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An Roinn Ríomhaireachta / Department of Computing

LEIBHÉAL
LEVEL
6

TACAÍOCHT TEICNEOLAÍOCHT FAISNÉISE
INFORMATION TECHNOLOGY SUPPORT

ARDTEASTAS I DTACAÍOCHT TEICNEOLAÍOCHT FAISNÉISE
HIGHER CERTIFICATE IN IT SUPPORT

ÉIST LE TUAIRIMÍ ÁR GCÉIMITHE
HEAR WHAT OUR GRADUATES HAVE TO SAY

TEISTIMÉIREACHTAÍ
TESTIMONIALS

CAD CHUIGE STAIDÉAR RÍOMHAIREACHTA?

Má tá tú ag lorg slí bheatha atá praiticiúil, sultmhar agus fiúntach, aimseoidh tú gné den ríomhaireacht a fhóireann duit, ní miste cén aois, scileanna nó taithí atá agat. Siocair gurb é disciplín praiticiúil le taithí láimhe atá ann, foghlaimíonn tú ríomhaireacht trína dhéanamh, rud a chiallaíonn gur réimse staidéir spéisiúil dinimiciúil é a osclaíonn doirse isteach i mórán post difriúil le fostóirí spreagúla áitiúla.

Tá Éire ina móreaspórtálaí de bhogearraí ríomhairí, earnáil a bhfuil borradh mór fáis agus gníomhaíochta fúithi. Leanann an earnáil ag tairiscint deiseanna gairme den scoth do chéimithe, in ainneoin na géarchéime eacnamaíochta ina bhfuilimid. Tá sé seo amhlaidh go mórmhór de bharr go mbaintear úsáid as ríomhairí i mbeagnach gach uile ghné de shochaí an lae inniu, ag ofráil réimse leathan de dheiseanna gairme do chéimithe ríomhaireachta, cibé go háitiúil nó níos faide ar shiúl ó bhaile.

WHY STUDY COMPUTING?

If you're looking for a practical, enjoyable and rewarding career, you'll find an area of computing that suits you, whaterver your age, skills or experience. As a practical, hands-on discipline, you learn computing by doing, making it an interesting and dynamic field of study that opens doors into many different jobs with exciting local employers.

Ireland is a major exporter of computer software and the industry is a hive of growth and activity. It continues to offer excellent career opportunities to graduates, despite the tougher economic times we are in. This is largely due to the fact that computers are used in almost every area of modern society, presenting a diverse range of career opportunities to computing graduates, whether you want to stay local or work further afield.

Éist le tuairimí ár gcéimithe

"Mholfainn go láidir d'aon duine atá ag smaoineamh ar dhul ar ais go coláiste, é sin a dhéanamh."

Kate Conaghan
Pramerica, Leitir Ceanainn

"Bhain mé an oiread sin pléisiúir as an chúrsa san LYIT, go ndeachaigh mé ar aghaidh le céim onóracha agus ina dhiaidh sin Dioplóma Iarchéime i dTeicneolaíochtaí Seirbhísí Airgeadais. Ó tharla gur mac léinn fásta a bhí ionam, le freagrachtaí eile, mhothaigh mé go raibh an fhoireann iontach cuidiúil agus cairdiúil.

Chuir an teastas i dTacaíocht TF an bhunchloch ar fáil a bhí de dhíth orm chun filleadh ar an oideachas. Chuir mé suim go háirithe sa tsocrúchán oibre sé mhí, rud a thug deis dom taithí luachmhar phraiticiúil a fháil roimh dhul ar ais chuig an seomra ranga don sé mhí dheireanach.

A bhuíochas d'oideachas leantach, tá cuid mhór doirse oscailte dom. San am i láthair, tá mé fostaithe mar ríomhchláraitheoir comhlach le Pramerica anseo i Leitir Ceanainn. Rinne mé cairde maithe nua agus bhain mé an-taitneamh as.

