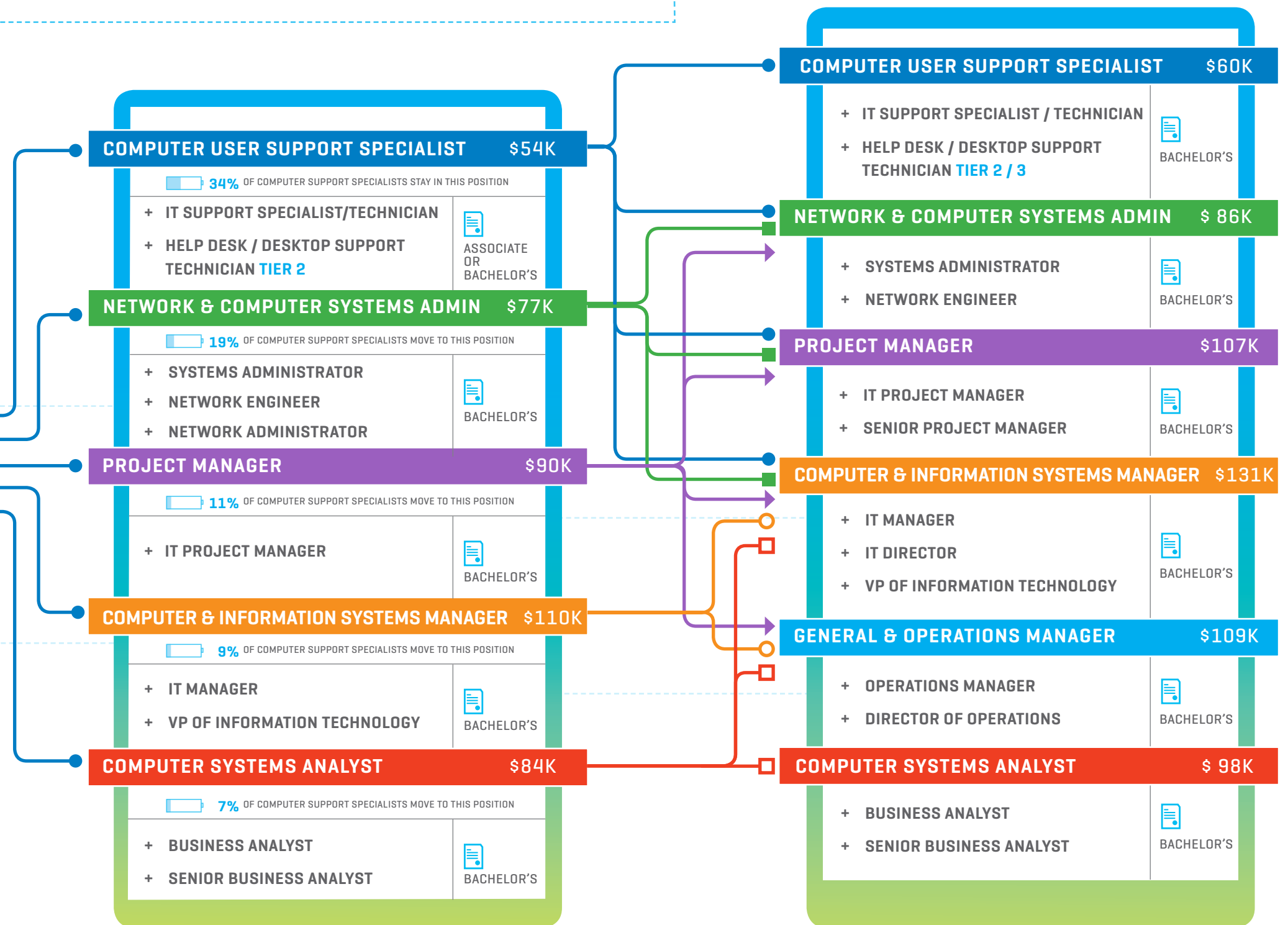
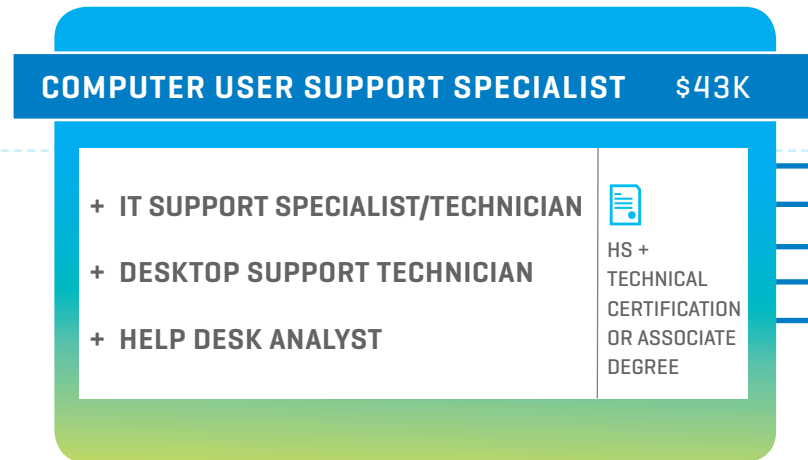


WHAT DOES A CAREER IN TECH SUPPORT LOOK LIKE?

Jobs in tech support vary by the type of job and from employer to employer. Usually, the Help Desk function is tiered, with people at higher tiers handling more complicated problems. With more experience, education, and certifications, tech support professionals can move from entry-level jobs such as **HELP DESK TIER 1**, **DESKTOP SUPPORT** or **IT SPECIALIST** to other jobs on this career map.

This career map is based on the real experiences of actual people. The information comes from real online work histories of people who have worked in tech support in the New York City Metropolitan Area. Payscale, Inc. and Monster Government Solutions supplied this data.



NETWORK AND COMPUTER SYSTEMS ADMINISTRATOR

Computer networks connect devices such as computers, smartphones, and printers. Network administrators manage the day-to-day operation of these networks. They make sure that email and data storage networks work properly. They help make decisions about buying new hardware and software for their organization's network. People who work in these jobs are a critical part of almost every organization. Popular certifications include: **Network+**, **CCNA**, and **MCSE**.

PROJECT MANAGER

There are many types of project managers. Some plan and manage IT projects like network design, while others may oversee software projects. They serve as a liaison between business and technical aspects of projects. They make sure that deadlines, standards, and cost targets are met. The most popular certification for this job is **Project Management Professional (PMP)**.

COMPUTER AND INFORMATION SYSTEM MANAGER

People in these jobs plan, direct or coordinate activities in technology fields. They help determine the IT goals of an organization and are

responsible for implementing computer systems to meet these goals. People in these jobs often work more than 40 hours per week and are "on call" in case of IT emergencies.

COMPUTER SYSTEMS ANALYST

People in this role bring business and technology together.

They understand the needs of users and potential problems. They may adapt computer systems to serve new purposes or improve work flow. People in these jobs may have backgrounds in technology and business administration. Many people have experience working in a specific industry like advertising, health care, or finance.

GENERAL AND OPERATIONS MANAGER

Some people move out of specializing only in IT. They oversee larger parts of an organization. People in these jobs plan, direct, or coordinate the operations of public or private sector organizations. They may be responsible for technology as well as other functions.