
Writing Assignment One: Job Analysis Essay

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Introduction

After reviewing several job postings, I chose to analyze the Computer Support Technician position with the City of Suffolk's Information Technology Department. I selected this position because it focuses on hands-on technical support, which connects closely to my interest in information technology and the skills I am currently developing in school. This reflection will break down the role, required skills, company culture, and how the position connects to both my coursework and future career goals. It also helped me better understand what employers are looking for in entry-level IT positions and how those expectations align with my experience and training.

Job Role & Culture

The job posting lists several technical skills that are required for the position. These include experience imaging Windows devices, basic proficiency with Intune device management, experience using BeyondTrust Remote Support, troubleshooting desktops, laptops, printers, and scanners, and working knowledge of Microsoft software configuration. It also includes basic network troubleshooting skills, such as wireless and VPN connectivity. In addition, the posting highlights proficiency in computer processes such as imaging and deployment, strong documentation skills, and familiarity with the KACE ticketing system. To me, technical support knowledge is the most important part of this job because these skills are listed directly under essential job functions and are repeated throughout the description. The posting also emphasizes customer service skills, especially the ability to deliver excellent customer service to both community members and staff with diverse backgrounds and needs. This shows that communication and interpersonal skills are just as important as technical ability in this role.

There are also several skills that are not directly stated but would still be important for this role. Time management is one of them, because the technician will likely need to handle multiple support requests simultaneously while also documenting issues and completing system updates. Patience is also important, as the technician will be working with users with varying levels of technical knowledge and computer experience. In addition, I believe problem-solving is a major skill required for this job because the technician must identify the cause of technical issues and determine the best solution. Even though cybersecurity is not heavily emphasized in the posting, some basic knowledge of security practices would also be useful, as issues involving passwords, device security, software updates, and remote access tools often arise in IT support environments.

A major motivator for this position is the increasing reliance on technology in local government operations. Cities depend heavily on computers, software systems, and networks to provide services to residents and support employees. Without IT systems, daily operations would be disrupted. Another important factor is the continued growth of the IT field overall. As more organizations move toward cloud services, remote management tools, and digital communication systems, the demand for IT support technicians continues to grow. With the rise of artificial intelligence and digital threats such as deepfakes and cyberattacks, there is also a growing need for professionals who can help maintain secure and reliable systems and prevent the misuse of technology. Future growth in information technology is expected, as organizations continually upgrade and patch hardware, operating systems, and security systems. The posting's emphasis on imaging, deployment, and device management suggests that the City of Suffolk is actively maintaining and modernizing its technology infrastructure. To me, this shows that IT support roles will remain important and in demand.

The City of Suffolk, is a local government organization focused on serving residents and supporting city operations. The language in the job posting suggests a workplace culture that values professionalism, teamwork, accountability, and customer service. Employees are expected to "exercise tact and courtesy in frequent contact with system users" and maintain "effective working relationships." This shows that communication and professionalism are important in this role. The posting also mentions working under "detailed instructions and established routines," which suggests that the organization values structure, reliability, and consistency. To me, this means that someone who is respectful, dependable, detail-oriented, and able to work well with others would fit well in this environment.

Skills & Qualifications

This position appeals to me because it provides hands-on experience across several key areas of information technology, including hardware troubleshooting, software support, networking, and device management. It would allow me to apply what I have learned in my coursework in a real-world environment. The job posting includes terms such as "Windows devices," "network troubleshooting," "VPN," "Microsoft software configuration," and "device management," which directly connect to courses I have taken in IT-related subjects. These terms show me that the skills I am learning in school are actively used in professional environments. I am also interested in the customer service aspect of the job because it would help me improve my technical communication skills while working with users in a professional setting. Overall, I see this position as a strong opportunity to gain real-world IT experience while advancing my long-term career goals.

One important soft skill not explicitly stated in the job posting is problem-solving. Although it is not listed explicitly, many of the responsibilities require it. The technician must be

able to diagnose and repair computer equipment, detect and correct system and program failures, and use independent judgment when assisting users. These responsibilities require analyzing technical issues, identifying the cause of problems, and determining the best solution. Another important soft skill is patience. Since the technician will be working with users who have different levels of technical understanding, it is important to remain calm and professional when explaining technical issues or guiding users through solutions.

Potential Challenges

A technician in this role is likely to face several challenges, including troubleshooting complex technical issues, managing multiple support requests at the same time, and working with users who have different levels of technical knowledge. There may also be pressure to resolve issues quickly, especially when problems affect productivity. Overall, the description makes the position seem realistic, structured and achievable for someone starting out in IT. To me, it feels like a supportive environment where I could gain experience and grow professionally while learning more about the field.

Conclusion

Overall, analyzing the Computer Support Technician position helped me better understand what employers look for in entry-level IT roles. The job requires a combination of technical skills, customer service ability, and problem-solving, which shows that IT support is not just about fixing computers but also about helping people. I learned that even entry-level positions require a wide range of abilities, from troubleshooting hardware and software to communicating effectively with users. To me, this position seems like a strong opportunity for someone beginning a career in information technology, as it provides hands-on experience across

many important areas. Based on the job description, I would consider this position a valuable step toward building my long-term career goals in IT and Cybersecurity.

References

Job bulletin. (n.d.). <https://www.governmentjobs.com/careers/suffolkva/jobs/newprint/4668409>