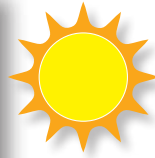


↑ CAREER LAUNCHER

Data Recovery Technician



“If you’ve ever heard the words, ‘Your hard drive just crashed!,’ you know how it feels to lose valuable information that is stored in your computer. Data recovery technicians come to the rescue when hard drives have memory disk-asters.”



- **Education needed:** Associate’s degree in business, computer science, information systems, or related field
- **Salary range:** \$20,758 – \$59,247 annually
- **Related jobs:** Computer programmer, computer repair technician, help desk coordinator, systems analyst

Data Recovery Technician

➤ **What I do every day**

When hard drives crash and the manufacturer's technical support staff can't help, I use sophisticated methods to recover important files. After customers ship their defective hard drives to my company, I analyze the drive to diagnose the problem. Depending on the reason for the drive's failure, I reprogram the hard drive to avoid the damaged areas or replace damaged parts so I can retrieve the data stored in the computer's memory. When a severe problem wipes out the files, I start from scratch to reassemble the files. Retrieving the records can take weeks. After I retrieve the data, I store it on compact discs and send the discs to the customer.

Data Recovery Technician

➤ The best part of my job

I like solving computer problems, the tougher the better. Give me a drive crash, leave me alone to recover the data, and I'm happy.

➤ The worst part of my job

Diagnosing and repairing hard-drive problems takes a lot of time, energy, and concentration. When I'm trying to figure out what's wrong with a really dead hard drive, my brain feels like it's been fried.

Data Recovery Technician

➤ What I need to know and be able to do

Data recovery technicians must be computer experts who know how to program and repair computers. They must be good at solving technical problems and should be able to concentrate for long periods. Because data recovery is a challenging field, technicians often use trial and error to figure out what is causing the problem.

➤ How I prepared to be a data recovery technician

I earned a two-year college degree in computer programming at a technical college. Then I worked as a programmer for two years before

Data Recovery Technician

being hired by a small data recovery company. My employer gave me on-the-job training to learn about data recovery systems. Other people in my field work as network technicians in big companies.

➤ How I could have prepared better

I work well with computers, but I should have taken some psychology courses to learn to work with customers who take their frustrations out on me.

► Skill Check 1

**USE
AGAIN**

A freelance writer brings you a computer that he says does not work. He is panicked because a novel he has been writing for the past six months is stored on his hard disk. He does not have a backup, and he needs to have the data recovered. The novel so far consists of 30 chapters and uses disk storage space of 10400K. If K stands for 1,000 kilobytes of space, what is the average number of kilobytes of disk space used for each chapter?

Answer: _____

► Skill Check 2

You must generate a bill for the diagnosis and repair of the computer you worked on in Math Skill Check 1. You first performed a diagnostic test that is billed for a flat rate of \$75. Your time is billed at a rate of \$150 per hour, and the repair took you 2 1/2 hours. Sales tax is 6%. What is the customer's total bill?

Answer: _____

► Skill Check 1



Many computer crashes are due to viruses. Computer viruses are small and invisible, but harmful, programs that may copy themselves into your computer and damage your files. They also can cause data and computer destruction.

As a data recovery technician, you must keep up to date on the latest computer viruses. The names of some viruses are “W32,” “Backdoor,” and “Bloodhound.” Use the Internet to find the names and characteristics of two viruses and complete the information below. A site to find this information is www.symantec.com. Click on the “Norton” tab at the top, then the “Internet Threat Meter” on the right. Select “Viruses & Risks.” To see the “Most Active New Threats,” click the tab on the left.

Name of virus: _____

Characteristics: _____

Name of virus: _____

Characteristics: _____

► Skill Check 2

To solve the problem of computer viruses for your customers as discussed in Skill Check 1, you recommend that the customers purchase and install an antivirus program that will locate and delete viruses and block future viruses.

Use the Internet to find two sites that provide information on antivirus programs. Use the keyword “antivirus” to search for this information. List the web addresses of the sites. Ask your instructor if you should print one page from each site.

Antivirus resource 1: _____

Antivirus resource 2: _____