

Computer Support Specialist

PANHANDLE

Average Wage
\$18.26

*Average Annual
Job Openings*
15

<i>Employment in</i>	
<i>2004</i>	<i>2014</i>
400	500

TEXAS

Average Wage
\$20.00

*Average Annual
Job Openings*
1,315

<i>Employment in</i>	
<i>2004</i>	<i>2014</i>
35,200	44,000

UNITED STATES

Employment in
2006
514,460

Female 29%
Minority 17%

EMPLOYMENT CODES

OES 25104

*O*NET* 15-1041.00
Computer Support Specialists

JOB DESCRIPTION

Respond to computer users' inquiries, complaints, and requests for technical assistance, maintain records of repairs and technical assistance rendered, and conduct follow-up to ensure satisfaction with service.



SKILLS AND APTITUDES NEEDED

- ◆ Aptitude for electronics
- ◆ Competent with business systems and computers
- ◆ Ability to identify and analyze problems
- ◆ Good communication and customer service skills
- ◆ Basic knowledge of mechanical technology
- ◆ Good vision



Computer support specialists/technicians provide technical assistance and training to computer system users. They investigate and resolve computer software and hardware problems for the users. Technicians use automated diagnostic programs and may answer clients' inquiries via the telephone or electronic mail concerning the use of printing, word processing, programming languages, electronic mail, and operating systems. Some technicians may go to the user's location to assist in person.

Technicians may work for a particular vendor, assisting only customers that have purchased that vendor's products, or they may work for a company in which they provide on-site support to other employees. Some technicians may specialize in performing research and development activities involving computer technical assistance, training, and client relationships. Increasingly, technicians work for help-desk or support services firms, where they provide customer support on a contract basis to clients as more of this type of work is outsourced. This is an evolving occupation.

PANHANDLE AREA PUBLIC TRAINING PROVIDERS

Training Provider	Direct	Related	Education Offering
Amarillo College Amarillo, Dumas, Hereford	√		A.A.S. (Associate in Applied Science Degree), Electronic Systems Technology, Microcomputer Service Specialist, CIS-Microcomputer Specialist and CIS-Software Systems and Networking Majors
		√	Certificate of Completion (Electronic Systems Technology, Microcomputer Service Specialist, CIS- Microcomputer Specialist and CIS-Software Systems and Networking Specialist)
Clarendon College Clarendon, Pampa	√		A.A.S. (Associate in Applied Science Degree), Information Technology Major
Frank Phillips College Borger, Perryton	√		A.A.S. (Associate in Applied Science Degree), Microcomputer Specialist Major

For information on Panhandle Area private training providers or public training providers outside of the Panhandle Area, please refer to the Resource Index.

LICENSE/CERTIFICATION

Professional and vendor-specific certifications are preferred and often required

HIGHEST EMPLOYMENT LEVELS BY INDUSTRY

Software Publishers	14%	Junior Colleges	4%
Elementary/Secondary Schools	10%	Depository Credit Intermediation	4%
State Government	5%	General Medical & Surgical Hospitals	4%
Local Government	5%	Insurance Carriers	4%

FOR MORE INFORMATION

Association for Computing Machinery (ACM), 1515 Broadway, New York, NY 10036, (800) 342-6626, <http://www.acm.org>

Institute for Certification of Computing Professionals (ICCP), 2350 East Devon Ave., Suite 115, Des Plaines, IL 60018-4610, (800) 843-8227, <http://www.iccp.org>

Institute of Electrical and Electronics Engineers—USA (IEEE), 1828 L St. NW, Suite 1202, Washington, DC 20036-5104, (202) 785-0017, <http://www.ieee.org>

For additional website sources, please refer to the Resource Index.

Computer Support Specialist