

DIGITAL CAREERS GUIDE

#LetsGetDigital



WELCOME!

This guide is designed to help you investigate the digital career options that best match your skills, interests and personality.

It covers nine of the most in-demand digital career disciplines in Australia, based on **FSO research** that indicates, Australia's technology sector will face a shortfall of 131,000 workers by 2030. For each career pathway you'll find information on entry-level roles, day-to-day responsibilities, salary ranges, learning options and the skills that matter most.

This is not an exhaustive list. The digital jobs landscape moves quickly with new roles emerging all the time. To stay across the latest opportunities, we recommend regularly checking **Seek**, **LinkedIn Jobs** and industry sources including the **Australian Computer Society**, **Jobs and Skills Australia** and the **Future Skills Organisation**.

Entry-level roles and AQF level ranges have been validated against the Future Skills Organisation (FSO) Entry Level Pathways report. DigComp foundational skills are mapped per pathway using the FSO's discipline data. Salary ranges are taken from Seek, 2026.

READY TO START SOMETHING NEW?



Simply click on the links below

SOFTWARE ENGINEERING

Software engineers design, build and continually improve the apps, online services, websites and digital experiences people use every day.

KEY TRAITS FOR THIS PATH

PROBLEM-SOLVER



CREATIVE



PLANNER



DETAIL-ORIENTED



COLLABORATIVE



SOFTWARE ENGINEERING



IS THIS THE ROLE FOR YOU?

Software engineering suits people who are logical, enjoy creative problem-solving, collaborate well with others and take satisfaction in getting things right. If you like building things and making them better, this is a career worth exploring.

You don't need to be an expert coder or have a computer science background to get started. Some of the best software engineers in Australia are career changers or completely new to the field. AI is powering a new generation of 'vibe coders' who can generate code without knowing a coding language in depth — which means modern teams increasingly look for clear thinking, communication, problem-solving and the ability to refine and improve what's in front of them.

WHAT IS THE ROLE OF AI IN SOFTWARE ENGINEERING?

AI is now part of every software engineer's toolkit. Tools and methods are rapidly evolving so staying current will be important. But what makes a great developer hasn't changed — strong thinking, sound judgement, a collaborative mindset and the ability to translate human needs into working solutions.

WHAT IS THE DEMAND FOR SOFTWARE ENGINEERING?

Software engineering is one of the most acute skills shortages in the country.

FSO research* projects a shortfall of 19,600 Software and Application Programmers by 2030 with demand growing at 4.5% per annum.

WHAT WOULD I BE DOING DAY-TO-DAY?

Writing and testing code, implementing features, participating in code reviews and documenting your work — building your skills across languages, frameworks and development practices.

WHICH INDUSTRIES HIRE FOR THIS ROLE?

Every sector needs software engineers, but here are some key examples:

- Finance and FinTech
- Gaming
- Retail e-commerce
- Healthcare tech
- App/software/tech companies and start-ups
- Government
- Charities.

* www.futureskillsorganisation.com.au/wp-content/uploads/2025/08/WFP-2025-Technology.pdf

ENTRY-LEVEL ROLES TO AIM FOR*

Roles like Test Analyst and QA Associate are specifically designed for people building their skills – you’re earning while you’re learning. If an interesting role catches your eye, don’t overlook it because you think it’s too senior. Check the skills required first to determine the level.

*Roles aligned with SFIA and DigComp Frameworks

EXAMPLE ROLES

Junior Software Developer



Write and test code under guidance, building your skills across languages and frameworks as part of a development team.

DevOps Engineer



Automate, integrate and streamline the way software is built and deployed, bridging development and operations teams to keep systems running smoothly.

UX/UI Designer



Design intuitive, user-friendly digital experiences by researching how people interact with products and translating those insights into compelling interfaces.

Web Developer



Build and maintain websites and web applications, writing the code that makes sites work.

Web Designer



Design the look, layout and user experience of websites, combining creativity with technical skills.

Multimedia Designer



Create digital content including graphics, animation and interactive media for websites and apps.

Digital Game Developer



Design and build video games and interactive experiences for devices ranging from mobile to console.

FOUNDATIONAL DIGITAL SKILLS THIS CAREER BUILDS ON

These are the digital competencies that underpin this career, but they’re not prerequisites. Think of these as skills the role will develop in you, not boxes to tick before you apply.

DIGCOMP SKILL

WHAT IT MEANS IN THIS CAREER

Computational thinking & programming

Writing, testing and maintaining code across languages and frameworks, with assistance from AI agents.

Solving technical problems

Debugging code, resolving build failures and finding elegant solutions with assistance from AI agents.

Identifying needs and technological responses

Translating user requirements into working software.

Developing digital content

Building interfaces, features and digital products people use every day.

Collaborating through digital technologies

Working in agile teams, contributing to code reviews and shared repositories.

Creatively using digital technology

Finding inventive approaches to engineering challenges and product features.

Source: DigComp – European Digital Competence Framework, mapped to Australian ICT roles by the Future Skills Organisation (FSO).

SOFTWARE ENGINEERING

YOUR LEARNING PATHWAY – FROM NOW TO CAREER-READY

There’s no single path into software engineering. Short courses and microcredentials are a practical way to explore the field and build foundational skills. VET qualifications provide structured, nationally recognised training. A university degree offers the deepest theoretical grounding. Many people combine elements of all three. Some entry-level roles are accessible with a strong portfolio and foundational credentials. Others in larger organisations or more specialised areas will expect a formal VET or degree qualification. Choose your starting point based on your background, goals and the roles you’re targeting. The following table provides a general look at typical qualifications you could undertake. It is designed to guide your search with an example level of study, name, duration and provider, as specific details may vary.

LEVEL OF STUDY	EXAMPLE QUALIFICATION/COURSE	DURATION	TYPICAL PROVIDER
Microcredential	Introduction to Programming (Python/JavaScript)	4–8 weeks	IAT-Digital, TAFE, University
Microcredential	Web Development Foundations (HTML/CSS/JS)	6–8 weeks	IAT-Digital, TAFE, University
Certificate IV	Certificate IV in Information Technology (Programming)	12 months	TAFE/Registered Training Organisation (RTO)
Diploma	Diploma of Software Development	18 months	TAFE/RTO
Advanced diploma	Advanced Diploma of Information Technology	2 years	TAFE/RTO
Degree pathway	Bachelor of Computer Science/ Software Engineering (via VET)	3 years	University



ENTRY LEVEL SALARY

\$65,000 – \$85,000*

*Note: this range is indicative and can vary over time. Source: Seek 2026.



AUSTRALIAN QUALIFICATION FRAMEWORK(AQF)*

ENTRY ROLES ARE LEVELS 2 – 5

*The Australian Qualifications Framework (AQF) is the national system that classifies education and training qualifications in Australia. It runs from Level 1 (Certificate I) through to Level 10 (Doctoral Degree), with each level representing a step up in complexity and depth of learning. VET qualifications such as Certificate III, Certificate IV and Diplomas sit at Levels 3–5. When you see an AQF level listed against a role, it gives you a guide to the typical level of formal study that employers expect – though experience and skills can also count for a great deal.

FIND AND COMPARE COURSES

- 

workinitiatives.com.au

Search and compare microcredentials and VET courses.
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Help finding the right course for you.

