



# CYBERSECURITY SUPPORT TECHNICIAN

Cybersecurity professionals maintain the security and integrity of information technology systems, networks and devices. Among the many responsibilities, cybersecurity professionals provide the support, administration, and maintenance necessary to ensure effective and efficient information technology (IT) system performance and security. These professionals work in a wide range of industries and organizations, including small to large IT companies, professional service companies, and government agencies.



## KEY JOB FUNCTIONS

In most organizations, cybersecurity personnel work in three different groups: network personnel, host (computer) personnel, and policy personnel. Some job functions can be in multiple groups. A Cybersecurity Support Technician may perform a variety of the following functions:

- Provide technical support to users or customers.
- Install, configure, test, operate, maintain, and manage networks and their firewalls including hardware and software that permit sharing and transmission of information.
- Review network utilization data to identify unusual patterns, suspicious activity or signs of potential threats.
- Configure tools and technologies to detect, mitigate and prevent potential threats.
- Assess and mitigate system network, business continuity and related security risks and vulnerabilities.
- Respond to cyber intrusions and attacks and provides defensive strategies.
- Test computer system operations to ensure proper functioning.
- Document computer security and emergency measures policies, procedures, and tests.
- Monitor use of data files and regulate access to safeguard information in computer files.



## TOP SKILLS

### Professional Skills

- Complex Problem Solving
- Coordination
- Critical Thinking
- Judgment & Decision Making

- Mathematics
- Reading Comprehension
- Time Management
- Writing

### Technical Skills

- Equipment Selection
- Operations Analysis
- Operation Monitoring
- Operation and Control
- Quality Control Analysis
- Systems Analysis
- Systems Evaluation
- Troubleshooting



## TOP KNOWLEDGE AREAS

- Computers and electronics knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.
- Business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
- Practical application of engineering science and technology, including applying principles, techniques, procedures, and equipment to the design and production of various goods and services.
- Transmission, broadcasting, switching, control, and operation of telecommunications systems.
- Principles and processes for providing customer and personal services, including customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.



## TOP CERTIFICATIONS

- A+ Continuing Education
- Certified Authorization Professional (CAP)
- Certified Chief Information Security Officer (CCISO)
- Certified Ethical Hacker (CEH)
- Certified Information Privacy Professional (CIPP)
- Certified Information Systems Security Professional (CISSP)
- Certified Secure Software Lifecycle Professional (CSSLP)
- Cisco Certified Network Associate-Security (CCNA-Security)
- CompTIA Advanced Security Practitioner (CASP)
- CompTIA Security+
- Computer Hacking Forensics Investigator (CHFI)
- Cybersecurity Analyst (CySA+)
- Cybersecurity First Responder (CFR)
- Cybersecurity Specialty Certification (SCYBER)
- GIAC Certified Incident Handler (GCIH)
- Network+ Continuing Education
- Security+ Continuing Education
- System Security Certified Practitioner (SSCP)

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