Computer User Support Specialist

OCCUPATIONAL PROFILE

WORKFORCE SOLUTIONS Capital Area
Connecting People to Jobs

What Will I Be Doing?

▫ Provide technical assistance to computer users

▫ Answer questions or resolve computer problems for clients in person, via telephone or electronically

▫ Enter commands and observe system functioning to verify correct operations and detect errors

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

▫ Modify and customize commercial programs for internal needs

National, State and Local Wage Information

	2018 Entry Level Hourly Wage	2016 Employment	Projected 2026 Employment
Capital Area	**$15.82**	**5,998**	**6,758**
Texas	$15.12	56,367	66,644
United States	$15.54	636,600	708,700

What Job Titles Should I Search for?

▫ Computer User Support Specialist

Where Could I Work?

▫ Computer Systems Design & Related Services

▫ Wired Telecommunications Carriers

▫ State Government, Except Education

▫ Data Processing, Hosting & Related Services

▫ Local Government, Except Education

Knowledge and Skills Needed

What Type of Education and/or Training Will I Need?

Workers in occupations at this level can develop the skills needed for average job performance after obtaining associate's degrees.

Will I Need a Special License or Certification?

Many occupations prefer or require at least one certification for entry or advancement.

For Staff Use
SOC: 15-1151
CIP: 11.1006, 11.1001

Primary Data Sources: Texas Workforce Commission at texaslmi.com, JobsEQ at jobseq.eqsuite.com, Bureau of Labor Statistics at bls.gov, and CareerOneStop at careerinfonet.org 2018, nationwide data, 2019

Computer User Support Specialist

Capital Area Career Ladder

* Also Included on Targeted Occupation List (PY 2021)

Computer & Information Systems Manager

Hourly Wages
- Entry Level: $45.31
- Median Level: $69.76

Typical Education & Experience
- Bachelor's Degree
- 5+ years experience

205 new & replacement positions between 2016-2026

Computer Network Architect

Hourly Wages
- Entry Level: $36.44
- Median Level: $58.05

Typical Education & Experience
- Bachelor's Degree
- 5+ years experience

70 new & replacement positions between 2016-2026

*Computer Network Support Specialist

Hourly Wages
- Entry Level: $20.79
- Median Level: $29.28

Typical Education & Experience
- Associate's Degree

250 new & replacement positions between 2016-2026

Computer User Support Specialist

Hourly Wages
- Entry Level: $15.82
- Median Level: $22.11

Typical Education & Experience
- Some College or Associate's Degree

760 new & replacement positions between 2016-2026

This Career Ladder is for illustrative purposes and does not display all pathways for career advancement. For more information or feedback email: CareerLadder@wfscapitalarea.com

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