VERIFY PROVIDERS

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UNDERSTAND JOB DEMAND

- 

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- 

jobsandskills.gov.au/data/occupation-shortage

The official list of occupations currently in shortage nationally and by state/territory.

ARCHITECTURE & SYSTEMS ADMINISTRATION

Architecture and systems administration is the discipline that designs, builds and maintains the technical backbone every organisation relies on.

KEY TRAITS FOR THIS PATH

SYSTEMATIC



DETAIL-ORIENTED



STRATEGIC



COLLABORATIVE



RELIABLE



ARCHITECTURE
& SYSTEMS
ADMINISTRATION

IS THIS THE ROLE FOR YOU?

This career suits people who think in systems and are not just interested in how individual components work, but want to understand how everything connects and works together. If you are an adaptable, collaborative problem-solver with a knack for explaining technical issues in plain language, this is a field worth exploring. You don't need a computer science degree to get started. Many excellent systems administrators began in IT support or networking and built their skills over time.

WHAT IS THE ROLE OF AI IN ARCHITECTURE AND SYSTEMS ADMINISTRATION?

AI is often used to automate updates and routine maintenance with tools and methods are changing fast so it's important to stay up to date. However, how systems are designed, structured, backed up, governed and scaled remains a human responsibility that grows in importance as the environments become more complex.

WHAT IS THE DEMAND FOR ARCHITECTURE AND SYSTEMS ADMINISTRATION?

FSO research finds that the Computer System Design and Related Services sector accounts for 93.5% of the skills upskilling requirement across the technology industry, indicating long-term demand.

WHAT WOULD I BE DOING DAY-TO-DAY?

Monitoring system health, performing standard changes, maintaining documentation, supporting infrastructure projects and building your knowledge of enterprise platforms, virtualisation and cloud technologies.

WHICH INDUSTRIES HIRE FOR THIS ROLE?

Every sector runs on architecture and systems, but here are some key examples:

- Government
- Finance & Banking
- Healthcare
- Defence
- Retail.

* www.futureskillsorganisation.com.au/wp-content/uploads/2025/08/WFP-2025-Technology.pdf



ENTRY-LEVEL ROLES TO AIM FOR*

Roles like Junior Systems Administrator are specifically designed for people building their skills – you’re earning while you’re learning. Entry-level roles are about learning the environment and building confidence with established systems. Many systems architects started exactly here.

If an interesting role catches your eye, don’t overlook it because you think it’s too senior. Check the skills required first to determine the level.

*Roles aligned with SFIA and DigComp Frameworks

EXAMPLE ROLES

Systems Administrator (Junior)

ICT Systems Technician

Systems Administrator

Infrastructure Support Engineer

Platform Operations Analyst

Solutions Architect

WHAT YOU’D BE DOING

- ➔ Monitor and maintain servers and systems under guidance, learning the infrastructure that keeps an organisation running.
- ➔ Install, configure and support computer systems and peripherals for users across an organisation.
- ➔ Manage and maintain servers, user accounts and system configurations across an organisation’s IT environment.
- ➔ Support the physical and virtual infrastructure that underpins business operations, including servers, storage and networks.
- ➔ Monitor and maintain cloud and on-premises platforms, responding to incidents and ensuring service availability.
- ➔ Helping to design the technical blueprint for complex systems, including how software, hardware and infrastructure fit together to meet the needs of the business.

FOUNDATIONAL DIGITAL SKILLS THIS CAREER BUILDS ON

These are the digital competencies that underpin this career, but they’re not prerequisites. Think of these as skills the role will develop in you, not boxes to tick before you apply.

DIGCOMP SKILL	WHAT IT MEANS IN THIS CAREER
Solving technical problems	Diagnosing system faults, performance issues and infrastructure failures.
Identifying needs and technological responses	Matching the right architecture and platform choices to business requirements.
Managing data, information and digital content	Maintaining system documentation, configuration records and change logs.
Protecting devices	Hardening systems, managing access controls and maintaining security posture.
Collaborating through digital technologies	Working with development teams, security teams and vendors to deliver reliable systems.
Creatively using digital technology	Designing elegant, scalable solutions to complex infrastructure challenges.
Protecting personal data & privacy	Ensuring data handling practices meet legal, ethical and privacy obligations.

Source: DigComp — European Digital Competence Framework, mapped to Australian ICT roles by the Future Skills Organisation (FSO).

ARCHITECTURE & SYSTEMS ADMINISTRATION

ARCHITECTURE & SYSTEMS ADMINISTRATION

YOUR LEARNING PATHWAY – FROM NOW TO CAREER-READY

There’s no single path into architecture and systems administration. Short courses and microcredentials are a practical way to explore the field and build foundational skills. VET qualifications provide structured, nationally recognised training. A university degree offers the deepest theoretical grounding. Many people combine elements of all three.

Some entry-level roles are accessible with a strong portfolio and foundational credentials. Others in larger organisations or more specialised areas will expect a formal VET or degree qualification. Choose your starting point based on your background, goals and the roles you’re targeting.

The following table provides a general look at typical qualifications you could undertake. It is designed to guide your search with an example level of study, name, duration and provider, as specific details may vary.

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Microcredential	Introduction to Systems Administration (Linux/Windows)	4–6 weeks	IAT-Digital, TAFE, University
Industry Certification	Microsoft Azure/AWS Fundamentals	4–6 weeks	Microsoft/AWS
Certificate III	Certificate III in Information Technology	12 months	TAFE/Registered Training Organisation (RTO)
Certificate IV	Certificate IV in Information Technology (Networking/Systems)	12 months	TAFE/RTO
Diploma	Diploma of Information Technology (Systems Administration)	18 months	TAFE
Advanced Diploma	Advanced diploma of Information Technology	2 years	TAFE
Degree pathway	Bachelor of Computer Science Networks & Systems (via VET)	3 years	University



ENTRY LEVEL SALARY

\$60,000 – \$85,000*

*Note: this range is indicative and can vary over time. Source: Seek 2026.



AUSTRALIAN QUALIFICATION FRAMEWORK(AQF)*

ENTRY ROLES ARE LEVELS 3 – 5

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ARCHITECTURE & SYSTEMS ADMINISTRATION

FIND AND COMPARE COURSES

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Information on courses, jobs and training providers.
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courseseeker.edu.au

Help finding the right course for you.

VERIFY PROVIDERS

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training.gov.au

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UNDERSTAND JOB DEMAND

- 

workinitiatives.com.au

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- 

jobsandskills.gov.au/data/occupation-shortage

The official list of occupations currently in shortage nationally and by state/territory.

DATA

Data professionals don't just collect data — they translate it into insights that organisations can act on.

KEY TRAITS FOR THIS PATH

INQUISITIVE



DETAIL-FOCUSED



CRITICAL THINKER



COLLABORATIVE



ETHICAL



DATA



IS THIS THE ROLE FOR YOU?

This career suits people who are detail-focused and enjoy finding patterns and trends. There is also growing demand in data governance and architecture, particularly as organisations build the infrastructure to support AI — making clear thinking, communication and analytical ability increasingly valuable in this field.

You don't need to be a statistician or a maths whiz to get started. The tools and techniques for organising and interpreting data can be learned on the job. What's harder to teach is the instinct to ask the right questions, spot what doesn't look right and explain findings clearly to people who aren't data specialists.