Mholfainn go láidir d'aon duine duine atá ag smaoineamh ar dhul ar ais go coláiste, é sin a dhéanamh – d'fhéadfadh sé a bheith deacair corruair ach is fiú uilig é an uair a fhaigheann tú an mothú gnóthachain sin ar lá bronnta na céime."

Seamus Kerr,
Gartan Technology, Leitir Ceanainn

"Thug an cúrsa i dTacaíocht TF san LYIT an dara seans dom mo lánacmhainneacht a bhaint amach. Tá an cúrsa go mór in oiriúint do dhaoine a bhfuil oideachas fágtha ina ndiaidh acu le tamall maith, b'fhéidir, agus tá an fhoireann iontach cairdiúil. Bhí siad i dtólamh toilteanach agus, níos tábhachtaí, breá ábalta cuidiú ar bith a bhí ag teastáil uaim a chur ar fáil dom i rith an chúrsa.

Bhain mé sult as cuimse as mo chuid ama ansin. Thug an cúrsa dúshraith láidir phraiticiúil dom i ngach gné de TF agus thug an tréimhse taithí oibre léargas fíormhaith dom ar réaltacht an tionscail. Chuir an t-eolas agus an taithí seo ar mo chumas dul ar aghaidh go léibhéal céime agus ansin post ar dóigh a fháil go háitiúil i bhforbairt bogearraí – earnáil a thaitníonn go mór liom."

"Thug mo chomh-ghleacaithe ranga cuid mhór tacaíochta dá chéile agus bhí na léachtóirí iontach cuidiúil agus furasta labhairt leo."

Hear what our graduates have to say

"I would strongly recommend anyone considering a return to college to take the plunge."

Kate Conaghan,
Pramerica, Letterkenny

"I enjoyed the course in LYIT so much that I completed my Honours degree followed by a HDip in Financial Services Technologies. Being a mature student with other responsibilities I found the staff extremely helpful and approachable.

The certificate in IT Support provided me with the starting point I needed to return to education. I particularly liked the idea of the six months work placement which gave me the opportunity to gain valuable practical experience before returning to the classroom for the final six months.

Further education has opened up a lot of doors for me. I am currently employed as an associate programmer with Pramerica here in Letterkenny. I have made some great new friends and had a lot of fun.

I would strongly recommend anyone considering a return to college to take the plunge – it can be tough going sometimes, but the feeling of accomplishment at graduation makes it completely worthwhile."

Seamus Kerr,
Gartan Technology, Letterkenny

"The IT Support course at LYIT gave me a second chance to realise my potential. The course is well designed for people who may have been out of the education loop for a while and the staff are very welcoming. They were always willing and, crucially, well able to provide any assistance I needed throughout the course.

I enjoyed my time there immensely. The course gave me a strong, practical foundation in all aspects of IT and the placement period gave me a great insight into the realities of industry. This knowledge and experience allowed me to progress through to degree level and to secure a great job locally in software development – an industry I really enjoy."

"My classmates were very supportive of each other and the lecturers were very helpful and approachable."

Helen Lace,
MJ Flood, Leitir Ceanainn

"Bhain mé an-phléisiúr as an chúrsa seoI agus mhothaigh mé go raibh an taithí fíorluachmhar do m'ullmhú don obair. Rinne mé mo thaithí oibre san LYIT, rud dar liom a tharraing gach a raibh foghlamtha agam sa rang le chéile agus bhí mé anois a chur i ngníomh.

Bhí an cúnamh a fuair mé ó fhoireann na seirbhísí ríomhaireachta thar a bheith luachmhar; chomh mór sin go bhfuil mé anois i mbun mo chúrsa céime trí bliana i dTacaíocht TF. Tá mé ag staidéar an chúrsa thar na trí bliana siocair go bhfóireann sé sin níos fearr dom ó tharla gur tuismitheoir aonair mé agus go bhfuil mé ag obair fosta.

