

IT Support Technician

Fix the laptop, reset the password, get the office printing again. The fastest way into a tech career, and the ladder everyone else climbed.

TYPICAL PAY

\$65,000

a year, full time

PAY RANGE

\$43k to \$102k

starting to experienced

TIME TO QUALIFY

1 to 2 years

after high school

DEMAND

Moderate

job outlook

LICENCE NEEDED

No

anyone can do it

WHERE YOU WORK

Offices, hospitals, schools, call centres, managed service provide...

How you get there

- 1 High school** Grades 11 and 12
 Computer science, any technology course, and English. Be the person friends and family ask to fix their computers.
- 2 Certificate or diploma** 1 to 3 years
 A 1-year college certificate or 2-year diploma in computer systems, IT support or network administration. A 3-year advanced diploma opens more doors later.
- 3 Certify** During college
 CompTIA A+ is the entry credential most job ads name: two exams covering hardware, operating systems, networking and troubleshooting. Some students pass it before graduating.
- 4 Tier 1 help desk** 1 to 2 years
 Phone and chat support: password resets, software installs, printer problems. You escalate what you cannot fix.
- 5 Tier 2 or desktop support** Year 2 to 4
 Harder problems, hands-on hardware, user accounts and devices. From here, most people specialize into systems, networking or security.

Pros and cons

- + The cheapest and fastest entry into a tech career
- + Jobs everywhere: every organization has computers that break
- + A clear ladder to systems, networking, security and cloud roles
- Low starting pay and repetitive tickets
- Angry callers and being blamed for things you did not break
- Shift work at 24-hour service desks

Optional boosts

CompTIA Network+ and Security+. Microsoft 365 and Azure fundamentals. Apple and mobile device management. ITIL (Information Technology Infrastructure Library) Foundation.

Where these numbers come from

Job Bank: Information technology (IT) support technician (NOC 22221), wages (updated Nov 2025)

CompTIA: A+ certification

Seneca Polytechnic: Computer Systems Technology advanced diploma

NAIT: Computer Network Administrator certificate

Numbers checked September 2026. Pay figures are typical full-time annual amounts in Canadian dollars, based on Government of Canada Job Bank wage data and published salary grids. They vary by province, employer and experience. Tuition is for domestic students. Sources, links and the click-through version: <https://career.help/ca/careers/it-support-technician>

Good to know

Turning it off and on again works

Restarting fixes a large share of computer problems because it clears whatever state the software got stuck in. Support technicians joke about it, and then they ask you to do it anyway.

The ladder starts here

A large share of Canada's systems administrators, network engineers and security analysts started on a help desk. Support is where you learn how real organizations use technology, and what breaks.



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