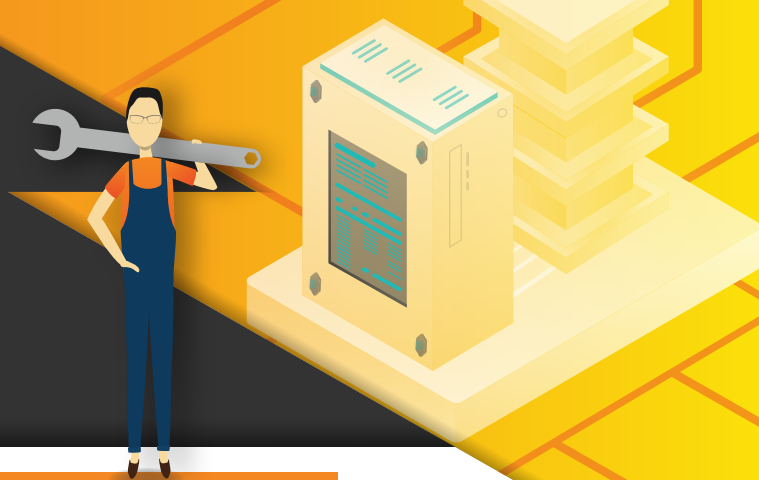


TECHNICAL SUPPORT SPECIALIST



DEGREE REQUIRED?

NO

Certification(s) encouraged
but not essential
Experience can supplement

MEDIAN SALARY

\$50,000

JOB GROWTH

11%

SOFT SKILLS

Complex Problem Solving
Systems Thinking
Attention to Detail
Resource Management

COMMON JOB DUTIES

- ▶ Install and maintain network infrastructures, device operating systems
- ▶ Troubleshoot system hardware and software issues
- ▶ Analyze incident data for emerging trends
- ▶ Develop and deliver technical training to users and other customers
- ▶ Diagnose and resolve customer-reported system incidents, problems, and security events
- ▶ Make recommendations based on trend analysis for changes to software and hardware to enhance user experience
- ▶ Install and configure hardware, software, and other equipment for system users that adheres to security standards
- ▶ Administer accounts, network rights, and access to systems and equipment
- ▶ Perform asset management/inventory of information technology (IT) resources