Mholfainn go mór an t-oideachas leantach. Cinnte, caithfidh tú oibriú go crua agus do chuid cúraimí eile a láimhseáil ach ar an taobh eile den scéal bainfidh tú sult as agus casfar mórán cairde úra ort. Níl sárú ar an mhothú a bhíos agat nuair a théann tú suas ar an ardán le do theastas a ghlacadh. Is fiú go mór an saothar uilig."

Mary Green,
Pramerica, Leitir Ceanainn

"D'fhill mise ar an oideachas sa bhliain 2001 faoi choinne an cúrsa i dtacaíocht TF a dhéanamh agus chuir mé mo thaithí oibre i gcrích in Ospidéal Ginearálta Leitir Ceanainn. Le linn dom a bheith ag staidéar do na scrúduithe, chonaic mé fógra ar chlár na bhfógraí sa choláiste do ríomhchlárú Cobol agus shocraigh mé é sin a dhéanamh fosta. Is de thairbhe an oideachas seo a fuair mé an post atá agam le Pramerica. Tá mé ag obair mar fhorbróir ar mhór-ríomhaire lárnach le beagnach cúig bliana anois agus is cinnte gurbh fhiú an staidéar go léir.

Tig leis an cúrsa a bheith crua. Is dócha gurb é éirí cleachtaithe arís leis an staidéar an rud is deacra ach thug na daoine sa rang tacaíocht mhaith dá chéile agus bhí na léachtóirí iontach cuidiúil agus furasta labhairt leo."

"Más suim leat foghlaim fá Teicneolaíocht na Faisnéise agus sult a bhaint as saol an choláiste, níl áit níos fearr le tosú ná leis an Chúrsa i dTacaíocht TF. Cuirfidh sé bealach maith ar fáil duit isteach i bpostanna den scoth san earnáil áitiúil."

Helen Lace,
MJ Flood, Letterkenny

"I very much enjoyed this course and found the experience invaluable in preparing me for work. I did my work placement at LYIT and I felt that it pulled together everything that I had learned in class and put it into action.

The help I received from the computer services staff was invaluable; so much so that I am now doing my third year degree course in IT Support. I am doing the course over three years as this works better for me being a single parent and also working.

I would recommend further education. Yes, you do have to work hard and juggle your other commitments but it is also a lot of fun and I have made many friends. Nothing can beat the feeling when you graduate and get up on the stage for your certificate. It makes it all worthwhile."

Mary Green,
Pramerica, Letterkenny

"I returned to education to do the IT Support course in 2001 and completed my work placement in Letterkenny General Hospital. While studying for my exams I noticed an advert for Cobol programming on the college noticeboard and I decided to take that too. This education led to my current job in Pramerica. I have been a mainframe developer for almost five years now and it's all definitely been worthwhile.

The course can be tough. Getting back into a routine of study is probably the hardest part but I remember my classmates were very supportive of each other and the lecturers were very helpful and approachable."

"If you want to learn about Information Technology and enjoy college life, then the IT Support Course is the place to start. It will provide a spring-board into quality positions with the local industry."

Lawrence Moore,
Feidhmeannacht na Seirbhíse Sláinte, Leitir Ceanainn

Cinneadh mór a bhí ann domsa dul ar ais go dtí coláiste cionn is go raibh mé fostaithe i bpost sábháilte inphinsin ar feadh 15 bliain agus go raibh mé pósta agus beirt pháiste agam. Ní raibh aiféala riamh orm faoin chinneadh sin. Thaitin an dúshlán go mór liom, casadh cuid mhór cairde úra orm agus fuair mé taithí luachmhar.

Chríochnaigh mé an cúrsa i dTacaíocht TF laistigh de 18 mí, ag déanamh mo shocrúchán oibre in Ospidéal Ginearálta Leitir Ceanainn. Is de thairbhe sin a fuair mé an post mar theicneoir ríomhaire atá agam san ospidéal anois.

