



## **What Will I be doing at the Job Market?**

At PC AGE you are trained to work in the following two areas:

- 1- **PC/Network Technician/Technical Support:** You will learn and be able to perform computer tasks such as installation, configuration, diagnosing, preventive maintenance and basic networking. The concepts learned also cover domains such as security, safety and environmental issues as well as communication and professionalism.
  
- 2- **Network Administration:** Network administrators are responsible for keeping a network up and running -- like an auto mechanic for the network. They create user accounts and manage the folders and other resources on computers in the network. They correct problems with network communications, resource access, printers, and the computers. They also must address issues about system expansion. Depending on the organization's size, number of locations and users, geographic reach, and purpose, a network administrator's job can include a wide variety of responsibilities.

Here are some basic tasks for which a network administrator may be responsible:

- Setting up and configuring network hardware and software
- Installing and configuring network media and connections
- Connecting user nodes and peripherals of all kinds to the network
- Adding users to and removing users from the network
- Managing user accounts, such as passwords, storage space, and file-access privileges
- Creating and maintaining a system for backing up data and program files
- Ensuring the security of the network
- Managing the organization's e-mail system
- Managing users' ability to access the Internet via the network
- Training users to utilize the network's resources

You are also trained through advanced level of MCITP: Server/Enterprise Administrator, Cisco CCNA, and Linux courses, to work as Network Engineer. A network engineer designs and manages the groups of computers networked together. The network engineer performs tasks such as installing and configuring communication hardware, setting up of the network communication link, installing and configuring application software, troubleshooting operations to ensure continuous network availability, and providing technical support and assistance.

## **PC Technician/Desktop Support Technician:**

**PC technicians** are the tinkerers of the IT industry, working as much with their hands as with their heads. Personal computer repair and maintenance is the avenue many IT professionals use to enter the industry. PC repair represents an "easy" method for breaking into the IT field. PC support technicians tend to interact with end users to a much greater extent than their counterparts in networking, programming and other areas of IT. This is because PC support people are the individuals who maintain their users' daily experiences with computer hardware and software. Effectively, PC support people represent the face that is associated with computing in general. Some basic job functions would be replacing or upgrading hard disks, memory (RAM), or any other part of a PC; reinstall and/or upgrade an application such as Microsoft Office or the Operation System etc.

## **Help Desk/Technical Support:**

A **help desk** is an information and assistance resource that troubleshoots problems with computers. Corporations often provide help desk support to their customers via a toll-free number, website and/or e-mail. There are also in-house help desks geared toward providing the same kind of help for employees only. A typical help desk has several functions. It provides the users a central point to receive help on various computer issues. The help desk typically manages its requests via help desk software, such as an incident tracking system that allows them to track user requests with a unique ticket number.

## **System/Network Administrator:**

A **system administrator**, **systems administrator**, or **sysadmin**, is a person employed to maintain and operate a computer system and/or network. System administrators may be members of an Information Technology (IT) department.

The duties of a system administrator are wide-ranging, and vary widely from one organization to another. They are usually charged with installing, supporting, and maintaining servers or other computer systems, and planning for and responding to service outages and other problems. Other duties may include project management for systems-related projects, supervising or training computer operators, and being the consultant for computer problems beyond the knowledge of technical support staff. Perhaps the most important *skill* to a system administrator is problem solving -- when a computer system goes down or malfunctions, they must be able to quickly and correctly diagnose what is wrong and how best to fix it.

## **System/Network Engineer:**

After a few years experience working as a System Administrator, you may be promoted or find another job as a **System Engineer** and therefore, will be involved in design, development, production and operation of network infrastructure.