Network Support Essay, Research Paper

I have decided to research the Career path of a Network Support Specialists. I have been looking into this job field for quite sometime now, and still seem to be interested. A Network Support Specialist is responsible for the administration and maintenance of computers, network connection, e-mail, telephones and other IT related tools used by t he client. The main goal of a Network Support Specialist is to maintain smooth functioning of all IT related tools being used. Other job duties of a Network Support Specialists are to answer overflow calls and to be in constant communication with the vendor technicians, using appropriate questioning techniques to assess customer needs and correct outages.

To be a Network Support Specialist you must use effective communications skills and appropriate support tools to resolve customers requests in a timely manner. You also need to guide members through steps to resolve outages and issues, as well as ensuring that customer expectations are met and are in line with the company s policies, practices and procedures. Diagnosing possible problems and dispatching them to the appropriate vendor is also a responsibility.

To become a Network Support Specialist you must have extensive knowledge of a LAN in a Windows and UNIX environment including installation and maintenance, You also must be familiar with the Internet, customer contacts, high speed products and services, routers, switches & other devices for mass markets. You must have a strong familiarity with PC s, LAN connections and ability to install them rapidly. Strong knowledge of the phone system including ability to move and replace phones, in depth communication effectiveness, customer service, multi-tasking and decision-making. You must be motivated, and able to work with a team.

Network Support Specialist generally work in well-lighted, well-ventilated, comfortable rooms. Since many organizations use their computers 24 hours a day, 7 days a week, Network Support Specialists may be required to work evening or night shifts and weekends. Shift assignments usually are made based on seniority. Because many companies let the computer take over operations during less desirable working hours, some shifts are slower than others. In addition, advances in telecommuting technologies make the need for more work personnel greater.

Since Network Support Specialists generally spend a lot of time in front of a computer monitor, as well as performing repetitive tasks such as plugging and unplugging media, they may be susceptible to eyestrain, back discomfort, and hand and wrist problems.

Completion of a two-year diploma program in Information Technology with a minimum of two years related experience, or an equivalent combination of training and experience. Novell certification as a Certified Netware Administrator and Microsoft NT certification are preferred.

Employment of Network Support Specialists is expected to incline sharply through the year 2020. Experienced Network Support Specialists are expected to compete for the number of openings that will arise each year to keep up with the technological information age. Opportunities will be best for Network Support Specialists who are familiar with a variety of operating systems and who keep up to date with the latest technology.

Overall average salaries for Network Support Specialists is about $97,000 and for contractors, the going rate is $92 per hour, according to dice.com, an online job board for IT professionals. Regionally, salaries are highest in San Francisco, at $107,000 per year, and contract rates are highest in New York, at $95 per hour. Silicon Valley had more jobs of this type than other metro areas, with 52% of the total.