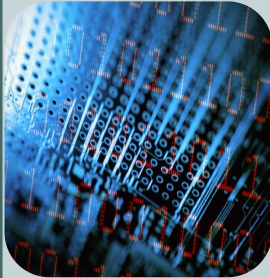


## Information Technology Cluster



*Building linkages in IT occupations for entry level, technical, and professional careers related to the design, development, support and management of hardware, software, multimedia and systems integration services.*

**Data Sources**  
CareerInfoNet  
CareerClusters  
The College Board  
Tracer

# Computer Support Specialists

*Are you the person friends and family call when they can't figure out what's wrong with their computer? Do you enjoy solving what others think of as insurmountable tasks and watching them breathe a sigh of relief as you rescue their lost document or rid their computer of a virus? Do you read the latest computer magazines and keep up with the best new hardware and software products?*

If you answered **yes** to most of these questions, a career as a **computer support specialist** may be for you.

**Computer support specialists, also known as help-desk technicians, provide technical assistance to customers by identifying and solving their hardware and software problems.**

### **Are You Ready To...?**

- Decide whose questions to answer first
- Troubleshoot problems, such as hard-drive crashes
- Respond calmly to panicked users who are working on deadlines
- Train users on new technology
- Advise people designing new software and hardware

### **It Helps To Be...**

A great communicator and problem solver. You'll need to provide clear explanations and directions on paper, via email, in person, and on the phone.

### **A Day In The Life...**

- Adjust computer operation system
- Check hardware and software to determine reliability
- Communicate technical information
- Configure computers in industrial or manufacturing setting
- Follow data security procedures

### **Salary and Opportunity in the Austin-area**

**Median Hourly Wage: \$26.59**

*That comes out to more than  
**\$55,309** a year.*

**In 2014, we had  
8,830 Computer  
Support Specialists.  
By 2024, we'll need 11,590.**

*Could you be one of the  
**2,760?***

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# Computer Support Specialists

## After High School...

In addition to a high school diploma, many employers look for computer support specialists with an **associate's or a bachelor's degree**.



## Top 5 Industries for Computer Support Specialists

1. Computer Systems Design and Related Services
2. Elementary and Secondary Schools
3. Wholesale Establishments
4. Colleges, Universities, and Professional Schools
5. Wired Telecommunications Carriers

## Related College Majors

- Computer Networking and Telecommunications
- Computer Programming
- Computer Science
- Computer Systems Analysis
- Information Technology

## Related Industry Certifications

- Certified Systems Professional
- Information Systems Security Professional
- Linux+ Certification
- Microsoft Office Specialist
- Technical Desk Help

## Related Careers

- Computer Hardware Engineers
- Computer Programmers
- Computer Systems Analysts
- Database Administrators
- Network Systems and Data Communications Analysts

For more Career Profiles, visit our website:

[http://www.wfscapitalarea.com/YouthServices/  
CareerPlanning.aspx](http://www.wfscapitalarea.com/YouthServices/CareerPlanning.aspx).

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