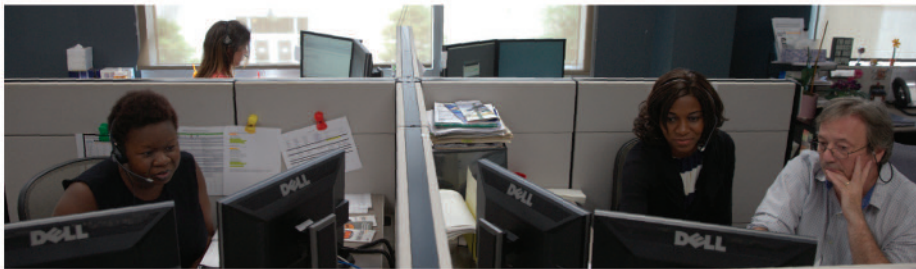


COMPUTER USER SUPPORT SPECIALISTS

COLLEGE & CAREER PATHWAYS | DIGITAL MEDIA

JOB DESCRIPTION

Computer User Support Specialists provide technical assistance to computer users. Answer questions or resolve computer problems for clients in person, or via telephone or electronically. May provide assistance concerning the use of computer hardware and software, including printing, installation, word processing, electronic mail, and operating systems.



MEDIAN HOURLY EARNING

\$21.76

WHERE CAN I PURSUE ALIGNED TRAINING?

DELGADO COMMUNITY COLLEGE

WHAT SKILLS & TRAINING ARE NEEDED?

FOUNDATIONAL SKILLS:

- **Analytical Skills:** Computer user support specialists need to be able to solve issues that might not have a clear solution. Being able to experiment and use trial and error is important.
- **Communication:** Computer user support specialists have to ask questions and listen to customers in order to find out the issue, explain the problem in a clear and understandable way, and give them options for repair or replacement.
- **IT Skills:** Using diagnostic tools to assess or monitor computer systems requires knowledge of IT skills.
- **Dexterity:** Computer user support specialists use their hands to manipulate objects within the computer.
- **Troubleshooting:** Computer user support specialists must be able to diagnose, repair and test computer problems as they arise.

TRAINING: You can get started with a high school diploma, as long as you can demonstrate technical ability with computers. Many computer repair techs get some sort of associate's or technical degree in computer repair. After being hired, techs may get trained on specific computer systems used by the company or specialized diagnostic tools for sophisticated computer systems. Continuing education is encouraged as computer technology changes rapidly.

HOW DO I KNOW IF THIS IS A GOOD FIT FOR ME?

- You enjoy tearing things apart and putting them back together
- You weigh out the pros and cons of various scenarios before taking action
- You are aware of others and understand why they may choose to react in certain ways

Presented by

