

What do Computer User Support Specialists do?

Computer support specialists provide help and advice to people and organizations using computer software or equipment. Some, called computer network support specialists, support information technology (IT) employees within their organization. Others, called computer user support specialists, assist non-IT users who are having computer problems.

Work Content

Set up equipment for employee use, performing or ensuring proper installation of cables, operating systems, or appropriate software.

Answer user inquiries regarding computer software or hardware operation to resolve problems.

Pay attention to customers when they describe their computer problems, including asking questions to properly diagnose the problem.

Monitor computer system performance to ensure proper operation.

Read technical manuals, confer with users, or conduct computer diagnostics to investigate and resolve problems or to provide technical assistance and support.

Develop training materials and procedures, or train users in the proper use of hardware or software.



Median annual wage *

\$59,129

Projected employment **

3,210

Annual openings (Jobs)

246

Places to work

Computer Systems Design and Related Services

Elementary and Secondary Schools

Publishing Industries

Wholesale Trade

Career Cluster



information
technology

* Wage estimates based on surveys conducted from November 2019 to May 2021

** Projected Occupational Employment in 2030

How do you become a Computer User Support Specialist?

Education requirements for computer support specialists vary. Computer user support specialist jobs require some computer knowledge, but not necessarily a postsecondary degree. Applicants who have taken some computer-related classes are often qualified.

To keep up with changes in technology, many computer support specialists continue with specialized training throughout their careers.

Interests (Holland Codes)



Realistic — Realistic occupations frequently involve work activities that include practical, hands-on problems and solutions. They often deal with plants, animals, and real-world materials like wood, tools, and machinery. Many of the occupations require working outside, and do not involve a lot of paperwork or working closely with others.

Investigative — Investigative occupations frequently involve working with ideas, and require an extensive amount of thinking. These occupations can involve searching for facts and figuring out problems mentally.

Work environment

Computer support specialists work in many different industries, including information technology (IT), education, finance, healthcare, and telecommunication. Many help-desk technicians work for outside support service firms on a contract basis and provide help to a range of businesses and consumers. Faster computer networks are making it possible for some support specialists, particularly help-desk technicians, to work remotely.

Explore more: ***

Help Desk Institute (HDI), www.thinkhdi.com

*** Inclusion of this information is intended to provide a convenient resource for exploration, but does not constitute an endorsement for any organization, nor is the list all-inclusive.

Source:

New Hampshire Employment Projections, base year 2020 to projected year 2030
New Hampshire Occupational Employment and Wages, May 2021
Occupational Outlook Handbook. Bureau of Labor Statistics

