



EPIC

••• READY SET LEARN

**DESIRE.
INSPIRE.
GO HIGHER.**

COMPUTER NETWORK SUPPORT SPECIALISTS

Analyze, test, troubleshoot, and evaluate existing network systems, such as local area network (LAN), wide area network (WAN), and Internet systems or a segment of a network system. Perform network maintenance to ensure networks operate correctly with minimal interruption. Provide technical assistance to computer users. Answer questions or resolve computer problems for clients in person, or via telephone or electronically. May provide assistance concerning the use of computer hardware and software, including printing, installation, word processing, electronic mail, and operating systems.

THESE ARE THE THINGS I DO ON A DAILY BASIS:

- Test and evaluate existing network systems
- Perform regular maintenance to ensure that networks operate correctly
- Troubleshoot local area networks (LANs), wide area networks (WANs), and Internet systems
- Pay attention to customers' descriptions of their computer problems
- Ask customers questions to properly diagnose the problem

Why this job is a good fit?

- ▶ Working Conditions
- ▶ Independence
- ▶ Achievement

Tools I use

- ▶ Administration software
- ▶ Network monitoring software
- ▶ Network security or virtual private network VPN management software



Resources: This and other Career Data Sheets available on www.epicworkforce.net. Information may vary by job and should be verified before pursuing a position. Other related information is available at onetonline.org, careeronestop.org, jobcenter.usa.gov, and www.bls.gov/ooh/.

DESIRE.

Learn more at:

www.epicworkforce.net/

Why I enjoy my job as a Computer Network Support Specialist:

- ▶ Using multiple abilities, leading to a feeling of accomplishment
- ▶ Work value offers job security and good working conditions
- ▶ Able to make independent decisions

IMPORTANT SKILLS AND ABILITIES FOR THE JOB:

- ▶ Analytical skills
- ▶ Leadership skills
- ▶ Critical-thinking skills
- ▶ Interpersonal skills
- ▶ Organizational skills

INSPIRE.

CERTIFICATE

Cisco Network Associate

Microsoft Network

Administrator

Microsoft Enterprise
Administrator

Net+ Technician / Security+
Technician

2 YEAR DEGREE

Network
Administrator

IT Network Technician

4 YEAR DEGREE

Information Technology
Manager

Network Systems
Administrator

Telecommunications
Engineering Specialist

Network Support Specialist

MASTER'S DEGREE

Network Systems Director

Network Analyst

Network Engineer

Computer Network
Architect

GO HIGHER.

CREDENTIALS OFFERED:

Check for credential specifics at your KCTCS Home College!!

CERTIFICATES

CISCO NETWORK ASSOCIATE / MICROSOFT NETWORK ADMINISTRATOR / SECURITY+
NET+ / A+ / PROGRAMMING / COMPUTER TECH BASIC / COMPUTER TECHNICIAN
SUPPORT TECHNICIAN / MOBILE APPS DEVELOPMENT / WEB PROGRAMMING

DEGREES

IT Network Administration / Programming / Applications

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