

IT SUPPORT SPECIALIST JOB ANALYSIS1

Analyzing an IT Support Specialist Position:

Connecting Technical Skills to a Cybersecurity Career

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Abstract

Finding a job that fits your skills and career goals is an important step when preparing for a future career. For this paper, I analyzed an IT Support Specialist job posting from the Virginia Department of Labor and Industry (DOLI). I looked at the purpose of the job, the daily responsibilities, and the technical and personal skills the employer is looking for. I also looked beyond the listed qualifications to identify other skills that would help someone be successful in the role. This paper will explain how my cybersecurity education at Old Dominion University, along with my military experience in the United States Navy, has prepared me for this position. After comparing the job requirements with my own experience, I believe this position would be a great fit for my career goals and would help me build a strong foundation for a future career in cybersecurity.

Analysis of an IT Support Specialist Position at the Virginia Department of Labor and Industry

As I get closer to finishing my degree, I have started looking for jobs that will help me begin a career in information technology and eventually cybersecurity. One position that caught my attention is the IT Support Specialist position with the Virginia Department of Labor and Industry. While this is an entry-level position, it offers the chance to gain hands-on experience with computers, software, networking, troubleshooting, and customer support. Those are all important skills for someone who wants to build a career in IT. In this paper, I will explain what the position involves, what skills the employer is looking for, what the job advertisement reveals about the organization's workplace culture, and how my education and work experience have prepared me for this opportunity.

The Virginia Department of Labor and Industry works to protect workers, promote safe workplaces, and support businesses across Virginia. Even though the IT Support Specialist is not directly involved with those services, the position helps keep the agency running by making sure employees have the technology they need to do their jobs. According to the job advertisement, the person in this role will install and configure computers, troubleshoot software and hardware issues, keep track of equipment, help set up computers for new employees, and provide support through the agency's Service Desk (Virginia Department of Labor and Industry, 2026). These may seem like everyday tasks, but they are important because employees cannot do their jobs without reliable technology.

One thing I noticed while reading the job advertisement was that DOLI is looking for someone who wants to learn and grow. The posting describes the position as an "entry-level professional opportunity designed for hands-on career development." That tells me they are not

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expecting applicants to know everything before they are hired. Instead, they want someone who already has a good foundation but is willing to continue learning while working with experienced IT professionals. This makes the position appealing because it provides an opportunity to build experience while starting a career in information technology.

The listed qualifications demonstrate that technical knowledge is an important requirement for this position. Applicants should have experience in information technology, computer science, electronics, or a related field. It also mentions having a "foundational understanding of PC hardware and software" and being familiar with Microsoft Windows and Microsoft Office. Reading through the responsibilities, it is easy to see why these skills matter. Employees will spend much of their time installing software, fixing technical problems, setting up computers, and helping employees with technology issues. Anyone applying for this position should already understand the basics of how computers and operating systems work before starting the job.

While technical skills are important, I think customer service is just as important in this position. The advertisement talks about helping agency employees, answering support requests, providing troubleshooting assistance, and guiding users through hardware and software problems. That tells me this job is not just about fixing computers. It is also about helping people who may not understand technology very well. To do that successfully, someone needs patience, good communication skills, and the ability to explain technical information in simple terms. Even though communication is not listed as a separate requirement, it is clearly an important part of the job because almost every responsibility involves working with other people.

Another thing that stood out to me is how much they value teamwork. The advertisement says employees will work with "a broader team of IT professionals under the supervision and

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feedback of agency management." This tells me that new employees will not be expected to figure everything out on their own. Instead, they will work with experienced staff members who can provide guidance and help them develop their skills. I like that because it shows the agency wants employees to learn, improve, and succeed.

Reading between the lines, I also noticed several important skills that are not directly listed. One of those is time management. The employee will be expected to answer support requests, install computers, update inventory, troubleshoot problems, and complete other daily tasks. Managing all those responsibilities means being organized and knowing how to prioritize work throughout the day. Although the advertisement never specifically says "time management," it is obvious that someone who cannot stay organized would struggle with this position.

