

# **COMPUTER NETWORK SUPPORT SPECIALIST**

## **Job Type: Full-Time Employment**

Summary Overview: A Computer Network Support Specialist assists computer users and organizations. They either maintain computer networks or provide technical help directly to computer users.

## **Essential Functions:**

- Analyze, troubleshoot, and maintain computer networks
- Test and evaluate existing network systems
- Perform regular maintenance to ensure that networks operate correctly
- Troubleshoot local area networks (LANs), wide area networks (WANs), and Internet systems

## **Education:**

High School Diploma; Associate's Degree

## **Day-to-Day Responsibilities:**

- Analyze customers' computer problem to diagnose it and determine the cause
- Document customers' descriptions of their computer problems
- Guide customer through the recommended problem-solving steps
- Set up or repair computer equipment and related devices
- Install and train users on new hardware or software
- Inform team members and managers of major problems or of customers' recurring concerns

## **Skills:**

- Communication skills; must clearly convey information, both orally and in writing. They must describe solutions to computer problems in a way that nontechnical users can understand.
- Customer-service skills; must be patient and sympathetic. They often help people who are

frustrated trying to use software or hardware.

- Listening skills; must be able to understand the problems that their customers are describing and know when to ask questions for clarification.

- Problem-solving skills; must identify both simple and complex problems and then analyze and solve them.