

NETWORK SUPPORT SPECIALIST



What does a Network Support Specialist do?

Computer support specialists provide help and advice to computer users and organizations. These specialists either support computer networks or they provide technical assistance directly to computer users. Computer network support specialists typically do the following:

- 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

How will Asher College prepare me for this career?

Students who enroll in the Network Support Specialist will have the opportunity to learn:

- Design, implement, and manage network infrastructure, connectivity issues, and security fundamentals and practice
- Use current cybersecurity practices to analyze and differentiate malware, social engineering, wireless and application attacks along with the use and application of cryptography concepts, tools, and products
- How to install, operate, configure, and verify basic IPv4 and IPv6 networks using Cisco switches, routers, and wireless networking devices

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?

The NSS certification is appropriate for job roles including:

- Network Support Specialist
- Network Technician
- LAN/WAN Administrator
- Security Specialist

What are the Salary Potentials and the job outlooks in this field?

Asher College provides career-training programs for entry-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. National figures for labor market activity, working conditions, and price changes in the economy are available at www.bls.gov/oo/h/ or you can visit the campus career services department to learn where Asher graduates work and the beginning salaries in their respective careers.

What are the typical working hours for this career?*

Most Network Support Specialists have full-time work schedules; however, many do not work typical 9-to-5 jobs. Because network 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.

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

Employment of computer support specialists 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. Computer support staff will be needed to respond to the installation and repair requirements of increasingly complex computer equipment and software.

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



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ASHER ID	COURSE NAME	CERTIFICATION OR SKILL
NET102	Introduction to Networking	CompTIA Network+ or Microsoft MTA
SEC101	Network and Operational Security	CompTIA Security +
CNC101	Advanced Networking Level 1	Cisco Skill Development
CNC102	Advanced Networking Level 2	Cisco CCNA
CD101	Career Success	Soft Skill Development
CD201	Advanced Career Development	Soft Skill Development

What Certification options do I have with this program?

CompTIA Security+
 CompTIA Network+ or Microsoft MTA
 CISCO CCNA



How long will it take to complete my education?

Full time = 6 months (24 hours per week)
 $\frac{3}{4}$ **time** = 8 months (18 hours per week)
Half Time = 12 months (12 hours per week)

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

www.Asher.edu

DALLAS

9330 Lyndon B. Johnson Fwy, Ste. 650
 Dallas, TX 75243 • 972.600.2818

LAS VEGAS

6029 W Charleston Blvd
 Las Vegas, NV 89146 • 702.323.0853

SACRAMENTO

1215 Howe Ave
 Sacramento, CA 95825 • 916.900.2850