Another skill that seems important is being willing to learn. The advertisement says employees should have a "proactive willingness to research complex technical issues" and "continuously acquire knowledge of new software solutions." Technology changes quickly, so employers want people who enjoy learning new things instead of doing the same tasks every day. This tells me DOLI values employees who are curious, motivated, and always looking for ways to improve their knowledge and skills.

One reason I am interested in this position is because it matches both my education and my career goals. I am currently working toward my bachelor's degree in Cybersecurity at Old Dominion University. Through my coursework, I have learned about networking, operating systems, Linux, cybersecurity, digital forensics, cyber law, and ethical hacking. These classes have given me a strong understanding of how computers and networks work and have taught me how to troubleshoot technical problems. While this position is focused on IT support instead of

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cybersecurity, the skills I have learned in school would help me perform many of the responsibilities listed in the job advertisement.

Another reason this position aligns with my cybersecurity goals is that IT support provides the foundation for understanding how systems operate, which is essential before securing them. Cybersecurity professionals must understand operating systems, networks, user behavior, and common technical issues to identify vulnerabilities and respond effectively to threats. Developing experience in IT support would allow me to strengthen these foundational skills while preparing for more advanced cybersecurity responsibilities.

My previous work experience has also prepared me for this position. Before returning to college, I spent more than sixteen years in the United States Navy and four years as a civilian Machinist working in technical maintenance, quality assurance, and leadership roles. During that time, I diagnosed equipment problems, followed technical manuals, maintained records, supervised personnel, and worked under pressure to complete important tasks. Even though I was working on mechanical systems instead of computer systems, many of the same skills apply. Troubleshooting problems, paying close attention to details, following procedures, and solving issues safely are all valuable skills in information technology.

My military experience also helped me develop strong communication and leadership skills. As a Leading Petty Officer and Quality Assurance Officer, I regularly trained junior Sailors, explained technical procedures, and worked with people from different backgrounds. Those experiences taught me how to communicate clearly and professionally, especially when helping someone who may not understand technical information. Since this IT Support Specialist position focuses on helping employees with technology issues, I believe that communication skills would be just as valuable as my technical knowledge.

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The way the job advertisement is written also tells me a lot about DOLI's work environment. Instead of focusing only on technical requirements, the posting talks about teamwork, career development, customer service, and learning new skills. That tells me the agency values dependable employees who work well with others and want to continue growing in their careers. It also mentions following agency procedures and supporting technical guidelines, which suggests that employees are expected to be organized, responsible, and professional.

I also think this position would come with some challenges. Every employee has a different level of computer knowledge, so some problems will be easy to solve while others may require more patience and research. The employee will also have to balance several responsibilities at once while making sure each support request is handled correctly. Those challenges make the job interesting because they provide opportunities to learn something new every day.

I think this job advertisement is encouraging. It presents the position as more than just an entry-level job by emphasizing opportunities to learn, work with experienced professionals, and make a positive impact. The advertisement says employees can "make a meaningful impact" while contributing to the agency's mission, which makes the position feel rewarding instead of routine. I also like the fact that the agency focuses on professional growth because it shows they are interested in helping employees build successful careers.

In conclusion, I believe the IT Support Specialist position with the Virginia Department of Labor and Industry would be an excellent first step toward my long-term goal of working in cybersecurity. The job requires both technical knowledge and strong people skills, and I believe my education and military experience have prepared me for both. My coursework has given me a

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solid understanding of computer systems and networking, while my military career has taught me leadership, communication, problem-solving, and attention to detail. After spending much of my career working in technical environments, this opportunity represents the next step in applying the problem-solving, troubleshooting, and leadership skills I have developed toward a career in information technology and cybersecurity. This position would allow me to continue learning while gaining valuable experience that will help me succeed in future cybersecurity roles.

References

- Virginia Department of Labor and Industry. (2026). *About the Virginia Department of Labor and Industry*. Virginia Department of Labor and Industry. [DOLI – Virginia Department of Labor and Industry - About DOLI](#)
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