

Computer Support Specialists



What They Do:

Computer network support specialists analyze, troubleshoot, and evaluate computer network problems. They play an important role in the routine maintenance of their organization's networks, such as performing file backups on the network. Maintenance can be performed daily, weekly, or monthly and is important to an organization's disaster recovery efforts. Solving an information technology (IT) problem promptly is important because organizations depend on their network systems. Network support specialists may assist computer users through phone, email, or in-person visits. They often work under network and computer systems



administrators, who handle more complex tasks.

Because of the wide range of skills used in different computer support jobs, there are many paths into the occupation. A bachelor's degree is required for some applicants applying to computer support specialist positions, but an associate's degree or postsecondary classes may be enough for others.

Some Important Qualities:

- Customer-service skills
- Listening skills
- Problem-solving skills

Education requirements for computer support specialists vary. Computer user support specialist jobs require some computer knowledge, but not necessarily a postsecondary degree. Applicants who have taken some computer-related classes may be qualified for these jobs. For computer network support specialists, many employers accept applicants with an associate's degree, although some prefer applicants to have a bachelor's degree.

The median annual wage for computer network support specialists was \$65,450 in May 2020.