

Create an effective resume and job search strategy

- Practice Quiz:** Hands-on Activity: Adding Skills and Experience to your Resume  
3 questions
- Reading:** Tailoring your Resume for IT Support  
10 min
- Reading:** Finding your Path and Perfect Role  
10 min
- Practice Quiz:** Self Review - Build a Job Search Project Plan  
1 question
- Reading:** Personal Branding  
10 min
- Reading:** Recruiters, Headhunters and Staffing Agencies  
10 min
- Reading:** Write a Cover Letter  
10 min
- Reading:** Getting Started with LinkedIn  
10 min
- Reading:** How to get Interviews  
10 min

Interview for IT support jobs

Career development

Inclusive workplaces

# Finding your Path and Perfect Role

As you begin your career, you'll have to navigate your way to find the perfect role for you. While there is no one way to find your ideal role, there are some things to consider to help you better understand what direction you want to take. This reading will focus on a few of the options to consider as you start to search for a job.

## Generalist vs specialist

Another category to consider when attempting to find your right path is whether you want to work as a generalist or a specialist. A **generalist** is knowledgeable about many topics and has various interests, while a **specialist** is an expert in a specific field.

Generalists have broad, multifaceted roles that allow entry-level employees to gain invaluable experience in many different areas related to the field. Alternatively, specialists are focused on a singular aspect of IT. The table below provides an overview of common generalist and specialist roles.

### Common Generalist Roles

- IT Support Specialist
- IT Consultant
- Project Manager
- IT Manager
- Lead Technician

### Common Specialist Roles

- Systems Administrator
- Network Administrator
- Field Service Technician
- IT Support Administrator

Please note that the word “specialist” is often used in job titles, even for roles that include generalist-like tasks. When reviewing a job listing, be sure to read the duties and responsibilities assigned to that role so that you have a clear understanding of what you will be doing if hired.

## Choose your work environment

Choosing what type of environment works best for you is just as important as the type of role you select. Different types of environments have their own cultures and practices. As an entry-level employee, you'll come across two types of workplaces: **agency** or **in-house**. You can also choose to work for yourself in a freelance role.

### Agency vs In-house teams

In the IT field, agencies help other businesses perform a specific function related to troubleshooting, maintenance, or administration. Agencies can support large or small companies and often work independently from the business they've been hired for outside of the determined needs.

As an entry-level employee, you can expect to work for several clients. This is because agencies often take on many different clients. It is common to work with a client for a short time. While doing agency work, it's unlikely that you will decide on the direction of assignments since those are determined by the company that hired your agency's services.

Alternatively, companies who create and distribute a product or a service may build an “in-house” team of internal employees to handle their IT needs. There are many reasons companies choose this option, including reduced costs, full transparency between the team and the larger company, and concern for the privacy of their users and their personal information.

As an entry-level employee, you can expect to work on a team that is relatively smaller than the rest of the company. Unlike working at an agency, many employees on an in-house team have the opportunity to learn a great amount about the company they are performing IT tasks for.

## Key takeaways

As you navigate your job search, think about what you want in a career. Establish the types of roles you want early on and the type of company you want to work for. Over time, your experience will help you make better-informed decisions related to your career direction.

Mark as completed