Vocational training in Germany (Ausbildung)

IT systems management clerk (Kaufmann/-frau für IT-System-Management)

Kaufmann für IT-System-Management / Kauffrau für IT-System-Management

You offer and sell IT services, and you manage systems: a business training of 3 years, paid from the first year, at the heart of the IT sector.

LEVEL	DURATION	GERMAN	PAY DURING TRAINING
Baccalaureate required	**3 years** 36 months	**B2** required level	**€1,206 to €1,367** gross / month, during the training

We are by your side from day one until you arrive in Germany.

GERMANY
+49 (0) 7033 694 18 80

CAMEROON
+237 622 20 81 64

www.campus-allemagne.org

Douala office : Rond-point Maetur Bonamoussadi – Nice Cream building (4th floor), opposite the COGENI hardware store, Douala, Cameroon

View the full sheet online

THE OCCUPATION IN 30 SECONDS

What an IT systems management clerk does

They market IT hardware, software and services while managing and administering systems: they analyse needs, design solutions and support customers.

Analyse

Analyse a customer's IT system needs and develop an advisory strategy.

Propose

Design an IT solution, prepare a quote and negotiate the contract with the customer.

Support

Put the solution into service, follow up with the customer and ensure data security.

This occupation is for you if...

- ✓ you like technology and dealing with customers
- ✓ you can explain an IT solution simply
- ✓ you are comfortable with figures and commercial quotes
- ✓ you like working on projects and in a team

Less suitable if...

- – you do not want to talk to customers or negotiate
- – you dislike commercial tasks and contracts
- – you would rather program alone all day

A TYPICAL DAY IN THE WORKSHOP

08:30 **Team meeting and requests** : The team reviews customer projects and new requests.

09:30 **Analysing needs** : Understanding a customer's need for hardware, software and services.

11:00 **Designing a solution** : Choosing the components and designing a suitable IT solution concept.

13:30 **Quote and negotiation** : Preparing a priced quote and discussing the contract terms with the customer.

15:00 **Putting into service** : Installing the solution and supporting users as they get to grips with it.

16:30 **Follow-up and documentation** : Checking the quality of the service delivered and documenting the project.

Analysing customer needs | Designing IT solutions | Quotes and contracts | Marketing and sales | Security and data protection | Buying hardware and software | Customer focus | Communication | Rigour | Curiosity | Teamwork

THE TRAINING

How the Ausbildung works

In Germany you learn by working: this is the “dual system”. You are an employee of a company and a student at a vocational school (Berufsschule) at the same time.

3 to 4 days a week at the company | **1–2 days school**

Year 1

Common foundations

- IT workstation
- Customer advice basics
- Security and data protection

Year 2

Area of activity

- Quotes and IT solutions
- Sales and marketing
- Part 1 of the final exam

Year 3

Professional project

- Customer project on your own
- Presentation and discussion
- Part 2 of the final exam

Exams and qualification

There is no intermediate exam: the final exam is spread over two parts. Part 1 takes place in the 18th month (a 90-minute written paper on an IT workstation). Part 2 includes a customer project of up to 40 hours, with a presentation and discussion, and written papers. Qualification: the Abschlusszeugnis of the IHK.

YOU ARE PAID DURING THE TRAINING

What you need to apply

- ✓ Baccalaureate level is required.
- ✓ The required level is B2. Good technical vocabulary for the trade is a real plus.
- ✓ The work is mostly sedentary, at a screen, in an office or at customers' premises. No particular physical fitness is required.

Documents to prepare

- ✓ CV and cover letter in German
- ✓ Translated baccalaureate diplomas and transcripts
- ✓ German B2 level certificate

AFTER THE TRAINING

Where it can lead

STRAIGHT AWAY

IT business clerk

Jobs with IT service providers or in company IT departments, in sales, advice or support.

WITH EXPERIENCE

Specialist in one area

Sales, marketing, product development, technical service or IT systems management.

LONGER TERM

Bachelor Professional in IT

A DQR level 6 Fortbildung aimed at professionals who already hold an IT qualification.

YOUR PATHWAY WITH CAMPUS GERMANY

We are by your side from day one until you arrive in Germany

1

CHECK MY ELIGIBILITY

Take the test online or at the office

The eligibility test is done online on our website, or by visiting our Douala office directly.

2

TALK TO AN ADVISOR

Talk to our team

Germany: **+49 (0) 7033 694 18 80**
Cameroon: **+237 622 20 81 64**

3

PREPARE YOUR GERMAN

DZK, our language centre

Deutschzentrum KAGEDEV (DZK) is our own language centre in Douala. Outside Douala: partner language centres, call us to find the nearest one.

4

GET THE CONTRACT

AZUFA is always us

AZUFA is our platform: it connects you with German companies that recruit apprentices and follows your application through to the training contract.

Douala office

Rond-point Maetur Bonamoussadi – Nice Cream building (4th floor), opposite the COGENI hardware store, Douala, Cameroon

From German A1 to the first day of training in Germany

Each step is run by one of our structures. You keep the same contact from start to finish.

1 — **Check my eligibility**
The test is done online on our website or at our Douala office.
RUN BY CAMPUS GERMANY

2 — **Talk to an advisor**
Review your profile, your wishes and the chosen occupation.
RUN BY CAMPUS GERMANY

3 — **Learn German, from A1 to B2**
Courses adapted to your starting level, up to the required B2 level. In Douala at our own language centre; elsewhere, with our partner centres.
RUN BY DZK

4 — **Prepare the application file**
CV and cover letter in German, translated baccalaureate diplomas and transcripts, B2 level certificate.
RUN BY CAMPUS GERMANY

5 — **Find the company and sign the training contract**
We connect you with German companies that recruit apprentices, and follow your application through to the contract.
RUN BY AZUFA

6 — **Prepare the visa and paperwork**
Support to gather the documents and complete the administrative steps.
RUN BY CAMPUS GERMANY

7 — **Prepare your departure and settling in**
Travel, housing and first steps in Germany: we prepare you before you leave.
RUN BY KAGEDEV E.V.

8 — **First day of training in Germany**
You arrive prepared and supported, with a team that has known you since day one.
RUN BY AZUFA

Contact us

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