8 Which of the following roles is the first line of help to a business in need, usually over the phone?

a. Technical support / Helpdesk ☐
b. Desktop support / Support analyst ☐
c. System administrator ☐
d. Systems engineer ☐

9 Which of the following roles help businesses by resetting passwords and/or install software for employees?

a. Technical support / Helpdesk ☐
b. Desktop support / Support analyst ☐
c. System administrator ☐
d. Systems engineer ☐

10 What are the responsibilities of Desktop support / Support analyst?

a. Help businesses over the phone. ☐
b. Opens computers on the business site. ☐
c. Installs software when away from the business site. ☐
d. Requires minimal IT knowledge. ☐
e. Remotely checks the business's server needs. ☐

11 What are the roles of the System Administrator?

a. Replaces faulty hard drives ☐
b. Usually works from an office desk/keyboard ☐
c. Designs the business's IT storage setup ☐
d. Creates backups of the business's IT system ☐
e. Creates the rules for using the business's IT infrastructure ☐
f. Maintains the business's IT
g. storage setup ☐

12 What is the difference between a System administrator and a Systems engineer?

a. Systems engineers are required to work 'on the floor' among the computers and servers ☐
b. System engineers require less job experience ☐
c. System engineers require more study ☐

13 What are the roles of the Network Engineer?

a. Designs the business's IT storage setup ☐
b. Designs the business's network ☐
c. Creates backups of the business's IT system ☐
d. Creates the rules for using the business's IT infrastructure ☐
e. Maintains the business's IT storage setup ☐

14 In addition to the roles of a Network engineer, Security engineers…

a. require more job experience ☐
b. require less job experience ☐
c. require more levels of study ☐
d. need to ensure that the network is safe from hacker attacks ☐

15 Which are the roles that require good