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Job Analysis

Companies are constantly searching for new talent, highlighting the need to analyze and understand job listings for soon-to-be college graduates. As I searched for a possible candidate to research, I discovered a posting from BECO Asset Management, LLC. located in Chesapeake, Virginia. BECO is a multipurpose construction firm, focusing on residential development, engineering design, and property management (BECO, 2025). The impressive offering of services caught my eye, as well as the company's mission statement, dedication to integrity, and commitment to the local community. While BECO is a construction company, I chose to apply for the IT Support Specialist position posted on LinkedIn.

IT Support Specialist Role

The role of an IT Support Specialist is crucial in an organization such as BECO, where most of the in-house work is done digitally via individual workstations. In such an environment, constant uptime is crucial during business hours, enforcing the need for more in-person IT staff. According to the listing, a few of the main responsibilities associated with the job are: assisting with the setup of new computers/accounts, overseeing utilized SaaS applications, managing hardware devices, troubleshooting technical issues, and working with IT management on extended IT projects, among others (BECO, 2025). Many companies will clarify the skill level needed for a listed position with tier levels, such as I, II, or III. In this case, BECO did not include a tier level in the posting, insinuating that the listing is for a junior, entry-level position.

IT Support Specialist Skill Requirements

Due to the fact that this is a junior-level position, there aren't many required qualifications that applicants must meet, but the ones listed are standard for most IT jobs. Chiefly, either an associate's degree in IT, Computer Science, or another related field is required, which can be substituted by work experience (BECO, 2025). From there, basic knowledge of computer systems, troubleshooting, and SaaS applications is needed. While broad, the organization would simply prefer that applicants have experience with a wide range of typical IT tasks. Since the organization presumably utilizes a unique software for engineering/construction work, it's unlikely that they don't expect potential candidates to be familiar with the software. This is presumably why they kept the phrasing broad, expecting the candidate to develop troubleshooting techniques for specific applications over the course of their training. Moving away from the technical side, the job listing also lists organizational and multitasking skills, problem-solving, creative thinking, and good communication as desired qualifications (BECO, 2025). All of these soft skills are vital for an IT Support Specialist, as they enable the employee to be able to handle stressful situations, communicate effectively with other departments, and boost productivity. While it may not seem necessary for someone working a seemingly binary position to be able to think out of the box, creative thinking is vital in an IT environment. Typical solutions may not always work, and troubleshooting can be an intense process when failures begin to compound. Finally, communication skills are vital, as IT Support staff will eventually interact with every department within an organization, and must be able to explain technical terms and issues to individuals with different skill sets. Being able to break down complex issues and technical jargon into layman's terms is ultimately good for company cohesion. I'd like to note that, even though the listing does not directly state that prior experience in IT is necessary, it

is safe to assume that the organization would prefer candidates with prior experience to limit training time and reduce the amount of time/resources that would need to be invested to fully catch an individual up to speed. The listed job responsibilities are quite extensive, with a handful of the tasks being time-consuming and complex; not so well-suited for junior staff. For example, one of the responsibilities is providing technical support to the company's properties, which will likely be overwhelming to a complete beginner (BECO, 2025). Of course, IT certifications would be highly beneficial, and a degree in IT would most likely be preferred by the employer.

My Skills

My skill set, while relevant to the job listing, does differ slightly from what the employer is expecting. I have experience in ethical hacking techniques, risk analysis/management, regulatory frameworks, and Linux distributions. These skills are more suited to a cybersecurity position, but it is difficult to break into the field without a prior foundation in IT. Regardless, I am confident that my soft skills, such as communication and teamwork, are developed enough to be able to secure this role or a similar one. Chiefly, I'd note that my teamwork skills are quickly improving now that I feel confident enough to meaningfully contribute and take charge in a group setting. Working in tandem with a team, large or small, is the reality for many IT Support Specialists, which is why it's important to be able to do so without reservations. Time management is also really important for such a position, as ticket volumes fluctuate depending on the seasons and the number of employees working at a time. Since I've taken a majority of my classes asynchronously, I have developed stellar time management skills whilst also working. Unfortunately, my IT skills themselves are sorely lacking, and need to be developed. Whilst I have some experience with troubleshooting, I need more technical experience in a work environment.

Future Implications

IT Support Specialists are vital in America, as without them, the day-to-day work occurring in offices, hospitals, schools, and critical infrastructure would cease to run. Eventually, problems and failures would compound, and without available talent to deal with software/hardware issues, organizations would either have to pay expensive fees to third-party consultants or continue using broken systems. Furthermore, as work becomes increasingly more technologically intertwined, the need for talent that is up to date on new technologies will increase. Finally, since many large organizations utilize proprietary software, IT specialists who are well-versed in these applications are vital.

Personal Motivation

As stated above, my skill set is primarily in the cybersecurity field, which overlaps regularly with Information Technology, but is an entirely different discipline altogether. Unfortunately, it is difficult to break into the cybersecurity field, as many positions require security clearances, multiple certifications, and years of experience. So, to gain valuable insight and technical knowledge, I would like to apply for this position and believe that I would be a good fit. The listing discusses the working environment, noting that it is fast-paced and an excellent place to grow an IT career and skill set (BECO, 2025). This is precisely what I'm looking for, fast-paced learning in a collaborative environment with patient, community-minded mentors. Furthermore, BECO seems to be an organization that is dedicated to the local Hampton Roads community and delivering real, dependable service. I highly enjoy working with local businesses, so this would be a great fit for me based on that angle. Returning to the organization's admirable mission statement and dedication to integrity, discussions around

strengthening communities through long-lasting and impactful real estate further solidify my personal motivations for wanting to work in this position.

Conclusion

After examining the job listing for an IT Support Specialist at BECO, I have come to realize that performing a job analysis is highly beneficial and an insightful exercise. By analyzing job listings that I would actually apply to, I give myself the ability to think critically about whether or not I'd hire myself as an employer. With the insight that I have gained over the course of this exercise, I will focus on expanding my skill portfolio to better suit what employers are looking for nowadays.

References

BECO. (2025). *IT Support Specialist*. Indeed. <https://www.linkedin.com/jobs/view/4354064682/>.