A technician is an entry-level worker who installs and maintains hardware and/or software. Technical sales and technical training jobs emphasize interpersonal skills as much as they do technical skills. Programming is one of the most difficult and highly skilled jobs in the industry. Programmers create new software such as Microsoft Windows or computer games, and often have college degrees. Software engineers are programmers trained to create software in teams with other programmers. Application developers are similar to programmers, but they use existing software such as a database to create applications for business solutions. Application development jobs include database administration, network administration, and systems analysis. Database and network administration involve overseeing and maintaining databases and networks, respectively. Systems analysts design information systems or evaluate and improve existing ones.