TECHNICAL SUPPORT SPECIALIST
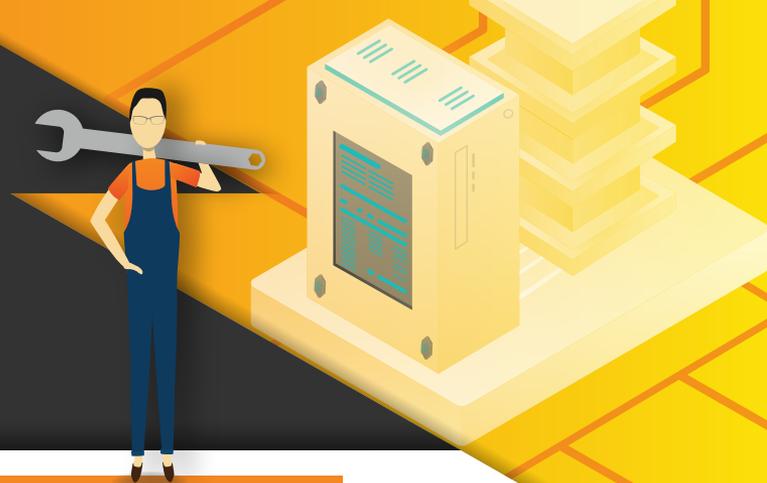
DEGREE REQUIRED?

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

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