

# COMPUTER AND NETWORK TECHNICIAN



## What does a Computer and Network Technician do?

Computer and Network Technicians analyze, troubleshoot, and evaluate computer network problems. They play an important role in the routine maintenance of their organization's networks, such as performing file backups on the network.

## How will Asher College prepare me for this career?

The computer industry continues to demand educated IT professionals. Asher College provides students with knowledge for their field including:

- PC Repair and Microsoft Office
- Building, upgrading, maintaining, diagnosing and troubleshooting computer hardware and software
- Understanding and implementing network security fundamentals and practices
- Designing, implementing, and managing network infrastructure, connectivity issues, and security fundamentals and practices
- Creating and managing virtual machines using VMware and computers containing multiple operating systems
- Installing, configuring, and maintaining Windows 10 in a stand-alone, workgroup, and domain environment
- Elective options explore Windows Operating Systems, additional Network and Operational Security skills, or creating and maintaining webpages



## What characteristics are important in this field?\*

- **Customer-service skills:** Computer support specialists must be patient and sympathetic. They often help people who are frustrated with the software or hardware they are trying to use.
- **Listening skills:** Support workers must be able to understand the problems that their customers are describing and know when to ask questions to clarify the situation.
- **Problem-solving skills:** Support workers must identify both simple and complex computer problems, analyze them, and solve them.
- **Speaking skills:** Support workers must describe the solutions to computer problems in a way that a nontechnical person can understand.
- **Writing skills:** Strong writing skills are useful for preparing instructions and email responses for employees and customers, as well as for real-time web chat interactions.

## What are the job opportunities in this Career?

- Desktop Support Specialist
- Technical Support Specialist
- Junior Network Administrator
- Network or Help Desk Technician
- Network Operations Analyst

## What is the Salary Potential and the job outlook in this field?

Asher College provides career-training programs for entry and mid-level positions. Salaries vary depending on geographical location, economic conditions, and willingness to relocate. Salaries by occupation and specific location can be found at [www.onetonline.org](http://www.onetonline.org). National figures for labor market activity, working conditions, and price changes in the economy are available at [www.bls.gov/ooh/](http://www.bls.gov/ooh/) or you can visit the campus career services department to learn where Asher graduates work and the beginning salaries in their respective careers.

## What is the job outlook for the next 10 years?\*

Employment in this industry is projected to grow 8 percent from 2019 to 2029, much faster than the average for all occupations. More support services will be needed as organizations upgrade their computer equipment and software.

## What are the typical working hours for this career?\*

Most Computer and Network Technicians have full-time work schedules; however, many do not work typical 9-to-5 jobs. Because computer support is important for businesses, support services may need to be available 24 hours a day. As a result, many support specialists must work nights or weekends.

\*Reference: <https://www.bls.gov/>

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ASHER ID	COURSE NAME	CERTIFICATION EXAM OR SKILL
PCS100	Computer Fundamentals	CompTIA A+ IT Fundamentals
PCS110-r1	PC Support Level 1	CompTIA A+ Part 1 of 2
PCS111-r1	PC Support Level 2	CompTIA A+ Part 2 of 2
VMW101	Introduction to VMware	Skill Development
TF100	Typing Fundamentals	Skill Development
MOE100-r1	Microsoft Essentials	Skill Development
NET102	Introduction to Networking	CompTIA Network+ or Microsoft MTA
CD101	Career Success	Soft Skill Development
CD201	Advanced Career Development	Soft Skill Development
SEC101, MOS102, or CS101	<b>Elective option (choose 1):</b> Network and Operational Security, Windows OS, or Introduction to Coding	CompTIA Security+, Microsoft MD-100, or Skill Development

## What Certification options do I have with this program?

CompTIA ITF+ (IT Fundamentals)  
 CompTIA A+ (part 1 and 2)  
 CompTIA Network+ or Microsoft MTA



## Elective Certification and Exam options:

**Windows OS Elective:** Learn how to install, configure, and maintain a variety of Windows Operating Systems in a stand-alone, workgroup, and domain environment.

**CompTIA Security+ Elective:** Learn to secure user's data, analyze malware and security attacks, and apply cybersecurity risk mitigation concepts to execute the appropriate level of security responses.

**Skill Development Elective option:** Introduction to Coding: Create web pages using HTML5 and Cascading Style Sheets (CSS).



## How long will it take to complete my education?

**Full time** = 9 months (24 hours per week)  
**¾ time** = 12 months (18 hours per week)  
**Half Time** = 18 months (12 hours per week)

For more information on our programs, our catalogs can be viewed at <https://asher.edu/disclosures/>

[www.Asher.edu](http://www.Asher.edu)

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