WHAT IS THE ROLE OF AI IN DATA?

AI is embedded in many data tools, but the skills that make a great data professional are more important than ever. The shift to AI-assisted analytics is increasing demand for people who can interpret and contextualise data.

WHAT IS THE DEMAND FOR DATA PROFESSIONALS?

FSO research* identifies data-related occupations, including data analysts, data scientists and statisticians, among the top five fastest-growing technology occupation groups in Australia.

WHAT WOULD I BE DOING DAY-TO-DAY?

Preparing datasets, building dashboards and reports, generating insights, supporting senior analysts, communicating findings to teams and maintaining data quality and documentation — all while learning how to use data software and tools.

WHICH INDUSTRIES HIRE FOR THIS ROLE?

Every sector relies on data and analytics, but here are some key examples:

- Retail & E-commerce
- Finance
- Healthcare
- Marketing
- Public Policy.

* www.futureskillsorganisation.com.au/wp-content/uploads/2025/08/WFP-2025-Technology.pdf

ENTRY-LEVEL ROLES TO AIM FOR*

Entry-level data roles focus on cleaning data, building basic reports and supporting senior analysts. The complex modelling and strategy work comes as your experience builds. If an interesting role catches your eye, don't overlook it because you think it's too senior. Check the skills required first to determine the level.

*Roles aligned with SFIA and DigComp Frameworks

EXAMPLE ROLES

Data Analyst (Junior)

Database Administrator (Junior)

Data Analyst

Data engineer (Junior)

Database Administrator

Reporting Analyst

WHAT YOU'D BE DOING



Clean, organise and analyse datasets to produce reports and visualisations that support business decision-making.



Maintain and support database systems, ensuring data is stored accurately, securely and is accessible when needed.



Produce regular and ad hoc reports, build dashboards, and communicate data-driven insights to stakeholders.



Build and maintain the pipelines that move and transform data, supporting the team to ensure clean, reliable information flows across the organisation.



Design, implement and manage databases that store critical business information reliably and efficiently.



Build and maintain automated reports that help the business track performance and make informed decisions.

FOUNDATIONAL DIGITAL SKILLS THIS CAREER BUILDS ON

These are the digital competencies that underpin this career, but they're not prerequisites.

Think of these as skills the role will develop in you, not boxes to tick before you apply.

DIGCOMP SKILL

WHAT IT MEANS IN THIS CAREER

Evaluating data, information and digital content

Critically assessing data quality, sources and reliability before drawing conclusions.

Managing data, information and digital content

Organising datasets, maintaining data pipelines and documentation.

Developing digital content

Creating dashboards, reports and visualisations that communicate findings clearly.

Protecting personal data and privacy

Handling sensitive data responsibly and in compliance with privacy legislation.

Solving technical problems

Troubleshooting data issues, query errors and reporting discrepancies.

Creatively using digital technology

Applying analytical tools in innovative ways to extract new insights.

Integrating and re-elaborating digital content

Combining and transforming data from multiple sources to produce new insights and outputs.

Source: DigComp — European Digital Competence Framework, mapped to Australian ICT roles by the Future Skills Organisation (FSO).

DATA

YOUR LEARNING PATHWAY – FROM NOW TO CAREER-READY

There are many pathways to a career in data. Short courses and microcredentials are a practical way to explore the field and build foundational skills. VET qualifications provide structured, nationally recognised training. A university degree offers the deepest theoretical grounding. Many people combine elements of all three.

Some entry-level roles are accessible with a strong portfolio of projects and foundational credentials. Others in larger organisations or more specialised areas will expect a formal VET or degree qualification. Choose your starting point based on your background, goals and the roles you’re targeting.

The following table provides a general look at typical qualifications you could undertake. It is designed to guide your search with an example level of study, name, duration and provider, as specific details may vary.

LEVEL OF STUDY	EXAMPLE QUALIFICATION/COURSE	DURATION	TYPICAL PROVIDER
Microcredential	Data Analytics Fundamentals (Google/Microsoft)	4–8 weeks	IAT-Digital, TAFE, University
Microcredential	SQL for Data Analysis	4–6 weeks	IAT-Digital, TAFE, University
Certificate IV	Certificate IV in Information Technology (Data & Analytics)	12 months	TAFE/Registered Training Organisation (RTO)
Diploma	Diploma of Data Science	18 months	TAFE/ RTO
Advanced Diploma	Advanced Diploma of Information Technology	2 years	TAFE
Degree pathway	Bachelor of Data Science (via VET pathway)	3 years	University

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ENTRY LEVEL SALARY

\$65,000 – \$85,000*

*Note: this range is indicative and can vary over time. Source: Seek 2026.

AUSTRALIAN QUALIFICATION FRAMEWORK(AQF)*

ENTRY ROLES ARE LEVELS 2 – 5

*The Australian Qualifications Framework (AQF) is the national system that classifies education and training qualifications in Australia. It runs from Level 1 (Certificate I) through to Level 10 (Doctoral Degree), with each level representing a step up in complexity and depth of learning. VET qualifications such as Certificate III, Certificate IV and Diplomas sit at Levels 3–5. When you see an AQF level listed against a role, it gives you a guide to the typical level of formal study that employers expect – though experience and skills can also count for a great deal.

FIND AND COMPARE COURSES

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- @ **yourcareer.gov.au**
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- @ **myfuture.edu.au**
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- @ **skillfinder.com.au**
Thousands of free online courses provided by the world’s leading tech companies.
- @ **courseseeker.edu.au**
Help finding the right course for you.

VERIFY PROVIDERS

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UNDERSTAND JOB DEMAND

- @ **workinitiatives.com.au**
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The official list of occupations currently in shortage nationally and by state/territory.

CYBERSECURITY

Cybersecurity professionals protect the systems, data and people that organisations depend on — and the demand for skilled practitioners has never been higher.

KEY TRAITS FOR THIS PATH

VIGILANT



METICULOUS



ETHICAL



CALM UNDER PRESSURE



PROBLEM-SOLVER



IS THIS THE ROLE FOR YOU?

This career suits people who are vigilant, persistent and take responsibility seriously. The best cybersecurity professionals notice what others overlook, stay calm when things go wrong and work well in teams where the stakes are high. An ethical mindset is as important as technical ability in this field.

A technical background is not a prerequisite. Some of the most effective cybersecurity professionals come from law enforcement, the military, finance, retail or healthcare. Experience handling sensitive information, following strict procedures or staying composed under pressure is genuinely valued — and often more relevant than it might seem.

WHAT IS THE ROLE OF AI IN CYBERSECURITY?

AI is already embedded in both attack and defence. That means applying judgement, ethical reasoning and human interpretation to AI alerts are the defining skills of the profession. The capacity to think like an attacker, weigh context and make responsible decisions is at the core of what cybersecurity will always require.

WHAT IS THE DEMAND FOR CYBER SECURITY PROFESSIONALS?

FSO research* shows that Australia needs an additional 25,000 to 30,000 cybersecurity professionals in the next few years, making it one of the most urgent workforce shortages in Australia.

WHAT WOULD I BE DOING DAY-TO-DAY?

Monitoring security alerts, following incident runbooks (step-by-step operational guidelines), escalating issues, maintaining records and building your understanding of threats, attacks and defences in a team environment.

WHICH INDUSTRIES HIRE FOR THIS ROLE?

