



Explore a Career as a

# COMPUTER USER SUPPORT SPECIALIST

## What do Computer User Support Specialists do?

Computer user support specialists provide technical assistance to computer users who are having problems. They answer questions or resolve computer problems for clients in person, via telephone, or electronically. They may also provide assistance concerning the use of computer hardware and software, including printing, installation, word processing, electronic mail, and operating systems. Some computer user support specialists work for large software companies or for support service firms and must give instructions to business customers on how to use business-specific programs such as an electronic health records program used in hospitals or physicians' offices. Sometimes they work with other technicians to resolve problems.

## Training & Educational Opportunities

You will have plenty of employment opportunities as a computer user support specialist, but first you will need to complete specific training and earn a certificate. Your training will include coursework in computer science, engineering, and information science.

## As a Computer User Support Specialist you will:

- Perform regular maintenance to ensure that networks operate correctly
- Test and evaluate existing network systems
- Troubleshoot local area networks (LANs), wide area networks (WANs), and internet systems

## Computer User Support Specialists are in demand in Kankakee County!

Kankakee County employment of computer user support specialists is expected to grow through 2020. According to the U.S. Bureau of Labor Statistics, employment of these professionals is expected to grow faster than average.

# Computer User Support Specialist

## Training Providers

The following certified training providers offer programs and certifications to train for a career as a computer user support specialist:

- Joliet Junior College
- MicroTrain Technologies
- Directions Training Center Inc.

Career scholarships may be available if you qualify.



## Types of Employers

There are many different types of companies that employ computer user support specialists in Kankakee County, including:

- Computer systems design services
- Consulting companies
- Insurance companies
- Technology companies
- Universities
- Wired communications carriers

## Wages & Openings

### Computer User Support Specialist Employment Data for Kankakee County

Average Starting Hourly Wage	\$11.30
Average Hourly Wage With Experience	\$44.46
Average Annual Job Openings Kankakee County	27
Average Annual Job Openings Chicago Metro	465

## Opportunities

After you earn your certificate or degree as a computer user support specialist, you will have many opportunities for advancement. Some opportunities include:

- Computer and Information Systems Managers
- Computer Network Architects
- Computer Programmers
- Computer Systems Analysts



**Kankakee Workforce Services**

[www.kcc.edu/wioa](http://www.kcc.edu/wioa)

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