# NETWORK ANALYST

## Core Fundamentals:

### 1. Communication
a. Soft Skills are without a doubt the most important part of our program. These skills provide our participants with valuable tools for both their career and personal life
b. Some of our key components are:
 i. Professionalism- which is taught through lots of modeling and role-playing
 ii. Verbal communication- using corporate vernacular and meetings
 iii. Written communication- in the form of emails, proposals and presentations
 iv. Conflict resolution and interpersonal skills taught through lots of recreations of real life scenarios
 v. Workplace awareness and EQ
 vi. Customer service driven communication

### 2. Organization Skills
a. Taking work requests and organizing them into the appropriate physical paperwork, filing and sorting
b. Learning to organize high volume emails, virtual file folders, cloud storage and naming conventions

### 3. Budgeting
a. Building awareness of spending habits
b. Setting financial goals
c. Learning to live under ones means
d. Utilizing tools to track spending to match goals

### 4. Credit Awareness and Planning
a. Learning what credit scores mean and how they impact financials
b. How to improve credit
c. How to manage credit
d. Tools

### 5. Basic PC/Networking Skills
a. Learn basic PC functionality
b. Learn how to troubleshoot basic issues with PCs
c. Learn how networks work and why they are needed for companies
d. Learn how to utilize shared resources like file and print servers

### 6. Core Microsoft Suite
a. Microsoft Word
b. Microsoft Excel
c. Microsoft Powerpoint
d. Microsoft Outlook
e. Microsoft Sharepoint
f. Microsoft Windows 7 and Windows 10
g. Office 365

### 7. Information Literacy
a. How to do internet research on common items assigned to many corporate jobs
b. Learn how to validate information found on various sources and put them together in a comprehensive presentation

### 8. Skills Assessment
a. After completing the core fundamentals, participants test their skills and analyze their standing and foster interest. This process helps attest to a participants strong suite and hone in on that. On completion of program, participants skills and interests are aligned with opportunity

## Prerequisites:
• High School degree or GED equivalent
• At least 2-4 year of IT experience or equivalent Technical College background

The training prepares participants to handle escalated issues from Network Operations and Project Deliverables. At the core also lies learning to interact with project managers and take work requests from various stakeholders. Network Analysts are responsible for conducting research to determine what products can help solve customer's issues and proactively improve the infrastructure. The Network Analysts job primarily deals with owning the completion of projects such as implementing new branch offices, increasing security for public facing websites or increasing network bandwidth to meet the demands of a growing company.

It is extremely important to be able to communicate clearly and be able to explain how technologies work to non-technical people while being able to go into further technical detail with IT peers.

### You will have a thorough understanding on how to utilize:
- Handle escalated issues from Network Operations and Project Deliverables

- Interacting with project managers and taking work requests from various stakeholders

- Project management: Completing projects such as implementing new branch offices, increasing security for public facing website and managing bandwidth of company

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