Every sector needs cyberprotection, but here are some key examples:

- Government
- Finance & Banking
- Defence
- Healthcare
- Legal
- Education.

* www.futureskillsorganisation.com.au/wp-content/uploads/2025/08/WFP-2025-Technology.pdf

ENTRY-LEVEL ROLES TO AIM FOR*

Entry-level security positions are about following procedures, monitoring systems and escalating issues. They are structured, process-driven roles that suit careful, methodical people.

*Roles aligned with SFIA and DigComp Frameworks

EXAMPLE ROLES

Cyber Security Analyst (Junior)

SOC Analyst (Tier 1)

Vulnerability Analyst

Penetration Tester

Cyber Security Analyst

Cybersecurity Trainee

WHAT YOU'D BE DOING

- ➔ Monitor security systems and alerts, log incidents and escalate issues in line with established procedures.
- ➔ Work in a Security Operations Centre, triaging incoming alerts and investigating potential security incidents.
- ➔ Identify and assess weaknesses in systems and applications and help prioritise remediation efforts.
- ➔ Attempt to hack into systems and networks (with permission) to find security weaknesses before attackers do.
- ➔ Investigate and respond to security incidents, produce reports and recommend improvements to security controls.
- ➔ Join a structured training program that builds technical skills across multiple security disciplines over 12–24 months.

FOUNDATIONAL DIGITAL SKILLS THIS CAREER BUILDS ON

These are the digital competencies that underpin this career, but they're not prerequisites. Think of these as skills the role will develop in you, not boxes to tick before you apply.

DIGCOMP SKILL

WHAT IT MEANS IN THIS CAREER

Protecting devices	Monitoring and hardening systems, endpoints and networks against threats.
Protecting personal data and privacy	Ensuring data handling practices meet legal and ethical obligations.
Solving technical problems	Investigating security alerts, diagnosing incidents and applying fixes.
Identifying needs and technological responses	Assessing risk and recommending appropriate security controls.
Evaluating data, information and digital content	Critically analysing threat intelligence and security event data.
Computational thinking and programming	Writing and applying code to analyse threats, automate detection and investigate security incidents.

Source: DigComp — European Digital Competence Framework, mapped to Australian ICT roles by the Future Skills Organisation (FSO).

CYBERSECURITY

YOUR LEARNING PATHWAY – FROM NOW TO CAREER-READY

There’s no single path into architecture and systems administration. Short courses and microcredentials are a practical way to explore the field and build foundational skills. VET qualifications provide structured, nationally recognised training. A university degree offers the deepest theoretical grounding. Many people combine elements of all three.

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Microcredential	CompTIA Security+ Foundations	6–8 weeks	CompTIA
Microcredential	Introduction to Cyber Security (CISA/ASD)	4 weeks	Government
Certificate	Certificate IV in Cyber Security	12 months	TAFE/Registered Training Organisation (RTO)
Diploma	Diploma of Information Technology (Cyber Security)	18 months	TAFE/Registered Training Organisation (RTO)
Advanced diploma	Advanced Diploma of Information Technology (Cybersecurity)	2 years	TAFE
Degree pathway	Bachelor of Cyber Security (university entry via VET)	3 years	University



ENTRY LEVEL
BASE SALARY

\$70,000 – \$90,000*

*Note: this range is indicative and can vary over time. Source: Seek 2026.



AUSTRALIAN QUALIFICATION
FRAMEWORK(AQF)*

**ENTRY ROLES ARE
LEVELS 4 – 6**

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OPERATIONS, SERVICE MANAGEMENT & SUPPORT

Operations, service management and support teams put people at the heart of technology, keeping everything running and everyone supported.

KEY TRAITS FOR THIS PATH

HELPFUL ✓

RELIABLE ✓

GOOD COMMUNICATOR ✓

PATIENT ✓

HANDS-ON ✓

IS THIS THE ROLE FOR YOU?

This career suits practical, reliable people who get genuine satisfaction from helping others. The best people in this field are active listeners who understand that tech problems are also people problems — able to apply patience and judgement to find the right solution. Staying calm under pressure and managing multiple issues at once are everyday requirements.

This is one of the most accessible entry points into a tech career. Employers in this space hire for attitude and aptitude — patience, reliability, communication and a willingness to learn. Experience in customer service, retail, hospitality or admin is directly relevant and genuinely valued.

WHAT IS THE ROLE OF AI IN OPERATIONS, SERVICE MANAGEMENT AND SUPPORT?

While AI-powered service desk tools handle many routine queries, support people focus on the complex, ambiguous issues and on the human judgement needed in stressful situations. Clear communication, empathy, and the ability to exercise sound discretion are the skills at the heart of this work.

WHAT IS THE DEMAND FOR OPERATIONS, SERVICE MANAGEMENT AND SUPPORT?

FSO research* identifies ICT Support and Test Engineers among Australia's top five fastest-growing technology occupations. These roles are among the most accessible entry points into a digital career, with employers hiring for attitude, communication and a willingness to learn.

WHAT WOULD I BE DOING DAY-TO-DAY?

Using judgement to resolve customer support issues, keeping customers updated on their issues, assisting with system changes, managing hardware and software assets and building your technical knowledge across networks, systems, and platforms.

WHICH INDUSTRIES HIRE FOR THIS ROLE?

Every organisation needs support, but here are some key examples:

- Government
- Healthcare
- Education
- Finance
- Any medium-large organisation.

* www.futureskillsorganisation.com.au/wp-content/uploads/2025/08/WFP-2025-Technology.pdf

ENTRY-LEVEL ROLES TO AIM FOR*

Operations and support roles are among the most common entry points into a tech career — designed to train people from scratch. Employers hire for attitude, patience and communication, not prior technical expertise.

*Roles aligned with SFIA and DigComp Frameworks

EXAMPLE ROLES

Support Technician (Junior)

ICT Customer Support Officer

Service Desk Analyst

Desktop Support Technician

Support Technician

WHAT YOU'D BE DOING

- Provide first-line assistance to users experiencing hardware, software or connectivity issues, and escalating as needed.
- Respond to customer and staff support requests across phone, email and chat channels, resolving issues and keeping users informed.
- Triage and resolve a wide range of technical issues, manage the support queue and contribute to knowledge base articles.
- Install, configure and maintain end-user devices, software and peripherals across an organisation's offices.
- Provide broader technical support across systems, networks and applications, handling escalated issues from the first-line team.

FOUNDATIONAL DIGITAL SKILLS THIS CAREER BUILDS ON

These are the digital competencies that underpin this career, but they're not prerequisites. Think of these as skills the role will develop in you, not boxes to tick before you apply.

DIGCOMP SKILL

WHAT IT MEANS IN THIS CAREER

Solving technical problems	Diagnosing and resolving hardware, software and connectivity issues for users.
Identifying needs and technological responses	Understanding what users need and matching them to the right solution.
Identifying creative solutions using digital technologies	Finding innovative ways to solve complex or ambiguous support issues that routine processes can't resolve.
Collaborating through digital technologies	Working within IT teams and across departments to resolve issues efficiently.
Identifying digital competence gaps	Spotting where users need training or support to get more from technology.

Source: DigComp — European Digital Competence Framework, mapped to Australian ICT roles by the Future Skills Organisation (FSO).

