



## Network & Systems Administrator 1-YEAR PROGRAM

**Job Description:** Responsible for providing advanced technical support and maintenance across enterprise systems, focusing on Microsoft technologies, Active Directory administration, network performance and security, and user management. Collaborates with cross-functional teams to troubleshoot and resolve complex IT issues, implement system upgrades, and optimize IT infrastructure to support organizational goals.



### ON-THE-JOB COMPETENCIES

- Customer Support
- Network Administration
- Security & Data Protection
- Troubleshooting & Problem Resolution
- System Monitoring & Analysis
- IT Support & User Assistance
- Systems Evaluation & Recommendations
- System Design & Testing
- Documentation & Inventory
- Training & Knowledge Sharing
- Technology Research & Procurement



### RELATED TECHNICAL INSTRUCTION

- GED or H.S. Diploma (if needed)
- All Helpdesk Educational Requirements
- CompTIA Network+
- CompTIA CloudNet X
- Microsoft 365 Administrator
- Workplace Skills (if needed)



### MENTOR SUPPORT

- Site Supervisor
- Build A Pro Success Coach
- Connected Wraparound Services



### EARNED CERTIFICATION

- CompTIA Network Admin
- Microsoft 365 Administrator



### Min. WAGES AND BENEFITS

- Starting Wage: \$22.00 per hour
- Ending Wage: \$34.25 per hour
- Paid Schooling Cost: \$1,500