"Mholfainn do dhuine ar bith atá ag smaoineamh ar a s(h)lí bheatha a athrú tabhairt faoin mbreisoideachas. Táim anois ag obair i bpost fiúntach go háitiúil, nach dtarlódh ach amháin le tacaíocht agus leis an gcáilíocht a fuarthas in Institiúid Teicneolaíochta Leitir Ceanainn".

Christopher Hudy,
Institiúid Teicneolaíochta Leitir Ceanainn, Na Cealla Beaga

Sa bhliain 2001, thosaigh mé ar an Teastas i dTacaíocht TF cionn is go bhfaca mé cosán soiléir dul chun cinn. Rinne mé an Dioplóma i dTacaíocht TF ina dhiaidh sin agus, sa bhliain 2005, bhain mé amach mó Chéim i mBainistíocht Seirbhís Ríomhaireachta.

Dar liom go raibh na cúrsaí thar a bheith suimiúil, go háirithe an ríomhchlarú agus an líonrú. Mhothaigh mé fosta go bhfuair mé léargas den scoth ar chóras feidhmithe an tionscail. Tá saineolas ag na léachtóirí ar a gcuid réimsí faoi leith agus tá siad ina gcomhairleoirí iontacha do na mic léinn. Tá an t-atmaisféar teagaisc san LYIT i bhfad níos neamhfhoirmeálta ná i gcoláistí eile agus tá na ranganna níos lú, rud a chuidíonn le hionchur na mac léinn agus le malartú barúlacha. Tá saol an champais go fíormhaith agus níl buaileadh amach ar an ionad spóirt.

Más suim leat Teicneolaíocht Faisnéise a fhoghlaim agus sult a bhaint as saol an choláiste, níl áit níos fearr le tosú ná leis an Chúrsa i dTacaíocht TF. Cuirfidh sé bealach maith ar fáil duit isteach i bpostanna den scoth san earnáil áitiúil. San am i láthair, tá mise ag obair i Roinn na Seirbhísí Ríomhaireachta san LYIT agus mé ag déanamh taighde ar phróiseáil íomhá do mo PhD.

"Cinneadh mór a bhí ann domsa dul ar ais go coláiste cionn is go raibh mé ag obair i bpost sábháilte inphinsin ar feadh 15 bliain agus mé pósta le beirt pháiste. Ní raibh aiféala riamh orm faoin chinneadh sin"

Lawrence Moore,
Health Services Executive, Letterkenny

Going back to college was a big decision for me as I was working in a secure, pensionable job for 15 years and was married with two children. It's a decision I've never regretted. I thoroughly enjoyed the challenge, made lots of new friends and gained valuable experience.

I completed the IT Support course in 18 months, doing my placement in Letterkenny General Hospital. This led to my current job as a computer technician in the hospital.

I would recommend further education to anyone considering a career change. I am now doing a rewarding job locally, which would not have been possible without the support and qualification gained at LYIT."

Christopher Hudy,
Letterkenny Institute of Technology, Killybegs

In 2001 I started the Certificate in IT Support at LYIT because I could see a clear path for progression. I went on to do my Diploma in IT Support and completed my Computer Service Management Degree in 2005.

I found the courses extremely interesting, particularly in programming and networking. I also feel I received a first rate insight into the workings of the industry. The lecturers are very knowledgeable in their chosen fields and act as great mentors for students. The teaching atmosphere at LYIT is much more informal than other colleges and class sizes are smaller and more conducive to student input and exchange of views. The campus life is fantastic and the sports centre is brilliant.

If you want to learn about Information Technology and enjoy college life, then the IT Support Course is the place to start. It will provide a springboard into quality positions with the local industry. I am currently working in the Computer Services Department ofLYIT where I am researching my PhD in image processing.

