

# COMPUTER NETWORK SUPPORT SPECIALIST

## WHAT WILL I BE DOING?

- 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
- Perform network maintenance to ensure networks operate correctly with minimal interruption
- Configure, monitor and maintain email applications or virus protection software
- Confer with network users about how to solve existing system problems
- Perform data backups and disaster recovery operations

## NATIONAL, STATE AND LOCAL WAGE INFORMATION

	2017 Entry Level Hourly Wage	2016 Employment	Projected 2026 Employment
<b>Capital Area</b>	<b>\$20.17</b>	<b>2,122</b>	<b>2,372</b>
Texas	\$21.78	17,649	20,178
United States	\$19.36	198,800	215,200

## WHAT JOB TITLES SHOULD I SEARCH FOR?

- Computer Network Support Specialist

## WHERE COULD I WORK?

- Computer Systems Design and Related Services
- Wired Telecommunications Carriers
- State Government, Except Education
- Data Processing, Hosting and Related Services
- Local Government, Except Education

## KNOWLEDGE AND SKILLS NEEDED

## WHAT TYPE OF EDUCATION AND/OR TRAINING WILL I NEED?

Workers in occupations at this level can develop the skills needed for average job performance after obtaining associate's or bachelor's degrees.

## WILL I NEED A SPECIAL LICENSE OR CERTIFICATION?

Many occupations prefer or require at least one certification for entry or advancement.

Primary Data Sources: Texas Workforce Commission at [texaslmi.com](http://texaslmi.com), JobsEQ at [jobseq.eqsuite.com](http://jobseq.eqsuite.com), Bureau of Labor Statistics at [bls.gov](http://bls.gov), and CareerOneStop at [careerinfonet.org](http://careerinfonet.org) October 2018



## OCCUPATIONAL PROFILE

For Staff Use  
SOC: 15-1152  
CIP: 11.0901,  
11.1001

# COMPUTER NETWORK SUPPORT SPECIALIST

## CAPITAL AREA CAREER LADDER

\* Also Included on Targeted Occupation List (PY 2019)

### Computer & Information Systems Manager

#### Hourly Wages

- Entry Level: \$50.33
- Median Level: \$72.17

#### Typical Education & Experience

- Bachelor's Degree
- 5+ years experience

**205 new & replacement positions between 2016-2026**

### Computer Network Architect

#### Hourly Wages

- Entry Level: \$37.92
- Median Level: \$59.10

#### Typical Education & Experience

- Bachelor's Degree
- 5+ years experience

**70 new & replacement positions between 2016-2026**

### Computer Network Support Specialist

#### Hourly Wages

- Entry Level: \$20.17
- Median Level: \$28.57

#### Typical Education & Experience

- Associate's Degree

**250 new & replacement positions between 2016-2026**

### \*Computer User Support Specialist

#### Hourly Wages

- Entry Level: \$15.24
- Median Level: \$22.30

#### Typical Education & Experience

- Some College or Associate's Degree

**760 new & replacement positions between 2016-2026**

This Career Ladder is for illustrative purposes and does not display all pathways for career advancement. For more information or feedback email: [CareerLadder@wfscapitalarea.com](mailto:CareerLadder@wfscapitalarea.com)

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