



CAREER PROFILE

Service Delivery Technician

OVERVIEW

Service delivery technicians are tech-savvy, problem-solving, customer service-oriented professionals who provide technology support to workplace computer users and organizations. They troubleshoot and address workplace technology problems. They maintain an organization's computer network by regularly performing tasks such as taking care of file backups. They interact with individual users who are experiencing computer problems and figure out ways to address these issues. They explain to users how to prevent and fix technology problems and conduct trainings on how to use new computer hardware and software applications. Service delivery technicians set up systems for special events such as large presentations, trainings, or meetings.

EVALUATE YOUR INTEREST

I have a strong interest in technology. I love learning about how devices and software can make people's home and work lives easier.

I tend to know more about how to use devices than others. I think about ways that the technology could be improved or used for different purposes.

I am a problem-solver. I have a knack for asking smart questions that help others identify problems and issues. I work with others to formulate solutions to problems.

I love using my talents and expertise to help others. I am a careful and humble listener who has the patience to help people resolve issues.

I explain things well using both oral and written communication. I am able to make complicated topics seem simple.

CAREER CONNECTIONS

How does this career affect me?	What are some other similar careers?	How does this career affect the world?
<p>Digital devices and software programs play a constantly increasing role in our lives at home, school, and work. Service delivery technicians make sure that people who are not necessarily technology experts can still benefit from digital applications. They help people learn how to use devices and software. They troubleshoot and help people address technology issues. In doing so, they make school and workplace tasks easier to complete.</p>	<p>Computer and information system managers design, implement, and oversee all technology and computer-related activities for a workplace organization.</p> <p>Computer network architects design systems that link devices to one another, including local area networks (LANs), wide area networks (WANs), and Intranets.</p> <p>Computer Systems Analysts write code to help technology applications work efficiently and correctly.</p> <p>Network and Computer Systems Administrators oversee the daily operation of computer networks.</p>	<p>Employees serving a wide variety of roles in workplaces across industries and governments are increasingly dependent on digital devices and software for gathering, processing, and sharing information. By setting up and maintaining networks, minimizing issues, and helping people benefit from devices and software, service delivery technicians play an important role in advancing the benefits of the digital revolution.</p>

TAKE ACTION

- Familiarize yourself with the mobile and digital devices currently in use at your home. Learn about how to set up the devices for various tasks, troubleshoot them, and explain to family members how to use them in ways they might not have considered. Volunteer to become your family’s designated IT expert who will set up new devices as they are acquired.
- Start or join a technology club at school. Arrange for the organization’s members to work with your school’s IT department to observe or provide assistance installing or troubleshooting technology applications. Invite service delivery technicians and other experts to speak to your club about their work.
- Closely follow prominent hardware technology companies to gather information about upcoming product launches. Be able to describe differences between different generations of devices or software applications.