

# Computer User Support Specialists

## Occupational Profile



### IS THIS FOR YOU?

#### WHAT THEY DO

Provides technical assistance to computer users. Answers questions or resolve computer problems for clients in person, or via telephone or electronically. May provide assistance concerning the use of computer hardware and software, including printing, installation, word processing, electronic mail, and operating systems. Belongs to the Information Technology cluster and Information Support and Services pathway.



#### SKILLS YOU NEED

##### Basic Skills:

- Reading Comprehension
  - Active Listening
  - Writing
  - Speaking
- Critical Thinking
- Active Learning
  - Monitoring

##### Transferable Skills (applicable in other careers):

###### High level

- Answering questions about products and services
  - Giving advice on computer programs and data
    - Planning and giving information and help
      - Preparing electronic data files
    - Preparing technical or research reports
      - Processing data on computers
- Working as a member of a data processing team

##### Workplace Skills:

###### Medium level

- Complex Problem Solving
  - Coordination
- Equipment Maintenance
  - Equipment Selection
    - Installation
    - Instructing
- Judgment and Decision Making
  - Persuasion
  - Repairing
- Service Orientation
- Social Perceptiveness
- Time Management
  - Troubleshooting

**Work Interests** are described in the following categories (compatible with Holland's Model) by people who tend to succeed in this career:

- **Conventional** – You are an "organizer". Keeping things neat and organized is important to you. You like working with charts and reports, and work well with power and authority.
- **Investigative** – You are a "thinker". When you have a problem, you like to analyze it and look at different ways to solve it. You like to work by yourself, and you don't like explaining your ideas to other people.
- **Realistic** – You are a "doer". You like physical activities and projects. You like to find the answers to problems by doing hands-on work instead of talking about solutions.

**Work Values** are aspects of work that are satisfying to you. The following work values are generally associated with this career.

- **Achievement** – It's very important to you that your work allows you to use your best abilities. You want to see the results of your work and get a feeling of accomplishment.
- **Independence** – It's very important to you that your work allows you to make decisions on your own. You want to try out your own ideas and work with little supervision.

**Aptitudes** reflect a person's ability to acquire skills and knowledge. The following aptitudes are important for success in the career:

- **General Learning Ability**
- **Verbal Aptitude**
- **Numerical Aptitude**

Additional skills for this occupation may be found at <http://www.iowaworkforcedevelopment.gov/career-exploration-resources>

## ESTIMATED & PROJECTED EMPLOYMENT

Occupational Title	2012 Estimated Employment	2022 Projected Employment	2012-22 Employment Change	Annual Growth Rate (%)	Total Annual Openings
Total, All Occupations	1,758,205	1,955,480	197,275	1.1	61,665
Computer & Mathematical Occupations	33,470	40,560	7,085	2.1	1,275
Computer User Support Specialists	4,850	5,980	1,130	2.3	190

Source: <http://www.iowaworkforcedevelopment.gov/occupational-projections-0>

## 2015 WAGE & SALARY (\$)

Occupational Title	Average Wage	Average Salary	Entry Wage	Entry Salary	Experienced Wage	Experienced Salary
Total, All Occupations	19.77	41,122	9.55	19,858	24.88	51,755
Computer & Mathematical Occupations	34.36	71,470	21.43	44,571	40.83	84,919
Computer User Support Specialists	20.73	43,119	13.33	27,728	24.43	50,814

Source: <http://www.iowaworkforcedevelopment.gov/occupational-projections-0>

## EDUCATION & TRAINING

Education	Work Experience	Job Training
Some College	None	Moderate-Term On-The-Job

Training requirements for computer support specialists vary, but many employers prefer to hire applicants who have a bachelor's degree. More technical positions are likely to require a degree in a field such as computer science, engineering, or information science, but for others the applicant's field of study is less important. Some lower level help-desk jobs or call-center jobs require some computer knowledge, but not necessarily a postsecondary degree. Source: <http://www.iowaworkforcedevelopment.gov/occupational-projections-0> and <https://secure.ihaveaplaniowa.gov/>

## NATIONAL CAREER READINESS CERTIFICATE (NCRC)

Skill	Median Skill Level
Applied Mathematics	5
Locating Information	4
Reading for Information	5

This ACT-developed credential demonstrates achievement and a certain level of workplace employability skills. The greater the score, the greater the skill level (Bronze = 3, Silver = 4, Gold = 5, Platinum = 6).

Source: <http://www.act.org/workkeys/analysis/occup.html>

## PRIMARY INDUSTRY SECTORS

**(Where are Computer Systems Analysts Employed?)**

Professional, Scientific, & Technical  
Education  
Data Processing  
Administrative & Support  
Insurance Carriers  
Merchant Wholesalers  
Hospitals  
Management of Companies  
Agriculture



Source: <http://www.iowaworkforcedevelopment.gov/occupational-projections-0>

## ADDITIONAL SOURCES:

This workforce product was funded by a grant by the U.S. Department of Labor's Employment and Training Administration. The product was created by the recipient and does not necessarily reflect the official position of the U.S. Department of Labor. The Department of Labor makes no guarantees, warranties, or assurances of any kind, express or implied, with respect to such information, including, but not limited to, accuracy of the information or its completeness, timeliness, usefulness, adequacy, continued availability, or ownership. This product is copyrighted by the institution that created it. Internal use by an organization and/or personal use by an individual for non-commercial purposes is permissible. All other uses require the prior authorization of the copyright owner. This publication was produced by the Labor Market and Workforce Information Division of Iowa Workforce Development. Revisions and/or corrections made when necessary. Inquiries may be directed to Brent Paulson at 515.281.3439 or Brent.Paulson@iwd.iowa.gov. Visit [www.iowalmi.gov](http://www.iowalmi.gov) to obtain the latest workforce data and trends including this document.

Published 12/2015.