OPERATIONS, SERVICE
MANAGEMENT & SUPPORT

YOUR LEARNING PATHWAY –
FROM NOW TO CAREER-READY

There’s no single path into operations and support. Short courses and microcredentials are a practical way to explore the field and build foundational skills. VET qualifications provide structured, nationally recognised training. A university degree offers the deepest theoretical grounding. Many people combine elements of all three.

Many entry-level roles in this space are accessible with a Certificate III and a positive attitude. Others in larger or more technical environments will expect a Certificate IV or higher. Choose your starting point based on your background, goals and the roles you’re targeting.

The following table provides a general look at typical qualifications you could undertake. It is designed to guide your search with an example level of study, name, duration and provider, as specific details may vary.

LEVEL OF STUDY	EXAMPLE QUALIFICATION/COURSE	DURATION	TYPICAL PROVIDER
Microcredential	CompTIA IT Fundamentals (ITF+)	4–6 weeks	CompTIA
Microcredential	Microsoft 365 Fundamentals (MS-900)	4 weeks	Microsoft
Certificate III	Certificate III in Information Technology	12 months	TAFE/Registered Training Organisation (RTO)
Certificate IV	Certificate IV in Information Technology (Support)	12 months	TAFE/RTO
Diploma	Diploma of Information Technology (Systems Administration)	18 months	TAFE/private RTO
Advanced Diploma	Advanced Diploma of Information Technology	2 years	TAFE

 ENTRY LEVEL
BASE SALARY
\$55,000 – \$75,000*

*Note: this range is indicative and can vary over time. Source: Seek 2026.

 AUSTRALIAN QUALIFICATION
FRAMEWORK(AQF)*
**ENTRY ROLES ARE
LEVELS 3 – 5**

*The Australian Qualifications Framework (AQF) is the national system that classifies education and training qualifications in Australia. It runs from Level 1 (Certificate I) through to Level 10 (Doctoral Degree), with each level representing a step up in complexity and depth of learning. VET qualifications such as Certificate III, Certificate IV and Diplomas sit at Levels 3–5. When you see an AQF level listed against a role, it gives you a guide to the typical level of formal study that employers expect – though experience and skills can also count for a great deal.

OPERATIONS, SERVICE
MANAGEMENT
& SUPPORT

FIND AND COMPARE COURSES

-  **workinitiatives.com.au**
Search and compare microcredentials and VET courses.
-  **yourcareer.gov.au**
Information on courses, jobs and training providers.
-  **myfuture.edu.au**
Australia’s National Career Information Service. Includes 358 occupation profiles, salary data, course links and a career quiz — great for exploring your options further.
-  **skillfinder.com.au**
Thousands of free online courses provided by the world’s leading tech companies.
-  **courseseeker.edu.au**
Help finding the right course for you.

VERIFY PROVIDERS

-  **training.gov.au**
The official national register of all accredited VET qualifications and registered training organisations (RTOs) in Australia. Check here to confirm a course is nationally recognised before enrolling.

UNDERSTAND JOB DEMAND

-  **workinitiatives.com.au**
Browse entry-level and early-career digital roles currently available across Australia.
-  **jobsandskills.gov.au/data/occupation-shortage**
The official list of occupations currently in shortage nationally and by state/territory.

PROJECT & DELIVERY MANAGEMENT

Be part of a management team that makes complex projects happen on time, on budget and to specification.

KEY TRAITS FOR THIS PATH

ORGANISED



GOOD COMMUNICATOR



LEADERSHIP



RELATIONSHIP BUILDING



STRATEGIC



IS THIS THE ROLE FOR YOU?

This career suits natural coordinators who keep everyone organised, spot problems before they escalate and take real satisfaction in seeing a plan come together. Clear communication and the ability to manage competing priorities are the defining skills of people who thrive in this field.

A technical background is not required. Some of the best project managers in digital came from construction, healthcare, events management or the public sector — anywhere that involves managing people, timelines, risks and competing priorities. The digital expertise can be learned on the job; the coordination instincts are what matter most.

WHAT IS THE ROLE OF AI IN PROJECT MANAGEMENT?

AI tools tend to be used to handle more of the scheduling, reporting and risk-flagging in project management while people focus on stakeholder relationships, navigating organisational complexity, motivating teams and making sound judgement calls when things don't go to plan.

WHAT IS THE DEMAND FOR PROJECT DELIVERY & MANAGEMENT?

FSO research* identifies ICT Managers — which includes project managers, delivery leads and programme managers — as among the top five fastest-growing tech occupations nationally. Human skills including planning, communication and stakeholder management are at the heart of this demand.

WHAT WOULD I BE DOING DAY-TO-DAY?

Tracking project progress, facilitating team meetings, updating stakeholders, managing risk logs, coordinating between teams and building your understanding of how projects are delivered from start to finish.

WHICH INDUSTRIES HIRE FOR THIS ROLE?

Projects need managing across all organisations but here are some key examples:

- Technology
- Construction & Infrastructure
- Healthcare
- Government
- Finance.

* www.futureskillsorganisation.com.au/wp-content/uploads/2025/08/WFP-2025-Technology.pdf

ENTRY-LEVEL ROLES TO AIM FOR*

Entry-level roles like Project Coordinator and Business Analyst are designed to build technical context on the job. You bring the coordination skills; the technical knowledge follows.

*Roles aligned with SFIA and DigComp Frameworks

EXAMPLE ROLES

Project Coordinator

Business Analyst (Junior)

Junior Project Manager

Scrum Master (Associate)

QA/Test Analyst

PMO Analyst

WHAT YOU'D BE DOING

- ➔ Support project managers by tracking schedules, preparing status updates, coordinating meetings and maintaining project documentation.
- ➔ Work with stakeholders to gather and document requirements, helping bridge the gap between business needs and technology solutions.
- ➔ Lead smaller projects or workstreams under the guidance of a senior PM, building your skills in planning, risk management and stakeholder communication.
- ➔ Facilitate agile ceremonies, remove blockers for the development team and help the organisation adopt agile practices.
- ➔ Check that software works correctly before it reaches users — finding bugs and documenting issues for developers to fix.
- ➔ Support the Project Management Office (PMO) by maintaining standards, reporting on portfolio performance and assisting with governance.

FOUNDATIONAL DIGITAL SKILLS THIS CAREER BUILDS ON

These are the digital competencies that underpin this career, but they're not prerequisites. Think of these as skills the role will develop in you, not boxes to tick before you apply.

DIGCOMP SKILL

WHAT IT MEANS IN THIS CAREER

Collaborating through digital technologies	Coordinating project teams, stakeholders and vendors through digital tools and platforms.
Managing data, information and digital content	Maintaining project documentation, schedules, budgets and risk registers.
Identifying needs and technological responses	Understanding what a project needs to deliver and translating that into a workable plan.
Identifying creative solutions using digital technologies	Using digital tools to find smarter approaches to planning, problem-solving and delivering projects on time.
Solving technical problems	Identifying blockers, resolving delivery issues and keeping projects on track.

Source: DigComp — European Digital Competence Framework, mapped to Australian ICT roles by the Future Skills Organisation (FSO).

PROJECT & DELIVERY MANAGEMENT

YOUR LEARNING PATHWAY – FROM NOW TO CAREER-READY

There's no single path into project and delivery management. Short courses and professional certifications are a practical way to explore the field and build foundational skills. VET qualifications provide structured, nationally recognised training. A university degree offers broader business and management grounding. Many people combine elements of all three.

