COMPUTER INFORMATION SYSTEMS

Computer support specialists provide help and advice to people and organizations using computer software or equipment. Some, called technical support specialists, support information technology (IT) employees within their organization. Others, called help-desk technicians, assist non-IT users who are having computer problems.

DUTIES
Technical support specialists typically do the following:
- Test and evaluate existing network systems
- Perform regular maintenance to ensure that networks operate correctly
- Troubleshoot local area networks (LANs), wide area networks (WANs), and Internet systems

Technical support specialists, also called computer network support specialists, usually work in their organization's IT department. They help IT staff analyze, troubleshoot, and evaluate computer network problems. They play an important role in the daily upkeep of their organization's networks by finding solutions to problems as they occur. Solving an IT problem in a timely manner is important because organizations depend on their computer systems. Technical support specialists may provide assistance to the organization's computer users through phone, email, or in-person visits. They often work under network and computer systems administrators, who handle more complex tasks. For more information, see the profile on network and computer systems administrators.

DUTIES
Help-desk technicians typically do the following:
- Pay attention to customers when they describe their computer problems
- Ask customers questions to properly diagnose the problem
- Walk customers through the problem-solving steps
- Set up or repair computer equipment and related devices
- Train users to use new computer hardware or software, including printing, installation, word processing, and email
- Give information to others in the organization about what gives customers the most trouble and other concerns customers have

Help-desk technicians, also called computer user support specialists, usually provide technical help to non-IT computer users. They respond to phone and email requests for help. Sometimes they make site visits so that they can solve a problem in person.

SALARY INFORMATION

Location	2018				
	10%	25%	Median	75%	90%
California	$39,300	$49,960	$65,410	$87,400	$106,230

*Pay period based on yearly amount.

EMPLOYMENT OUTLOOK

Stable growth rate is estimated to be **16%**

6,580 estimated annual job openings

Help-desk technicians may solve a range of problems that vary with the industry and the particular firm. Some technicians work for large software companies and for support service firms and must give instructions to business customers on how to use complex programs. Others work in call centers answering simpler questions from consumers. Some technicians work for organizations and help non-IT workers with their computer problems.

RELATED OCCUPATIONS

Computer Systems Analysts ☀ 🍃
Information Security Analysts
Computer Programmers 🍃
Computer Network Architects
Computer Network Support Specialists 🍃
Broadcast Technicians
Computer Operators
Computer, Automated Teller, and Office
Machine Repairers
Electrical and Electronics Repairers, Commercial and Industrial Equipment 🍃
Computer Numerically Controlled Machine Tool Programmers, Metal and Plastic

SOUTHWESTERN COLLEGE MAJORS

– Information Systems
– Computer Programming with an Emphasis on Applications
– Computer Information Systems with an Emphasis:
    eCommerce
    Internetwork Technician
    Operations/PC Support Specialist
    Systems Programming
    Web and Gaming Animator
    Web Site Designer and Developer
    Web Site eCommerce Administrator

– Certificates of Achievement:
    Computer Programming Applications - Basic
    Computer Programming Applications - Advanced
    Systems Programming
    Web and Gaming 2D and 3D Animator
    Web Search Engine Marketer
    Web Site Designer and Developer
    Web Shopping Cart Developer
– Certificates of Proficiency:
    Internetwork Technician - Basic
    Web Database Programmer/Administrator
    Web Designer
    Web and Gaming Animator
    C++ Certificate
    Project Management
    Social Media Marketer