

NETWORK SUPPORT OFFICER

WHAT IS A NETWORK SUPPORT OFFICER?

A Network Support Officer is a person who monitors the activity of the network to ensure that its performance is constantly maintained at a satisfactory level.

ROLES OF A NETWORK SUPPORT OFFICER

- Monitor network traffic
- Install and configure switches and routers
- Troubleshoot and repair when problems arise
- Maintain and support the communications network server software and hardware
- Perform backups of communications equipment, services and communications hardware

QUALIFICATIONS REQUIRED

- Experience in IT Communications Network (LAN & WAN) environment.
- Experience with Network Communications equipment (Routers, Servers and Hubs)
- Knowledge of Communications protocols
- Experience with a variety of Operating Systems
- Relevant certification (including Vendor) or academic qualifications viewed favourably

CAREER OPPORTUNITIES

- Network Support Officers are grades according to experience.
- Supervisor within Communications Divisions.

SUPERVISION PROVIDED

A comprehensive orientation program is provided for all new staff members with ongoing support.

WHAT SORT OF PERSON SHOULD I BE?

- Self-motivated
- Patient and persevering
- Precise and accurate

PERSONAL SKILL REQUIRED OF AN NETWORK SUPPORT OFFICER

- Organised
- Team player
- Good communicator

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