Can Women be Network Support Technicians? **YES!**

“Of course they can. I think that women are a great and underestimated asset to computer related fields. Among other things, they offer a different (and perhaps new) way of thinking to the same subject.” — Brandy Miller

Regardless of Gender Network Support Technicians need to:

- **Interact With Computers** - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.
- **Communicate with Supervisors, Peers, or Subordinates** - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- **Get Information** - Observing, receiving, and otherwise obtaining information from all relevant sources.
- **Think Creatively** - Developing, designing, or creating new applications, ideas, relationships, systems, or products, including artistic contributions.
- **Communicate with Persons Outside Organization** - Communicating with people outside the organization, representing the organization to customers, the public, government, and other external sources. This information can be exchanged in person, in writing, or by telephone or e-mail.
- **Possess Near Vision** - The ability to see details at close range (within a few feet of the observer).
- **Use Problem Sensitivity** - The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
- **Use Inductive Reasoning** - The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).
- **Possess Information Ordering** - The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

**Idaho Wages**

**Hourly Range** $13.68 to $37.48  
**Median Wage** $18.90

**Preparation**

To work as Network Support Technician, you must:

- have a high school diploma or GED;
- complete formal training or have years of experience;
- have good technical skills;
- have good problem-solving skills; and
- have good communication skills.

An Associate of Applied Science degree is offered at the College of Southern Idaho.

**Idaho Employment**

730 jobs—Large occupation  
63%—annual growth  
50—annual jobs open


**Job Outlook**

With more staff using computers, companies are hiring on-site support specialists to solve problems. Also, more complex software is available for people to use on their home computers. These users also need support staff to answer their questions. In addition, new programs are being created for wireless Internet.

**College of Southern Idaho**

Center for New Directions  
Non Traditional Occupations Program—732-6688

Network Support Tech Program  
Contact Roland Cooke—732-6309