both for university courses and rewarding, flexible careers."

Andy Hill, Head of Resourcing and Development, Vodafone

Want to speak to somebody?

Go to www.connexionswest.org.uk for addresses of Connexions West of England local centres or contact Connexions Direct. Connexions Direct can offer you all the information and advice you need to make the decisions and choices in your life.

Connexions Direct: **080 800 13 2 19** Text: **07766 4 13 2 19**

Webchat/Email: www.connexions-direct.com