

COMPUTER USER SUPPORT SPECIALIST

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

	2019 Entry Level Hourly Wage	2018 Employment	Projected 2028 Employment
Capital Area	\$16.49	6,547	7,826
Texas	\$15.53	61,572	73,179
United States	\$15.54	687,200*	741,900*

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.

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, 2019

*US employment projections are for 2019-2029



OCCUPATIONAL PROFILE

For Staff Use

SOC: 15-1151

CIP: 11.1006,

11.1001

COMPUTER USER SUPPORT SPECIALIST

CAPITAL AREA CAREER LADDER

* Also Included on Targeted Occupation List (PY 2021)

Computer & Information Systems Manager

Hourly Wages

- Entry Level: \$47.30
- Median Level: \$70.80

Typical Education & Experience

- Bachelor's Degree
- 5+ years experience

490 new & replacement positions between 2018-2028

Computer Network Architect

Hourly Wages

- Entry Level: \$35.96
- Median Level: \$55.12

Typical Education & Experience

- Bachelor's Degree
- 5+ years experience

190 new & replacement positions between 2018-2028

*Computer Network Support Specialist

Hourly Wages

- Entry Level: \$19.92
- Median Level: \$27.48

Typical Education & Experience

- Associate's Degree

360 new & replacement positions between 2018-2028

*Computer User Support Specialist

Hourly Wages

- Entry Level: \$15.82
- Median Level: \$22.11

Typical Education & Experience

- Some College or Associate's Degree

1,279 new and replacement positions between 2018-2028

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

A proud partner of the [americanjobcenter](#) network

Workforce Solutions Capital Area is a n Equal Opportunity Employer/Program.

Auxiliary aids and services are available, upon request, to persons with disabilities.

Relay Texas: 1.800.735.2989 (TDD) / 711 (Voice). www.wfscapitalarea.com

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, 2019



OCCUPATIONAL PROFILE

