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Information for foreign-trained user support technicians

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Information on requirements to practise

In Canada, most occupations in information and communications technology (ICT) are **not regulated**, with the exception of the engineering occupations, which are all regulated in Canada. For more information, see <http://www.cicic.ca/684/Engineers.canada?prof=2130>. Therefore, employment is subject to demand, and qualification requirements are set by individual employers, who may require certification or training in specific software and hardware.

For more information on employment in these industries, contact the following:

Information and Communications Technology Council (ICTC)

300-116 Lisgar Street
Ottawa ON K2P 0C2 Canada
Phone : 613-237-8551
Fax : 613-230-3490
Email : info@ictc-ctic.ca
<http://www.ictc-ctic.ca/>

The Information and Communications Technology Council (ICTC) is a not-for-profit sector council dedicated to creating a diverse, prepared and highly educated Canadian ICT industry and workforce. ICTC's website highlights various [ICTC Immigration Initiatives](#) [, which include informational resources, learning and self-assessment tools, and information on online workshops (such as IWES), and a Mentorship program being developed for Internationally Educated ICT Professionals. There are also resources for employers and reports on [trends in the ICT labour market](#), and a list of potential employers in the ICTC Web site at http://www.ictc-ctic.ca/Immigration_Initiatives/Tools/Employer_Directory/.

The Canadian Information Processing Society (CIPS) is the professional association for Information Technology (IT) practitioners in Canada. In addition to a number of relevant member services and benefits, CIPS offers IT professionals a certification called the Information Systems Professional (I.S.P.) designation.

Canadian Information Processing Society (CIPS)

801-5090 Explorer Drive
Mississauga ON L4W 4T9 Canada
Phone : 905-602-1370
Phone (alternate): 1-877-275-2477
Fax : 905-602-7884
Email : info@cips.ca
<http://www.cips.ca/>

In Quebec, the [Réseau ActionIT](#) (formerly the Fédération de l'informatique du Québec) offers a range of information about the ICT industry there.

Information on assessment of qualifications

You should note that if you are already licensed to practise your occupation in a province or territory of Canada, and later wish to work in a non-regulated occupation, employers may request that you provide them with a formal assessment of your academic credentials.

If that is the case, or if you wish to have your credentials assessed **for a purpose other than practising a regulated occupation** in Canada, you may consult our [Fact Sheet No. 2](#), "Assessment and recognition of credentials for the purpose of employment in Canada" and contact an [academic credential evaluation service](#). Although evaluation services offer expert advice on how qualifications obtained abroad compare with academic credentials obtained in Canada, their evaluations are **advisory only and do not guarantee recognition** of your qualifications for employment or certification purposes in Canada. Please note that evaluation services charge a [fee for their assessments](#).

Information on assessment for immigration purposes, under the Federal Skilled Worker Program (FSWP)

The Federal Skilled Worker Program (FSWP) is an immigration program administered by Citizenship and Immigration Canada (CIC), the department responsible for immigration to Canada. CIC has [published the list of eligible occupations](#) under the FSWP. To apply for immigration to Canada under this program, one of the requirements* is to obtain an "Educational Credential Assessment" (ECA) for immigration purposes from a CIC-designated organization. We invite you to communicate directly with one of the [designated organizations](#) to begin this process from outside Canada.

**It is important to note that this requirement is for immigration purposes only. It is separate from the process to obtain a license to practice from the relevant regulatory body listed below. Obtaining a license to practice is not required to apply for immigration.*

Other relevant information

For a general description of duties and employment requirements, you can refer to the information prepared by Human Resources and Skills Development Canada regarding:

- [Computer and Information Systems Managers](#)
- [Computer and Network Operators and Web Technicians](#)
- [Computer Engineers \(Except Software Engineers\)](#)
- [Computer Programmers and Interactive Media Developers](#)
- [Information Systems Analysts and Consultants](#)
- [Software Engineers](#)
- [User Support Technicians](#)
- [Web Designers and Developers](#)

Specific Provincial/Territorial Information

- [Alberta](#)
- [British Columbia](#)
- Nova Scotia:
 - [Nova Scotia](#)
 - [Nova Scotia](#)
- [Ontario](#)
- [Quebec](#)

