



Careers information sheet

IT Support/Network Manager

What do IT Support/Network Managers do?

IT Support/Network Managers look after computer networks in different size organisations – from small companies through to large multi-nationals or Universities. They design, install and maintain computer networks, and provide technical support for users. The job often involves training staff and making sure the information on the network is kept secure from unwanted users and hackers.

This job requires a good knowledge of both software and hardware and strong team work and management skills. An important skill is being able to communicate with colleagues who have limited technical knowledge. (Source: learndirect/jobs4u)

There are several different pathways to become a Network Manager.

- ROUTE 1 - Academic and Professional
- ROUTE 2 - Advanced/Higher Apprenticeships
- ROUTE 3 - Vocational learning

Go to the Key Routes web pages for an interactive version of these – <http://www.keyroutes.org.uk/careas/itech/opt-netman.aspx>

What else should I be doing?

You will need to mix strong technical and communication skills, so it would help you to:

- build up a strong portfolio of IT skills
- take the European Computer Driving Licence
- develop an appreciation of business and IT applications used in the workplace
- talk to the Network Manager in your school or college about their job
- practise helping others improve their IT skills
- work on your problem solving skills
- keep up to date with the IT industry – read IT trade and hobby magazines regularly
- try some free online tutorials to help improve your software skills and knowledge
- develop your management and leadership skills, for example through the Duke of Edinburgh Award Scheme
- take software industry qualifications such as Cisco, Microsoft and Oracle

Useful links

Once in your job there are lots of opportunities for Continuing Professional Development, including higher level management skills. Many of these are through the British Computer Society.

<http://www.bcs.org.uk>

There are other qualifications you can take, including CLAIT qualifications at levels 1, 2 and 3 which recognise your ICT skills.

<http://www.clait2006.co.uk> www.clait2006.co.uk

Consider qualifications offered in support of major products - training is usually on offer locally from accredited centres and Academies including local colleges.

Microsoft

<http://www.microsoft.com>

Cisco

<http://www.cisco.com>

Oracle

<http://www.oracle.com>

The Institute for the Management of Information Systems (IMIS) is a professional association supporting and promoting information systems management.

<http://www.imis.org.uk>