Some entry-level roles are accessible with a Certificate IV and demonstrated coordination experience. Others in larger organisations or more complex environments will expect a Diploma or higher. Choose your starting point based on your background, goals and the roles you're targeting.

The following table provides a general look at typical qualifications you could undertake. It is designed to guide your search with an example level of study, name, duration and provider, as specific details may vary.

LEVEL OF STUDY	EXAMPLE QUALIFICATION/COURSE	DURATION	TYPICAL PROVIDER
Microcredential	Agile/Scrum Fundamentals	4 weeks	IAT-Digital, TAFE, University
Microcredential	PRINCE2 Foundation or CAPM	4–8 weeks	PMI/Axelos
Certificate IV	Certificate IV in Project Management Practice	12 months	TAFE/Registered Training Organisation (RTO)
Diploma	Diploma of Project Management	18 months	TAFE/private RTO
Advanced Diploma	Advanced Diploma of Project Management	2 years	TAFE
Degree pathway	Bachelor of Business (Project Management)/MBA pathway	3 years	University



ENTRY LEVEL
BASE SALARY

\$65,000 – \$85,000*

*Note: this range is indicative and can vary over time. Source: Seek 2026.



AUSTRALIAN QUALIFICATION
FRAMEWORK(AQF)*

ENTRY ROLES ARE
LEVELS 4 – 6

*The Australian Qualifications Framework (AQF) is the national system that classifies education and training qualifications in Australia. It runs from Level 1 (Certificate I) through to Level 10 (Doctoral Degree), with each level representing a step up in complexity and depth of learning. VET qualifications such as Certificate III, Certificate IV and Diplomas sit at Levels 3–5. When you see an AQF level listed against a role, it gives you a guide to the typical level of formal study that employers expect – though experience and skills can also count for a great deal.

FIND AND COMPARE COURSES

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Help finding the right course for you.

VERIFY PROVIDERS

- 

training.gov.au

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UNDERSTAND JOB DEMAND

- 

workinitiatives.com.au

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- 

jobsandskills.gov.au/data/occupation-shortage

The official list of occupations currently in shortage nationally and by state/territory.

SALES & ACCOUNT MANAGEMENT

Technology sales and account management is where people skills meet technical knowledge. This career can be very rewarding, both financially and professionally.

KEY TRAITS FOR THIS PATH

PERSUASIVE



EMPATHETIC



RELATIONSHIP BUILDING



RESILIENT



GOOD COMMUNICATOR



IS THIS THE ROLE FOR YOU?

This career suits people who are good at understanding what others want and finding the right solutions. Building relationships, negotiating deals and explaining how technology can solve a specific problem are the core skills that define success in this field.

Technical expertise is not a prerequisite. The most effective people in technology sales are brilliant communicators who listen carefully, understand a client's problem and explain how a solution can genuinely help. The technical knowledge builds with experience.

WHAT IS THE ROLE OF AI IN SALES AND ACCOUNT MANAGEMENT?

AI is part of how sales teams research prospects and manage sales pipelines and some functions could be automated. However, clients make purchasing decisions based on trust, relationship and confidence in the people they're working with. So, knowing when and how to engage, how to listen deeply and communicate clearly with the integrity to act in a client's genuine interests are the qualities that define a great sales professional.

WHAT IS THE DEMAND FOR SALES AND ACCOUNT MANAGEMENT?

FSO research* highlights that scaling AI and digital technologies creates sustained demand for people who can explain complex solutions in plain language, build client relationships and manage accounts over time.

WHAT WOULD I BE DOING DAY-TO-DAY?

Researching and prospecting for new clients, preparing for and running discovery calls, following up on opportunities, maintaining your CRM pipeline, and building your product knowledge and industry expertise.

WHICH INDUSTRIES HIRE FOR THIS ROLE?

Sales & Account Managers interact with people in every industry. Here are some examples:

- Telecommunications
- Cloud Services
- Cybersecurity
- Managed Services.

* www.futureskillsorganisation.com.au/wp-content/uploads/2025/08/WFP-2025-Technology.pdf

ENTRY-LEVEL ROLES TO AIM FOR*

Entry-level sales roles are designed to build product and industry knowledge on the job. You bring the people skills and the drive; the technical knowledge follows.

*Roles aligned with SFIA and DigComp Frameworks

EXAMPLE ROLES

Junior Sales Assistant

Junior Sales Representative

Account Coordinator

Junior Account Manager

Business Development Representative

Inside Sales Associate

WHAT YOU'D BE DOING



Connect customers with the right technology products and services.



Research and qualify prospective customers, reaching out to generate interest and book discovery calls for the sales team.



Support account managers by preparing proposals, coordinating meetings and ensuring clients receive timely responses.



Manage a portfolio of existing clients, building relationships and identifying opportunities to expand the business.



Proactively identify and pursue new business opportunities, from initial outreach through to qualified pipeline.



Manage the full sales cycle for smaller accounts, from prospecting and discovery through to close, primarily via phone and video.

FOUNDATIONAL DIGITAL SKILLS THIS CAREER BUILDS ON

These are the digital competencies that underpin this career, but they're not prerequisites.

Think of these as skills the role will develop in you, not boxes to tick before you apply.

DIGCOMP SKILL

Interacting through digital technologies

WHAT IT MEANS IN THIS CAREER

Building and maintaining client relationships through CRM, email, video and digital channels.

Managing digital identity

Maintaining a professional presence and building credibility in digital and social channels.

Identifying needs and technological responses

Understanding a client's business problem and matching it to the right technology solution.

Browsing, searching and filtering data

Researching prospects, industries, and competitive landscapes to prepare for client conversations.

Developing digital content

Creating compelling proposals, presentations, and digital sales materials.

Identifying and solving technical problems

Troubleshooting client issues with technology products and finding the right solution to keep relationships on track.

Source: DigComp — European Digital Competence Framework, mapped to Australian ICT roles by the Future Skills Organisation (FSO).

SALES & ACCOUNT MANAGEMENT

YOUR LEARNING PATHWAY – FROM NOW TO CAREER-READY

There’s no single path into technology sales. Short courses and on-the-job training are a common and practical entry point. VET qualifications in business and sales provide structured, nationally recognised credentials. A university degree in business or communications can open doors to larger enterprise roles. Many people combine elements of all three.

Many entry-level roles are accessible with a Certificate III or IV and a demonstrable track record in customer-facing work. Choose your starting point based on your background, goals and the roles you’re targeting.

The following table provides a general look at typical qualifications you could undertake. It is designed to guide your search with an example level of study, name, duration and provider, as specific details may vary.

LEVEL OF STUDY	EXAMPLE QUALIFICATION/COURSE	DURATION	TYPICAL PROVIDER
Microcredential	Introduction to B2B (business to business) Technology Sales	4–6 weeks	IAT-Digital, TAFE, University
Microcredential	CRM Fundamentals (Salesforce/HubSpot)	4 weeks	Salesforce
Certificate III	Certificate III in Business (Sales)	12 months	TAFE/Registered Training Organisation (RTO)
Certificate IV	Certificate IV in Business (Sales & Account Management)	12 months	TAFE/RTO
Diploma	Diploma of Business (Sales Management)	18 months	TAFE/private RTO
Degree pathway	Bachelor of Business (Marketing/Sales) or B. Comm	3 years	University

\$ ENTRY LEVEL BASE SALARY

\$55,000 – \$75,000*

*Note: this range is indicative and can vary over time. Source: Seek 2026.

