

# Career Center Career Choices

## Support Personnel

**Support Personnel positions usually require training at a community college or a technical institute do not require a college degree. They require good problem-solving skills and good people skills. Some can involve great variety, including physical activity, for those who can't stand the thought of sitting at a desk all day.**

### **Computer Operator**

Operates equipment in a data center, generally for a mainframe computer operation (a single, large computer instead of a network of little ones). Computer operators monitor and operate the main controls for routine computer operations, operate peripheral equipment (disk drives, printers, etc.) and maintain routine records

### **Help Desk Technician**

Provides telephone support to users of hardware, software and systems. Help desk technicians answer routine questions from users and help them to resolve problems. For tougher problems, they run automated diagnostic programs and identify "bugs" to be resolved by programmers. They may work within a company (such as a bank or insurance company), or they may work directly for a hardware or software manufacturer. If they are working within a company, they may also provide technical support (see Technical Support Personnel below)

### **Network Administrator**

Installs and supports an organization's LAN, WAN, Internet or Intranet system. (These are all computer networks that exist within a company, even if that company has international offices.) Network administrators maintain the company's network hardware and software, analyze problems, monitor the network to make sure it is available to all users, and add new users.

### **Technical Support Personnel**

Supports the daily operations of the personal computers within a company. Technical support personnel install and maintain hardware and software. They are also important as trainers, as they instruct and help users to use their systems more effectively.

### **Systems Administrator**

Supports the ongoing operation of the computer systems for a company. These are usually the 'big picture' people. They install and support hardware and software and make sure that the system has a current backup (an exact replica of everything on the computer), in case of a power outage or other system disaster. System administrators also recover lost data, adapt or customize software to the system, and maintain systems security and networks. Like technical support personnel, they also train and help users to learn how to use their systems effectively.