



The Fundamentals of Wireless Local Area Networks (LANs) Alignment to Standardized Job Clusters

Job Cluster – Fundamentals of Wireless LANs (FWL)

The FWL course provides a strong foundation that can be applied to a wide variety of careers in many industries. The career options listed below are representative of the type of job titles that align to skills attained in the Fundamentals of Wireless LANs course and another Cisco Networking Academy course, IT Essentials I: PC Hardware and Software, sponsored by Hewlett-Packard.

Network Administrator Entry Level

Installs, configures and maintains the network. Builds networks and maintains external and internal web presence. Administers the network. Designs and supports server systems and supporting software. Evaluates changes to current and future network requirements to meet needs. May implement the overall strategic goals of the network system. Works under direct supervision. Reports to a manager.

Hardware Installation Coordinator Entry Level

Focuses on implementation of network connectivity at client locations. Assists with problem identification and resolution. Works under limited supervision.

Internet Network Specialist Entry Level

Assists with defining network architecture, identifying infrastructure components and monitoring network performance. Assists with the design and management of enterprise TCP/IP networks. Works under direct supervision. Reports to a manager.

Customer Service Technician Entry Level

Dedicated to customer satisfaction on-site or in-house. Assists with computer projects involving service, repair and installation. Suggests the use of products and services. Basic knowledge in the identification, prioritization and resolution of computer issues. Prepares reports on work performed. Uses problem management databases. Assists with problem resolution and change management processes. May work in a call center environment. Works under general supervision. Reports to a manager.

Field Support Technician Entry Level

Responsible for repair, installation and maintenance of personal computer hardware and peripherals at customer locations. Demands a strong emphasis on customer satisfaction. Works on assignments within policies and procedures. Works primarily in teams with higher-level technicians. Reports to a manager.

Service Center Technician Entry Level

Responsible for the installation, repair and maintenance of personal computer hardware equipment and peripherals. Works on assignments that are routine in nature, following policies and procedures, where limited judgment is required in resolving problems and making recommendations. Works under general supervision. Reports to a manager.

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