

JOBS IN THE ICT SECTOR

Kara Smith



INTRODUCTION

- In this presentation I will be explaining 3 different jobs within the ICT sector to show more information about each one
- The three jobs I have decided to research are:
 - Service desk analyst
 - System administrator
 - Network engineer

JOB ROLE OF A SERVICE DESK ANALYST

- A service desk analyst role is to take in customers phone calls and emails about faults on customers IT networks
- They resolve customers queries and escalate issues to their manager



CERTIFICATIONS AND EXPERIENCE NEEDED

- To become a service desk analyst it does not require qualifications but it does require certifications
- For this job you do not need any certifications because you are trained on the job



SKILLS AND QUALITIES NEEDED

Skills

- Customer service management
- Ownership and initiative
- Service focus
- Asset and configuration management

Qualities

- Patience
- Active listening
- Sense of urgency
- Well organized

JOB ROLE OF A SYSTEM ADMINISTRATOR

- The role of a system administrator is to look after the health and performance of IT systems
- They are responsible for user admin
- They make sure that software is operating correctly



CERTIFICATIONS AND EXPERIENCE NEEDED

- To be a successful system administrator you need to have certifications in:
 - Server administration
 - Database administration
 - System engineering
- You have to have at least 2 years experience of doing IT



SILLS AND QUALITIES NEEDED

Skills

- Problem solving skills
- IT and technical skills
- Interpersonal skills
- Attention to detail

Qualities

- Enthusiasm
- Willingness to learn
- Responsible
- Being flexible
- Ethical
- passionate

JOB ROLE OF A NETWORK ENGINEER

- A Network Engineer is responsible for the up keep and maintenance of the IT network
- The network is what holds all the systems together and allows all computers to communicate with each other



CERTIFICATIONS AND EXPERIENCE NEEDED

- To be a network engineer you need certifications in:
 - Basic networking
 - Advanced networking
 - Network design
- You also need at least 2 years of IT experience



SILLS AND QUALITIES NEEDED

Skills

- Strong IT skills
- Problem solving skills
- Ability to explain technical issues
- Organizational skills
- Ability to multitask

Qualities

- Responsiveness
- Tenacity
- Business acumen

WHAT AN EMPLOYER LOOKS FOR

- A strong work ethic
- Possessing a positive attitude
- Professionalism
- Someone with experience
- Someone reliable and honest
- Motivated to grow and learn
- Flexible with their time
- Someone who is dependable