"Going back to college was a big decision for me as I was working in a secure, pensionable job for 15 years and was married with two children. It's a decision I've never regretted."

Próifíl d'fhostóir féideartha

Pramerica Systems,
Leitir Ceanainn

Is ionad teagmhála agus forbartha teicneolaíochta atá i bPramerica Systems Ireland, ceann de na fostóirí is mó i nDún na nGall agus san Iarthuaisceart do chéimithe in TF. Is fochuideachta de Prudential Financial Inc. (SAM) atá ann agus ó thosaigh sé anseo sa bhliain 2000, tá a lucht saothair leathnaithe go dtí 700 fostaí.

Tá Pramerica dírithe ar fhorbairt agus ar chothabháil réitigh bunaithe ar theicneolaíocht chun tacú le riaracháin, margaíocht agus díolachán táirgí do sheirbhísí airgeadais.

I mí Mheithimh 2003, bhronn Institiúid na hInnealtóireachta Bogearraí a dámhachtain, *Capability Maturity Model (CMM)* ag leibhéal III, ar an Ghrúpa Forbartha Bogearraí i bPramerica ar son forbairt agus cothabháil táirgí bogearraí.

Lena chois sin, bronnadh an dámhachtain darb ainm Scothsheirbhís ó Scothfhostaithe ar an chomhlacht mar aitheantas ar a thiomantas d'fhorbairt agus oiliúint a chuid fostaithe.

Bíonn Pramerica rannpháirteach le IBEC, Cónaidhm Ghnólachtaí agus Fhostóirí na hÉireann, sa Chlár Socrúcháin d'Earcú Céimithe ICT (Faisnéis, Cumarsáid agus Teicneolaíocht). Tá sé mar aidhm ag an chlár deis luachmhar a chur ar fáil do chéimithe a n-éiríonn go maith leo trína dtabhairt isteach san earnáil ICT.

Tá spéis i gcónaí ag Pramerica i gcoinneáil bunachar sonraí d'iarrthóirí a bhfuil oideachas go leibhéal céime/dioplóma acu. Bíonn muid ar lorg daoine éirimiúla díograiseacha atá i bhfách lena gcuid eolais agus fonn foghlama a chur i bhfeidhm i dtimpeallacht dhinimiciúil. Chuaigh mórán de chuid céimithe an LYIT ar aghaidh isteach i postanna sinsearacha laistigh den chomhlacht.

Profile of a potential employer

Pramerica Systems,
Letterkenny

Pramerica Systems Ireland is a technology development and contact centre and a major employer of IT graduates in Donegal and the North West. It is a subsidiary of Prudential Financial Inc. (US) and since it began operations here in 2000 it has expanded its workforce to 700 employees.

Pramerica's focus is on the development and maintenance of technology based solutions to support the administration, marketing and sales of financial services products.

In June 2003, Pramerica's Software Development Group was awarded the Software Engineering Institute Capability Maturity Model (CMM) at level III for software product development and maintenance.

The company is also certified with the Excellence Through People Award, in recognition of its commitment to developing and training employees.

Pramerica participates with IBEC, the Irish Business and Employers Confederation, in the ICT (Information, Communication and Technology) Graduate Recruitment Placement Programme. The programme's aim is to provide successful graduates with a valuable introduction into employment in the ICT sector.

Pramerica is always interested in maintaining a database of graduate applicants who are educated to degree/diploma level. We look for bright enthusiastic individuals who want to apply their knowledge and enthusiasm for learning in a dynamic environment. Many graduates from LYIT have progressed into senior positions within the company.

Bhfuil deiseanna maithe fostaíochta ar fáil do chéimithe Ríomhaireachta?

