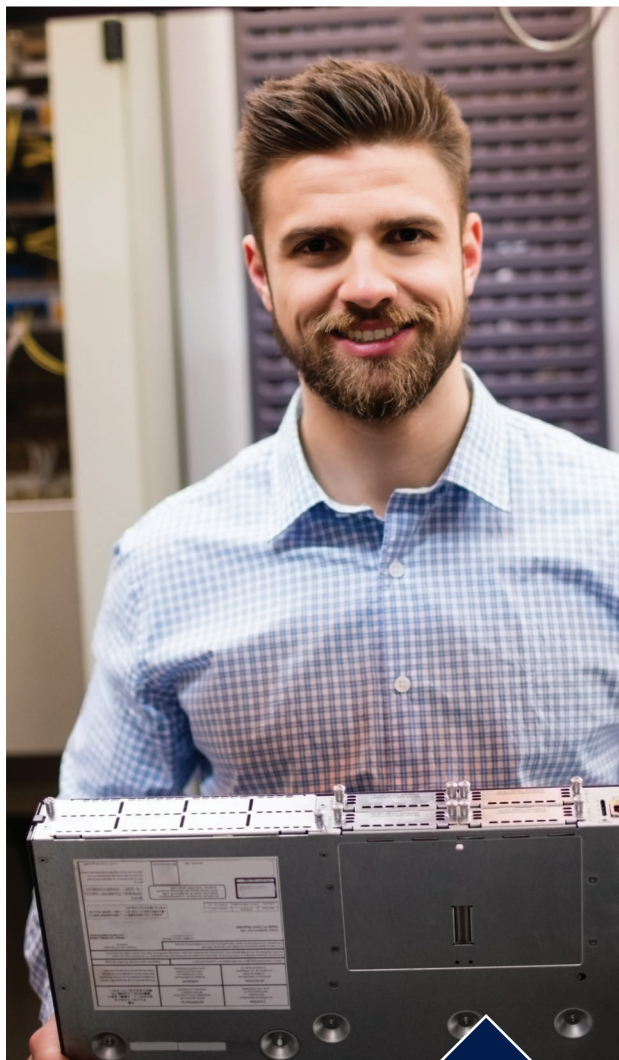


IT SUPPORT TECHNICIAN



**Get job-specific training
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With the **IT Support Technician**

Apprenticeship 321 program, earn an AAS in Networking & Cyber Defense in just 3 years.

IT Support Technicians provide help and advice to computer users and organizations by supporting computer networks or providing technical assistance directly to computer users.

What IT Support Technicians Do*:

- Test and evaluate existing network systems
- Perform regular maintenance to ensure that networks operate correctly
- Troubleshoot local area networks (LANs), wide area networks (WANs), and Internet systems
- Properly diagnose problems by listening to users' descriptions of their computer issues and asking questions
- Walk customers through the recommended problem-solving steps
- Set up or repair computer equipment and related devices
- Train users to work with new computer hardware or software

*For information on Job Outlook, Median Pay, and On-the-Job Training, visit the U.S. Bureau of Labor Statistics at www.bls.gov.

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