

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

	2019 Entry Level Hourly Wage	2018 Employment	Projected 2028 Employment
Capital Area	\$19.92	2,025	2,385
Texas	\$21.30	12,840	14,990
United States	\$18.75	195,100*	207,700*

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, JobsEQ at jobseq.eqsuite.com, Bureau of Labor Statistics at bls.gov, and CareerOneStop at careerinfonet.org; 2019

*US employment projections are for 2019-2029



Connecting People to Jobs

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 2021)

Computer & Information Systems Manager

Hourly Wages

- Entry Level: \$47.30
- Median Level: \$70.80

Typical Education & Experience

- Bachelor's Degree
- 5+ years experience

490 new & replacement positions between 2018-2028

Computer Network Architect

Hourly Wages

- Entry Level: \$35.96
- Median Level: \$55.12

Typical Education & Experience

- Bachelor's Degree
- 5+ years experience

190 new & replacement positions between 2018-2028

*Computer Network Support Specialist

Hourly Wages

- Entry Level: \$19.92
- Median Level: \$27.48

Typical Education & Experience

- Associate's Degree

360 new & replacement positions between 2018-2028

*Computer User Support Specialist

Hourly Wages

- Entry Level: \$16.49
- Median Level: \$23.16

Typical Education & Experience

- Some College, No Degree

1,279 new & replacement positions between 2018-2028

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

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Relay Texas: 1.800.735.2989 (TDD) / 711 (Voice). www.wfscapitalarea.com

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OCCUPATIONAL PROFILE

