

How many ICT Technicians do you need?

It is extremely difficult to identify the optimal number of ICT Technicians for an institution. The way technical support is conducted and the type and age of an ICT infrastructure may be different in every institution.

Although this means there is no solution to suit all institutions, there are a number of common factors which should be considered when estimating Technician workload.

- The reliability of the network and components

If the institution has a new network that is set up correctly it is likely to create fewer incidents and problems, thereby reducing the workload. Alternatively, if the institution has an older network which is poorly set up, the workload is likely to be greater and will require more ICT technicians.

- The efficiency of technical support

If technical support follows a structured, proactive approach to managing and supporting ICT eg, as set out in the [Framework for ICT Technical Support \(FITS\)](#), fewer incidents and problems are likely to occur which will reduce the workload. Alternatively, if technical support is reactive the workload is likely to be greater requiring more technicians.

- The demands of ICT users

If users have low ICT confidence they will report more incidents and requests with technical support. As a consequence the workload will be greater and may require more technicians. Alternatively, if users are confident as a result of appropriate ICT training reported incidents and subsequent workloads will be reduced.

- How many incidents are fixed at first point of contact

If technical support have a [Service Desk](#) in place that fixes a high percentage of incidents at first point of contact the required number of technicians will be reduced. Alternatively, if few incidents are fixed at first point of contact the technical support team will need more technicians to deal with the workload.

So what does this mean?

The optimal number of ICT technicians will depend upon the type and nature of an institution's ICT infrastructure and management.

As a rough guide, an institution with:

- a reliable network
- efficient technical support
- ICT confident and trained users
- a staffed Service Desk

may require as few as one technician for every 150 computers.

Alternatively, an institution with:

- an older network
- or inefficient technical support
- or users lacking confidence and training
- or no Service Desk/single point of contact

may require more than 1 technician for every 50 computers. This ratio is only indicative, so please read on for suggested next steps.

Next steps

Institutions must consider how their individual circumstances affect a Technician's workload. Implementing a structured approach for ICT management and support (e.g. FITS) can reduce this workload, but aged networks, components and untrained users will continue to contribute to a Technician's work.

Ultimately, the question "How many Technicians do I need?" is less important than recognising where the Technician workload is coming from and considering how to deal with the source and reduce workloads in the future.