

CAREER FACT SHEET

ICT Sales Professionals

Snapshot

ICT Sales Professionals manage client accounts and represent companies in selling a range of computer hardware, software, and other ICT goods and services to industrial, business, professional, and other organisations.

How many are employed in this occupation?	19,900
What are the average weekly earnings for full time workers?	\$3,094
How does unemployment compare with other occupations?	Average
What are the job prospects for this occupation?	Medium
What will be the likely future employment growth for the next five years?	Very Strong Growth

Main employing industries

Information Media and Telecommunications; Professional, Scientific and Technical Services; Public Administration and Safety; Electricity, Gas, Water and Waste Services

Tasks

This occupation may include associated occupations with varying tasks.

- Installing, maintaining, repairing and diagnosing malfunctions of microwave, telemetry, multiplexing, satellite and other radio and electromagnetic wave communication systems
- Configuring and integrating network and telecommunications technology with computer software, hardware, desktops, peripherals, databases and operating systems
- Developing and recording logs of the details, locations and status of inventories, parts, equipment and instruments and maintaining the documentation of communication policies, procedures, guidelines and regulations, and quality standards
- Providing technical advice and information, and monitoring the performance of complex telecommunications networks and equipment
- Planning the development of customer access telecommunications network infrastructure
- Liaising with vendors, suppliers, service providers and external resources and monitoring contractual obligations and performance delivery
- Providing ongoing operational support in designing, optimising, troubleshooting, diagnosing, repairing and resolving of telecommunications network performance malfunctions, defects and faults.

INDUSTRY OVERVIEW

Information Media and Telecommunications

Do you have a flair for coding in Java, fixing computer bugs and setting up data networks? Or are you into producing compelling web content via slick copy, video and audio production? If you answered yes to either of these questions then you should definitely explore the many career pathways available in the exciting world of Information, Media and Telecommunications. The Information, Media and Telecommunications industry requires people with a diverse range of skills. From those who can drive the technology that controls the storage and dissemination of information, to creative-types, skilled at producing innovative solutions for clients wanting their business to stand out from the crowd. This industry also employs people who have solid interpersonal skills for roles in client sales and support. Just about every organisation requires some kind of information technology facility, therefore working in this industry means the opportunity to gain experience in a variety of enterprises. There are career pathways in data management, games and multimedia design, hardware and software maintenance and support, database design and networking. You could work as an electronics technician, a data communications tradesperson or as website designer. With relevant qualifications and experience you could even manage entire information systems.



Information Media and Telecommunications

Possible job pathways

- Call or Contact Centre Workers
- Call, Contact Centre & Customer Service Managers
- Computer Network Professionals
- Graphic and Web Designers, and Illustrators
- ICT Managers
- ICT Sales Assistants
- ICT Sales Professionals
- ICT Support Technicians
- Software and Applications Programmers
- Technical Sales Representatives
- Telecommunications Engineering Professionals
- Telecommunications Technical Specialists
- Telecommunications Trades Workers
- Actors, Dancers and Other Entertainers
- Artistic Directors, Media Producers & Presenters
- Film, Television, Radio and Stage Directors
- Gallery, Library and Museum Technicians
- Journalists and Other Writers
- Performing Arts Technicians
- Printers
- Printing Assistants and Table Workers
- Public Relations Professionals
- Signwriters

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