

# IT Administration Career Guide

A guide for computer and information systems managers, computer network support specialists, computer user support specialists, database administrators.



# Finding Your Way to a Career: IT Administration

Information technology administrators maintain access to vital IT services and networks. They work to maintain both hardware and software in the workplace. Admins and specialists often provide technical assistance to technology users and analyze, troubleshoot, and evaluate technological issues. These individuals help to ensure that technology in an organization stays in working order so the business can function at a high level.

## How to use this document to learn more.

As one of the Top 100 Hot Jobs for 2022, IT admins & specialists is a promising occupation for job seekers in West Michigan. To find out if this might be a good career choice for you, use this Career Map to examine:

- Who might enjoy this kind of work.
- Qualifications needed in this career field.
- Growth potential and levels of pay.
- Valuable skills for this type of work.
- Common tools and technology used in this work.
- Occupations, responsibilities, and other job titles.

This information is drawn from national data and insights from West Michigan employers. It is meant as a starting point for job seekers and career coaches to work together in the exploration of meaningful and fulfilling careers.



## Exploring Occupations in IT Administration

IT administrators, also known as system administrators, configure and maintain a company's computers, servers, networks, enterprise software and security systems. They might also optimize internal IT infrastructure for greater productivity and help the company stay compliant with cybersecurity regulations. Almost every organization uses operating systems, email servers, and the Internet, all overseen by an IT administrator.

# The Path to Success

## Who might enjoy this type of work?

People who work in the IT administration field tend to enjoy:

- Following set procedures and routines.
- Working with data and details more than with ideas.
- Having a clear line of authority to follow.
- Mental problem solving.
- Working with ideas and using cognitive (thinking) skills.
- Practical, hands-on problem solving.
- Working with real world materials like wood, tools, and machinery.

People who do well in this work generally perform well in such areas as:

- Responsibility
- Ingenuity
- Adaptability
- Achievement
- Information Skills

## Qualifications needed in this career field.

Nationally, most people working in an IT administration role have a Bachelor's degree. The next largest group has earned an associate degree.

Sample certifications also include:

### Computer and Information Systems Managers

**credential sample:** Microsoft Certified Professional, Microsoft Certified IT Professional, Project Management Professional Certification.

### Computer Network Support Specialists

**credential sample:** CompTIA Network+, ITIL Certifications, ITIL Foundation Certification).

### Computer User Support Specialists

**credential sample:** CompTIA A+, CompTIA Network+, CompTIA Security+.

### Database Administrators

**credential sample:** Salesforce Certified Administrator, CompTIA Security+, Microsoft Certified IT Professional.

## Growth potential.

In the West Michigan counties of Allegan, Barry, Ionia, Kent, Montcalm, Muskegon and Ottawa, there were 3,597 IT administration jobs in 2020. That number is projected to grow by at least 7% to 3,848 by 2025.

## Valuable skills for this type of work.

Tasks and functions performed by IT administrators include:

- Interacting with computers.
- Getting information.
- Making decisions and solving problems.
- Updating and using relevant knowledge.
- Communicating with supervisors, peers, or subordinates.

## Common tools and technology used in this work.

Tools: Powershell, network analyzers, Access servers

Technology: communications server software, data mining software, help desk software, network monitoring software

# Mapping a Career:

IT Administration  
Information Security



Computer User Support Specialist

\$19.47 - \$29.35

LESS THAN 2 YEARS



Computer Network Support Specialist

\$20.03 - 31.77

2-4 YEARS



Network and Computer Systems Administrators

\$26.50 - \$40.11

5-9 YEARS



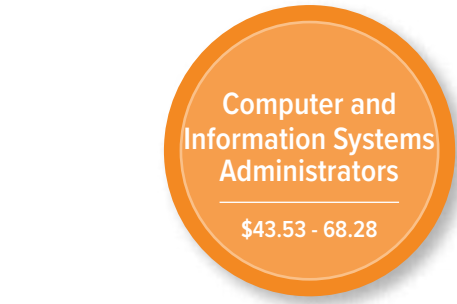
Information Security Analyst

\$33.77 - \$49.41



Database Administrators

\$27.92 - \$41.58



Computer and Information Systems Administrators

\$43.53 - 68.28

10+ YEARS

Wage ranges represent 25th - 75th percentile.  
Timeframes represent the typical education and experience combined.  
See page 6 for detailed description of occupations.

# IT Administration: A Field Guide

## Occupations, responsibilities and other job titles.

### Computer and Information Systems Managers

Plan, direct, or coordinate activities in such fields as electronic data processing, information systems, systems analysis, and computer programming.

**Examples of locally used job titles:** application development director, computing services director, data processing manager, information systems director (IS director), information systems manager (IS manager).

plan, coordinate, and implement security measures to safeguard computer databases.

**Examples of locally used job titles:** database administration manager, database administrator (DBA), database analyst,

### Computer Network Support Specialists

Analyze, test, troubleshoot, and evaluate existing network systems, such as local area networks (LAN), wide area networks (WAN), cloud networks, servers, and other data communications networks. Perform network maintenance to ensure networks operate correctly with minimal interruption.

**Examples of locally used job titles:** computer network specialist, IT consultant, network specialist, network support specialist.

### Computer User Support Specialists

Provide technical assistance to computer users. Answer questions or resolve computer problems for clients in person, via telephone, or electronically. May provide assistance concerning the use of computer hardware and software, including printing, installation, word processing, electronic mail, and operating systems.

**Examples of locally used job titles:** computer specialist, computer support specialist, computer technician, desktop support technician.

### Database Administrators

Administer, test, and implement computer databases, applying knowledge of database management systems. Coordinate changes to computer databases. Identify, investigate, and resolve database performance issues, database capacity, and database scalability. May



West Michigan Works! is part of the statewide Michigan Works! system and the workforce development agency in West Michigan. We serve the employers and job seekers of Allegan, Barry, Ionia, Kent, Montcalm, Muskegon and Ottawa counties.

We partner with employers, educators, economic developers and community organizations to create a qualified workforce that meets our region's current and future talent needs and fuels our shared economic future.

Learn more at: <https://www.westmiworks.org/>



CareerPoint helps students and job seekers find their place in the world of work by matching interests and abilities with training, support, and meaningful and rewarding careers.

By providing training and tools, CareerPoint supports the workforce professionals who help people navigate the West Michigan job market.

CareerPoint promotes evidence-based coaching to help students and job seekers discover and follow pathways to rewarding careers. This model follows seven steps to each participant's success.

Learn more at: <https://talnetcareerpoint.org/>