

Computer Network Technicians

Description

Computer network technicians establish, operate, maintain and co-ordinate the use of local and wide area networks (LANs and WANs), mainframe networks, hardware, software and related computer equipment. They set up and maintain Internet and intranet Web sites and Web-server hardware and software, and monitor and optimize network connectivity and performance. They are employed in information technology units throughout the private and public sectors. Supervisors of computer network technicians are included in this unit group.

Duties:

- Maintain, troubleshoot, repair and administer local area networks (LANs), wide area networks (WANs), mainframe networks, computer workstations, connections to the Internet and peripheral equipment
- Evaluate and install computer hardware, networking software, operating system software and software applications
- Operate master consoles to monitor the performance of computer systems and networks and to co-ordinate access and use of computer networks
- Provide problem-solving services to network users
- Install, maintain, troubleshoot and upgrade Web-server hardware and software
- Implement network traffic and security monitoring software, and optimize server performance
- Perform routine network start up and close down and maintain control records
- Perform data backups and disaster recovery operations
- Conduct tests and perform security and quality controls
- Control and monitor e-mail use, Web navigation, and installed software
- Perform shell scripting or other basic scripting tasks
- May supervise other workers in this group.

Other titles:

- network support technician
- Web technician
- data centre operator
- LAN (local area network) administrator
- computer network technicians' supervisor
- network administrator
- system administrator
- Internet Web site technician
- LAN (local area network) technician

(Government of Canada National Occupation Classification)

Skills

Oral & written communication	Analytical skills	Technology	Attention to detail	Problem solving
	Able to work independently	Troubleshooting	Flexibility	

Education/Training Requirements

Ontario Secondary School Diploma (OSSD)

- Most college/university programs in Ontario require an OSSD or Mature Student Status

Post-secondary diploma/degree

- Completion of a college or other program in computer science, network administration, Web technology or a related field is usually required

Certification

- Certification or training provided by software vendors may be required by some employers

Potential Earnings in Durham Region

The average and median wages and salaries for individuals employed as computer network technicians are as follows. Place of Residence (POR) is defined as individuals who reside within the Durham Region. Place of Work (POW) is defined as individuals who are employed within the Durham Region.

Median Wages and Salaries (POR)	Average Wages and Salaries (POR)	Median Wages and Salaries (POW)	Average Wages and Salaries (POW)
\$60,949	\$59,799	\$68,149	\$66,187

Employment Prospects

Industry (NAICS)	Jobs in Durham Region (POW)	Durham Region Residents Employed (POR)
5171 – Wired Telecommunications Carrier	25	90
5415 – Computer Systems Design and Related Services	60	130

(Ministry of Advanced Education and Skills Development 2016 data in Durham Workforce Authority's 2017 Sector Report)