AUSTRALIAN QUALIFICATION FRAMEWORK(AQF)*

ENTRY ROLES ARE LEVELS 2 – 5

*The Australian Qualifications Framework (AQF) is the national system that classifies education and training qualifications in Australia. It runs from Level 1 (Certificate I) through to Level 10 (Doctoral Degree), with each level representing a step up in complexity and depth of learning. VET qualifications such as Certificate III, Certificate IV and Diplomas sit at Levels 3–5. When you see an AQF level listed against a role, it gives you a guide to the typical level of formal study that employers expect – though experience and skills can also count for a great deal.

FIND AND COMPARE COURSES

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- @ **courseseeker.edu.au**
Help finding the right course for you.

VERIFY PROVIDERS

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UNDERSTAND JOB DEMAND

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The official list of occupations currently in shortage nationally and by state/territory.

CLOUD, NETWORKS & INFRASTRUCTURE

Cloud, networks and infrastructure is about designing reliable, scalable systems and keeping them running – and it is one of the fastest-growing areas in the entire technology sector.

KEY TRAITS FOR THIS PATH

SYSTEMATIC



RELIABLE



COLLABORATIVE



DETAIL-ORIENTED



ADAPTABLE



IS THIS THE ROLE FOR YOU?

This career suits systematic people who enjoy planning and can translate technical concepts for everyday users. New roles are emerging regularly to handle the rapid growth in data centres and cloud services, making collaborative, communicative and strategic thinkers increasingly valuable in this field.

Technical expertise is not required on day one. Cloud platforms are designed to be accessible, and all the major providers offer free beginner training to get started.

WHAT IS THE ROLE OF AI IN CLOUD, NETWORKS AND INFRASTRUCTURE?

Network management and configuration roles are evolving fast and are increasingly supported or automated by AI. However, the expansion of AI workloads, data centres and cloud platforms is creating sustained demand for people who can make sound architectural decisions, maintain security and resilience, and ensure these systems serve the people and organisations that rely on them.

WHAT IS THE DEMAND FOR CLOUD, NETWORKS AND INFRASTRUCTURE PROFESSIONALS?

FSO research* indicates that Computer Network Professionals are among the top five fastest-growing tech occupations, projected to grow at 5.0% per annum to 2030.

WHAT WOULD I BE DOING DAY-TO-DAY?

Executing standard infrastructure changes, documenting procedures, collaborating on incident responses and keeping systems working at peak – all while building your understanding of cloud platforms.

WHICH INDUSTRIES HIRE FOR THIS ROLE?

Clouds, networks and infrastructure are the backbone of every industry. Here are some examples:

- Technology
- Government
- Finance
- Logistics
- Telecommunications.

* www.futureskillsorganisation.com.au/wp-content/uploads/2025/08/WFP-2025-Technology.pdf

ENTRY-LEVEL ROLES TO AIM FOR*

Entry-level roles are about following processes, maintaining systems and supporting the team. Many cloud architects and network engineers started exactly here.

*Roles aligned with SFIA and DigComp Frameworks

EXAMPLE ROLES

Network Administrator (Junior)

Hardware Technician (Junior)

Cloud Support Associate

Cloud Operations Technician

Network & Systems Engineer (Junior)

Cloud Engineer (Junior)

WHAT YOU'D BE DOING

- Assist with the configuration and maintenance of network devices, monitoring performance and supporting incident resolution.
- Install, maintain and troubleshoot physical computing hardware across an organisation's offices and data centres.
- Provide support for cloud infrastructure deployments, responding to incidents and assisting with provisioning and configuration.
- Monitor cloud environments, manage resources and respond to incidents across platforms such as AWS, Azure and GCP.
- Support and maintain an organisation's network and systems infrastructure under guidance keeping everything running securely and reliably.
- Help build, deploy and maintain cloud infrastructure on platforms like AWS, Azure and Google to keep environments secure and running smoothly.



FOUNDATIONAL DIGITAL SKILLS THIS CAREER BUILDS ON

These are the digital competencies that underpin this career, but they're not prerequisites. Think of these as skills the role will develop in you, not boxes to tick before you apply.

DIGCOMP SKILL	WHAT IT MEANS IN THIS CAREER
Protecting devices	Securing cloud infrastructure, managing access controls and system hardening.
Solving technical problems	Diagnosing infrastructure faults, network issues and service outages.
Identifying needs and technological responses	Matching the right cloud services and configurations to business requirements.
Managing data, information and digital content	Maintaining system documentation, configuration records and operational procedures.
Computational thinking and programming	Working with AI to automate infrastructure tasks, configure systems and streamline network operations.
Interacting through digital technologies	Communicating system status, incidents and changes to stakeholders.

Source: DigComp – European Digital Competence Framework, mapped to Australian ICT roles by the Future Skills Organisation (FSO).

CLOUD, NETWORKS & INFRASTRUCTURE

YOUR LEARNING PATHWAY – FROM NOW TO CAREER-READY

There’s no single path into cloud, networks and infrastructure. Short courses and vendor certifications are a practical way to explore the field and build foundational skills. VET qualifications provide structured, nationally recognised training. A university degree offers the deepest theoretical grounding. Many people combine elements of all three.

Some entry-level roles are accessible with AWS, Azure or Google Cloud certifications and foundational credentials. Others in larger or more complex environments will expect a formal VET qualification. Choose your starting point based on your background, goals and the roles you’re targeting.

The following table provides a general look at typical qualifications you could undertake. It is designed to guide your search with an example level of study, name, duration and provider, as specific details may vary.

LEVEL OF STUDY	EXAMPLE QUALIFICATION/COURSE	DURATION	TYPICAL PROVIDER
Microcredential	AWS Cloud Practitioner Essentials	6–8 weeks	AWS
Industry Certification	Microsoft Azure Fundamentals (AZ-900)	4–6 weeks	Microsoft
Certificate III	Certificate III in Information Technology	12 months	TAFE/Registered Training Organisation (RTO)
Certificate IV	Certificate IV in Information Technology (Networking)	12 months	TAFE/RTO
Diploma	Diploma of Information Technology (Cloud Solutions)	18 months	TAFE/private RTO
Advanced Diploma	Advanced Diploma of Information Technology	2 years	TAFE

\$

ENTRY LEVEL
BASE SALARY

\$60,000 – \$80,000*

*Note: this range is indicative and can vary over time. Source: Seek 2026.

AUSTRALIAN QUALIFICATION
FRAMEWORK(AQF)*

ENTRY ROLES ARE
LEVELS 2 – 5

*The Australian Qualifications Framework (AQF) is the national system that classifies education and training qualifications in Australia. It runs from Level 1 (Certificate I) through to Level 10 (Doctoral Degree), with each level representing a step up in complexity and depth of learning. VET qualifications such as Certificate III, Certificate IV and Diplomas sit at Levels 3–5. When you see an AQF level listed against a role, it gives you a guide to the typical level of formal study that employers expect – though experience and skills can also count for a great deal.