In Éirinn i láthair na huaire, tá corradh le 91,000 fostaithe le 1,300 comhlacht. Tá níos mó ná 300 comhlachtaí ríomhaireachta ó thar lear lonnaithe in Éirinn, ina measc seacht gcinn den 10 comhlacht ríomhaireachta is mó sa domhan, IBM, Hewlet Packard agus Microsoft san áireamh. Chomh maith leis sin, fostaíonn cuid mhór comhlachtaí san Iarthuaisceart, leithéidí Pramerica, SITA agus Gartan Technologies, céimithe ríomhaireachta, rud a chuireann fostaíocht áitiúil den chéad scoth ar fáil dóibh.

Níos minice agus níos minice, tá feidhmeanna macasamhail seirbhísí roinnte, bainistiú slabhra an tsoláthair, tacaíocht theicniúil, forbairt bogearraí agus Taighde & Forbairt curtha san áireamh sa réimse oibriúcháin a dhéanann comhlachtaí ríomhaireachta in Éirinn.

D'ainneoin na ndeacrachtaí diana atá os comhair geilleagar na hÉireann san am i láthair, tá Ríomhaireacht breá láidir mar rogha gairme a chuireann deiseanna sármhaithe ar fáil. I ngach gné, beagnach, de shaol an lae inniu, tá gá le cineál éigin de thacaíocht theicniúil agus de scileanna ríomhaireachta. Ar an tséala sin, tá an tionscal seo ionann le solas gléigeal do chéimithe nua.

Cén cineál post arb fhéidir liom a fháil i ndiaidh dom mo chuid cáilíochtaí a fháil?

Cad a ba mhaith leat a dhéanamh? Suímh gréasáin a dhearadh agus a fhorbairt, bheith ag obair sna hilmheáin, cluichí ríomhaire a fhorbairt, bheith i d'innealtóir líonra, bheith i do ríomhchláraitheoir bogearraí, córais gnó a dhearadh do chomhlachtaí?

Tá na gairmeacha beatha seo go léir oscailte duit – is leatsa an rogha.

"De thairbhe ardchaighdeán na gcéimithe ríomhaireachta ón LYIT a d'fhostaigh muid ón bhliain 2004 ar aghaidh, bhí ar ár gcumas ár bhfoireann forbartha a mhéadú agus cur go mór lenár n-acmhainneacht don todhchaí. Dar linn go n-imreoidh an nasc atá againn le LYIT páirt thábhachtach inár rathúlacht sna blianta amach romhainn." Éamon Foy, SITA, Leitir Ceanainn.

Tá sé ar intinn ag SITA leathnú suntasach a dhéanamh ar a chuid oibriúcháin reatha i Leitir Ceanainn agus d'fhógair an chomhlacht ar na mallaibh go mbeidh siad ag méadú a lucht saothair faoi thrí, ó 60 go 200 céimí.

Are there good employment opportunities for Computing graduates?

The computing industry in Ireland currently employs over 91,000 people in 1,300 companies. There are over 300 overseas computing companies based in Ireland, including seven of the world's top 10 computing companies, including IBM, Hewlet Packard and Microsoft. In addition, many companies in the North West such as Pramerica, SITA and Gartan Technologies hire computing graduates, offering quality local employment.

Functions such as shared services, supply chain management, technical support, software development and R&D are increasingly included in the range of operations carried out by computing companies in Ireland.

Despite the current tougher economic times for Ireland's economy, Computing holds strong as a career with excellent opportunities. Nearly every part of life involves some form of technical support and computing know-how, so this industry is shining light for new graduates.

What type of job can I do after I graduate?

What would you like to do? Design and develop websites, work in multimedia, develop computer games, be a network engineer, be a software programmer, design business systems for companies?

All of these careers are open to you – it's your choice.

"From the high standard of computing graduates employed from LYIT since 2004, we have been able to successfully grow our development team and increase our capabilities for the future. We see our links with LYIT playing a major part in our success in the years to come." Eamon Foy, SITA, Letterkenny.

SITA plans to expand significantly its current operations in Letterkenny and has recently announced that it will be tripling its workforce from 60 to 200 graduates.

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