

NETWORK SUPPORT SPECIALIST

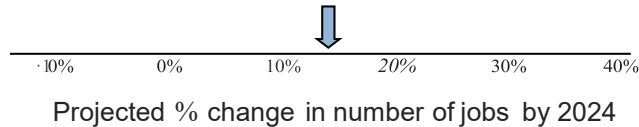
What do they do? Analyze, test, troubleshoot and evaluate existing network systems, such as local area network (LAN), wide area network (WAN), and internet systems or a segment of a network system. Perform network maintenance to ensure networks operate correctly with minimal interruption.

People with these roles and responsibilities are also called:
Network Support Technical, Network Diagnostic Support Specialist.

Some typical job duties include:

- Install and configure wireless networking equipment
- Install network software, including security or firewall software
- Configure security settings or access permissions for groups or individuals
- Configure wide area network (WAN) or local area network (LAN) routers or related equipment.
- Evaluate local area network (LAN) or wide area network (WAN) performance data to ensure sufficient availability or speed, to identify network problems, or for disaster recovery purposes.
- Identify causes of networking problems, using diagnostic software and equipment.

Michigan Job Outlook "Faster than average" (+14.3%)



National Job Outlook through 2024: 26.7%

National Job Outlook through 2024: 14.3%

Most Important Occupational Skills

BASIC SKILLS

Active Listening
Speaking
Reading Comprehension

PROBLEM SOLVING SKILLS

Complex Problem Solving

SYSTEMS SKILLS

Judgment/Decision Making
Systems Analysis
Systems Evaluation

SOCIAL SKILLS

Social Perceptiveness
Instructing
Service Orientation

TECHNICAL SKILLS

Operations Monitoring
Troubleshooting

RESOURCE MANAGEMENT

Mgmt of Financial Resources
Time Management
Mgmt of Material Resources

How much did these jobs pay in 2016?

Average: \$67,770 per year
(\$32.58 per hour)

Career Pathway and Educational Requirements

Associate (\$30,000-\$75,000) Managerial (\$50,000-\$100,000) Executive (\$100,000+)

Network Support Specialist ➡ Systems/Network Administrator ➡ Chief Information/Technology Officer

REQUIRED FOR ENTRY

Bachelor's degree or multiple years equivalent related work experience
Professional certifications

REQUIRED FOR ADVANCEMENT

Bachelor's degree
Multiple years related work experience

REQUIRED FOR ADVANCEMENT

Bachelor's degree
Many years related work experience
Professional certifications

SOME CERTIFICATIONS THAT CAN HELP YOU ADVANCE-

- Associate in the Society of Actuaries -ASA (Society of Actuaries, available online)
- CompTIA A+, Network+, or Security+ (CompTIA, unavailable online)
- Cisco Certified Entry Networking Technician (CISCO, unavailable online) Cisco
- Certified Network Associate (CISCO, unavailable online)
- Certified Wireless Technology Specialist (Certified Wireless Network Professionals, unavailable online)