

Data & network

IT project manager



IT project managers oversee the development and installation of computer hardware and software systems.

Annual Salary

£25,000 to £70,000

Working hours

37 to 40

4%

Future employment

There will be 4% more IT project manager jobs in 2022.
In your local area

What's it all about?

What you'll do

You could work in-house for a large organisation, or for a consultancy firm going into different organisations for specific tasks.

This is a broad role and your day-to-day tasks will include:

- finding out what the client needs and minimising risk to the business
- working out and agreeing timescales, budgets and quality
- using project management software to plan and resource stages
- co-ordinating the project team, keeping clients and managers informed of progress
- solving problems as they arise and adjusting plans
- providing documentation and training for users of the new system
- ensuring a smooth changeover from the old IT system to the new one
- confirming satisfaction before signing off and evaluating completed tasks

Entry requirements

You'll need a foundation degree, degree or postgraduate award in a subject like:

- computing
- information systems
- project management
- business management

Experience of managing projects in other industries may help you find work.

You'll usually need experience of using software and applying project management principles and methods in your work.

You could get into this job through an [apprenticeship](#).

[The Chartered Institute for IT \(BCS\)](#) has more information on training and careers.

Salary

£25,000 to £70,000

Starter salary: £25,000 to £28,000

Experienced salary: £30,000 to £45,000

These figures are a guide.

Working hours

37 to 40

You'll usually work standard office hours, but may need to work longer to meet deadlines.

Travel to clients could be required. You may need a full driving licence.

Career path and progression

With training and experience, you could become a senior project manager or move into more specialised roles like cyber security.

You could become a freelance consultant.

You could also go into departmental management or operations management.

Another option is to become a teacher, trainer or assessor.

IT support technician

IT technical support staff diagnose and solve software and hardware problems for computer users.

Annual Salary

£16,000 to £35,000

Working hours

35 to 40

1%

Future employment

There will be 1% more IT support technician jobs in 2022.
In your local area

What's it all about?

What you'll do

You may work in-house with an organisation's staff, students or customers. You may also work in a call centre advising the public by phone, email or online chat.

In some roles, you'll be responsible for telephony and audio-visual equipment as well as IT systems.

Your day-to-day tasks may include:

- communicating with computer users to find and fix problems
- tracking work in progress and recording issues and solutions
- updating online knowledge banks
- servicing and fixing equipment, including printers, projectors and networks
- setting up new equipment and upgrading existing systems
- training people on new systems, face-to-face and online

Entry requirements

There are no set requirements, but you'll need a good level of general education. You'll also need a working knowledge of computer software and hardware.

A college course in computing or IT support, and experience in customer service, will help.

You could get into this job through an [apprenticeship](#).

If you work with young people or vulnerable adults, you'll need clearance from the [Disclosure and Barring Service \(DBS\)](#).

Salary

£16,000 to £35,000

Starter salary: £16,000 to £22,000

Experienced salary: £22,000 to £24,000

These figures are a guide.

Working hours

35 to 40

You'll usually work 35 to 40 hours a week. You may have to work shifts, including evenings and weekends.

You'll work in an office and spend a lot of your time at a computer.

You may have to travel to different sites to help users. A driving licence may be required.

Career path and progression

With experience, you could move into a supervisory or management role.

With training, you could move into network engineering, database administration, business or systems analysis, IT security, IT project management, training or technical sales.