NELSON MANDELA UNIVERSITY

Faculty of Engineering, the Built Environment and Technology
School of Information Technology

Higher Certificate Information Technology in User Support Services

With this qualification you can work in an entry-level technical or user-support position that spans a wide range of computing environments requiring support personnel.
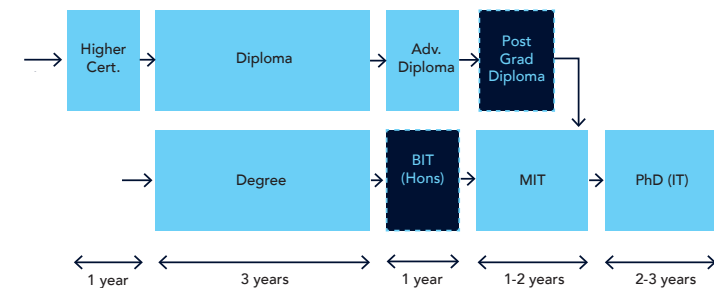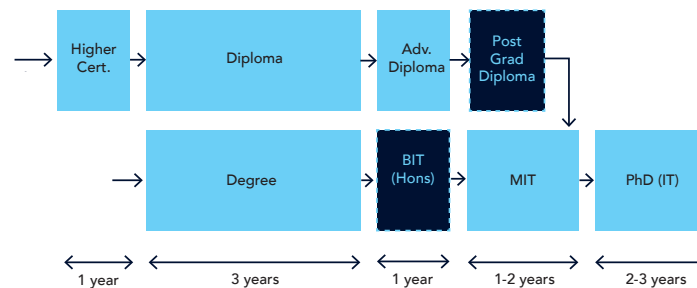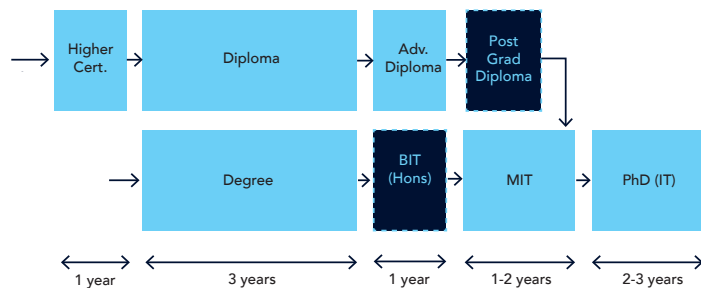
Qualifications Offered

- Higher Certificate: Information Technology in User Support Services. One-year of full-time study at Port Elizabeth Campus or George Campus (Western Cape)
- Diploma: Information Technology: (Communication Networks; Software Development; Support Services) Three years of full-time study in Port Elizabeth

Admission Requirements

MATHS percentage requirement
55 — LIT | 35 — TECH | 35 — PURE

AS MATHS PURE / TECH — 290

AS MATHS LIT — 305

An average of 60% for all modules at the exit level is required if an applicant wishes to proceed to the Diploma IT: (Support Services). A selection process takes place to consider students who meet this requirement.

First-year Outline

The following is an outline of the subjects that comprise the curriculum for the first year.

Information Technology Skills 1
Technical Support 1
User Support 1
Information Systems 1

Career Fields

IT Technicians are responsible for troubleshooting computer problems, monitoring processing systems, installing software, and performing tests on computer equipment and programs. Technicians must also respond in a timely manner to service issues and requests.

Enquiries

Farren Foutie
farren.foutie@mandela.ac.za
soitpr@mandela.ac.za
soit.mandela.ac.za

Admissions: mandela.ac.za/study-at-mandela/application
Financial Aid: finaid.mandela.ac.za
Residence: studenthousing.mandela.ac.za