

COMPUTER SUPPORT SPECIALIST

{ SOUTH PLAINS }

Avg. Wage
\$15.72

Avg. Annual
Job Openings
24

Employment in
1998 2008
376 595

{ TEXAS }

Avg. Wage
\$20.32

Avg. Annual
Job Openings
2,537

Employment in
1998 2008
34,247 57,483

{ U.S. EMPLOYMENT }

In 1998
429,316

Female **29%**
Minority **17%**

{ 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.

BUSINESS & MARKETING CAREERS



{ PREFERRED EDUCATION }

- Associate degree in related field such as electronics or computer science, combined with on-the-job training or specific work experience in computer repair
- Bachelor degree may be required

{ LICENSE / CERTIFICATION }

- None required

{ REGIONAL EDUCATION PROVIDERS }

- **SOUTH PLAINS COLLEGE**- Associate of Applied Science (A.A.S.), Computer Information Systems; Associate of Applied Science (A.A.S.), Electronics Service Technology; Computer and Network Technician Certificate; Computer Maintenance Certificate
- **TEXAS TECH UNIVERSITY**- Bachelor of Science (B.S.), Computer Science; Bachelor of Science (B.S.), Engineering Technology
- **LUBBOCK CHRISTIAN UNIVERSITY**- Bachelor of Science (B.S.), Computer Information Systems
- **WAYLAND BAPTIST UNIVERSITY**- Bachelor of Science (B.S.), Math (WBU) with minor in Computer Science (at TTU)

{ JOB SITES }

Eating and Drinking Places	13%
Federal Government	10%
Computer/Data Processing	9%
Local Government, Except Education	7%
Crude Petroleum/Natural Gas	5%

{ FOR MORE INFORMATION }

ASSOCIATION FOR COMPUTING MACHINERY (ACM)
1515 Broadway, New York, NY 10036, (800) 342-6626,
www.acm.org

INSTITUTE FOR CERTIFICATION OF COMPUTING PROFESSIONALS (ICCP)
2350 East Devon Ave., Suite 115, Des Plaines, IL 60018-4610, (800) 843-8227
www.iccp.org

INSTITUTE OF ELECTRICAL AND ELECTRONICS ENGINEERS—
United States of America, 1828 L St. NW, Suite 1202,
Washington, DC 20036-5104, (202) 785-0017
www.ieee.org