



Explore a Career as a

# COMPUTER NETWORK SUPPORT SPECIALIST

## What do Computer Network Support Specialists do?

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. They play an important role in the routine maintenance of their organization's networks such as performing file backups on the network. Maintenance can be performed daily, weekly, or monthly and is important to an organization's disaster recovery efforts. Solving an IT problem promptly is important because organizations depend on their network systems. Network support specialists may assist the organization's computer users through phone, email, or in-person visits.

## Training & Educational Opportunities

You will have many opportunities for employment as a computer network support specialist, but first you will need to complete specific training and earn a certificate or associate degree. Your coursework will center around computer and information science. To keep up with changing technology, you will likely need to continue education and learning throughout your career.

## As a Computer Network Support Specialist you will:

- Analyze and report computer network security breaches or attempted breaches
- Back up network data
- Configure security settings or access permissions for groups or individuals
- Document network support activities
- Identify the causes of networking problems, using diagnostic testing software and equipment

## Computer Network Support Specialists are in demand in Kankakee County!

Kankakee County employment of computer network support specialists is expected to grow through 2020. According to the U.S. Bureau of Labor Statistics, the job outlook for these professionals is expected to grow faster than average.

# Computer Network Support Specialist

## Training Providers

The following certified training providers offer programs and certifications to train for a career as a computer network support specialist:

- Directions Training Center, Inc.
- Joliet Junior College
- MicroTrain Technologies

Career scholarships may be available if you qualify.



## Types of Employers

There are many different types of companies that employ computer network support specialists in Kankakee County, including:

- Consulting companies
- Government agencies
- Technology companies
- Universities

## Wages & Openings

### Computer Network Support Specialist Employment Data for Kankakee County

Average Starting Hourly Wage	\$17.42
Average Hourly Wage With Experience	\$43.96
Average Annual Job Openings Kankakee County	~10
Average Annual Job Openings Chicago Metro	781

## Opportunities

After you receive your certificate or degree as a computer network support specialist, you will have many opportunities for advancement. Some opportunities include:

- Computer and Information Systems Manager
- Computer Network Architect
- Computer Programmer
- Computer Systems Analyst



**Kankakee Workforce Services**

[www.kcc.edu/wioa](http://www.kcc.edu/wioa)

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