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Help finding the right course for you.

VERIFY PROVIDERS

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The official national register of all accredited VET qualifications and registered training organisations (RTOs) in Australia. Check here to confirm a course is nationally recognised before enrolling.

UNDERSTAND JOB DEMAND

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The official list of occupations currently in shortage nationally and by state/territory.

TELECOMMUNICATIONS

Telecommunications is the backbone of everything digital. The people who build, maintain and improve it are in strong demand as Australia expands and modernises its networks.

KEY TRAITS FOR THIS PATH

HANDS-ON**COLLABORATIVE****SYSTEMATIC****PRACTICAL****RELIABLE**

IS THIS THE ROLE FOR YOU?

This career suits hands-on, practical people who are drawn to the physical side of technology — the cables, signals, towers and infrastructure that keep people connected. The ability to collaborate well in a team and explain technical detail in plain language are equally important in this field.

An engineering degree is not required to get started. Many telecommunications technicians began with a trade certificate or a short course and built their skills and career from there.

WHAT IS THE ROLE OF AI IN TELECOMMUNICATIONS?

AI-driven network management tools are increasingly used to monitor and maintain telecommunications infrastructure. However, the physical work of installing, testing and troubleshooting cannot be automated. The ability to interpret monitoring data, apply experience to complex faults, and make responsible decisions in the field are essential human skills.

WHAT IS THE DEMAND FOR TELECOMMUNICATIONS PROFESSIONALS?

FSO research* indicates the shift to 5G, mobile broadband and low-Earth orbit satellites is creating a new generation of telecommunications roles with strong demand due to domestic skills shortages.

WHAT WOULD I BE DOING DAY-TO-DAY?

Installing and maintaining network equipment, responding to outages, performing cable and signal testing, documenting infrastructure changes and building your knowledge of telecommunications systems, protocols, and standards.

WHICH INDUSTRIES HIRE FOR THIS ROLE?

Many enterprises rely on high-speed network infrastructure. Here are some examples:

- Telecommunication
- Public Safety
- Government
- Defence
- Technology
- Construction
- Finance.

* www.futureskillsorganisation.com.au/wp-content/uploads/2025/08/WFP-2025-Technology.pdf

ENTRY-LEVEL ROLES TO AIM FOR*

Entry-level telecommunications roles are field-based and practical, with strong employer demand right across Australia. Many roles offer paid training and study support from day one.

*Roles aligned with SFIA and DigComp Frameworks

EXAMPLE ROLES

Telecommunications Technician (Junior)

Network Technician

Field Service Technician

Telecommunications Technician

NOC Analyst

Telecommunications Engineer (Junior)

WHAT YOU'D BE DOING



Install and maintain telecommunications equipment and cabling under supervision, learning systems and safety procedures on the job.



Configure and maintain network equipment, troubleshoot connectivity issues and support infrastructure projects.



Travel to customer and infrastructure sites to install, test and repair telecommunications equipment and services.



Independently install, commission and maintain telecommunications infrastructure including fibre, copper and wireless systems.



Monitor network performance from a Network Operations Centre, identifying and escalating faults to minimise service disruption.



Assist in the design, installation and testing of telecommunications networks and systems working alongside senior engineers.

FOUNDATIONAL DIGITAL SKILLS THIS CAREER BUILDS ON

These are the digital competencies that underpin this career, but they're not prerequisites.

Think of these as skills the role will develop in you, not boxes to tick before you apply.

DIGCOMP SKILL

WHAT IT MEANS IN THIS CAREER

Solving technical problems

Diagnosing and resolving network faults, signal issues and infrastructure failures.

Protecting personal data and privacy

Handling customer and network data responsibly and in line with legal and ethical obligations.

Computational thinking and programming

Working with AI to automate network monitoring, fault detection and routine telecommunications tasks.

Managing data, information and digital content

Maintaining network documentation, configuration records and service logs.

Identifying needs and technological responses

Matching network technologies and configurations to coverage and performance requirements.

Interacting through digital technologies

Communicating network status, outages and changes to stakeholders and customers.

Source: DigComp — European Digital Competence Framework, mapped to Australian ICT roles by the Future Skills Organisation (FSO).

TELECOMMUNICATIONS

YOUR LEARNING PATHWAY – FROM NOW TO CAREER-READY

There’s no single path into telecommunications. Short courses and trade certificates are a common and practical entry point. VET qualifications provide structured, nationally recognised training. A university degree in engineering opens doors to more specialised design and architecture roles. Many people combine elements of all three. Many entry-level roles are accessible with a Certificate II or III. Apprenticeships and paid traineeships are also common pathways in. Choose your starting point based on your background, goals and the roles you’re targeting.

The following table provides a general look at typical qualifications you could undertake. It is designed to guide your search with an example level of study, name, duration and provider, as specific details may vary.

LEVEL OF STUDY	EXAMPLE QUALIFICATION/COURSE	DURATION	TYPICAL PROVIDER
Microcredential	Introduction to Telecommunications Networks	4–6 weeks	IAT-Digital, TAFE, University
Microcredential	CompTIA Network+ Foundations	6–8 weeks	CompTIA
Certificate II	Certificate II in Telecommunications Technology	6–12 months	TAFE/Registered Training Organisation (RTO)
Certificate III	Certificate III in Telecommunications Technology	12 months	TAFE/RTO
Certificate IV	Certificate IV in Telecommunications Engineering Technology	12 months	TAFE/RTO
Diploma	Diploma of Telecommunications Engineering	18 months	TAFE/RTO
Degree pathway	Bachelor of Engineering (Telecommunications) (via VET)	3 years	University

\$ ENTRY LEVEL BASE SALARY

\$55,000 – \$75,000*

*Note: this range is indicative and can vary over time. Source: Seek 2026.

AUSTRALIAN QUALIFICATION FRAMEWORK(AQF)*

ENTRY ROLES ARE LEVELS 2 – 5

*The Australian Qualifications Framework (AQF) is the national system that classifies education and training qualifications in Australia. It runs from Level 1 (Certificate I) through to Level 10 (Doctoral Degree), with each level representing a step up in complexity and depth of learning. VET qualifications such as Certificate III, Certificate IV and Diplomas sit at Levels 3–5. When you see an AQF level listed against a role, it gives you a guide to the typical level of formal study that employers expect – though experience and skills can also count for a great deal.

FIND AND COMPARE COURSES

- @ **workinitiatives.com.au**
Search and compare microcredentials and VET courses.
- @ **yourcareer.gov.au**
Information on courses, jobs and training providers.
- @ **myfuture.edu.au**
Australia’s National Career Information Service. Includes 358 occupation profiles, salary data, course links and a career quiz — great for exploring your options further.
- @ **skillfinder.com.au**
Thousands of free online courses provided by the world’s leading tech companies.
- @ **courseseeker.edu.au**
Help finding the right course for you.

VERIFY PROVIDERS

- @ **training.gov.au**
The official national register of all accredited VET qualifications and registered training organisations (RTOs) in Australia. Check here to confirm a course is nationally recognised before enrolling.

UNDERSTAND JOB DEMAND

- @ **workinitiatives.com.au**
Browse entry-level and early-career digital roles currently available across Australia.
- @ **jobsandskills.gov.au/data/occupation-shortage**
The official list of occupations currently in shortage nationally and by state/territory.