CAREER PROFILE: TECHNICAL SUPPORT SPECIALIST

DEGREE REQUIRED? NO
Certification(s) encouraged but not essential. Experience can supplement.

MEDIAN SALARY $50,000

JOB GROWTH 11%

SOFTWARE 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

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