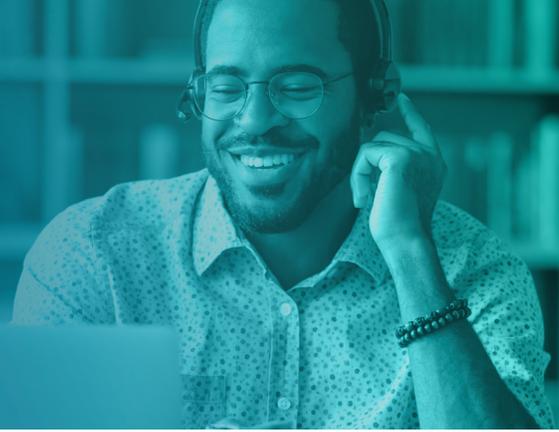


Metro Atlanta TOP JOBS

INFORMATION TECHNOLOGY (IT)



Computer User Support Specialists

Standard Occupational Classification Code: [151232](#)

Also known as: Computer Specialist, Computer Support Specialist, Computer Technician, Desktop Support Technician, Help Desk Analyst, Help Desk Technician, Information Technology Specialist (IT Specialist), Support Specialist, Technical Support Specialist

Are you good at ...

- Paying attention to detail?
- Being reliable, responsible, and dependable?
- Displaying a good-natured, cooperative attitude?
- Analytical thinking and using logic to address work-related issues?
- Being honest and ethical?

A Day in the Life

Computer User Support Specialists provide technical assistance to computer users. Answer questions or resolve computer problems for clients in person, via telephone, or electronically. They may provide assistance concerning the use of computer hardware and software, including printing, installation, word processing, electronic mail, and operating systems. They provide technical support for software maintenance or use. They monitor computer system performance to ensure proper operation. They read documents to gather technical information. They collaborate with others to resolve information technology issues. They resolve computer software problems.

Specialists install computer hardware. They teach others to use computer equipment or hardware and train others in computer interface or software use. They test software performance. They evaluate utility of software or hardware technologies. They provide recommendations to others about computer hardware and recommend changes to improve computer or information systems. They collaborate with others to determine design specifications or details. They conduct research to gain information about products or processes. They update knowledge about emerging industry or technology trends.

How do I get into this top job?

You need some post-high school education (but not a degree) to do this job. You might need additional licensing as well. Training programs and tests may be expensive, but you might not have to pay for all of it yourself. If you are low income, ask your job coach, career counselor, training program, or workforce development specialist about assisting you with your training expenses. It might be free!



What they earn in Metro Atlanta:

Entry Wage: **\$15.72**
Median Wage: **\$23.87**



What makes this a Top Job?

They're in high demand. The Georgia Dept. of Labor estimates there will be over 1,680 openings per year through 2026! Additionally, this job pays above average wages.



Educational Requirement



Some College, No Degree



On-the-Job Training



Moderate-term
On-the-job Training



Related Occupations

Check out these similar careers on O*NET online:

- [Computer Network Support Specialists](#)
- [Audio and Video Technicians](#)
- [Broadcast Technicians](#)

CONTACT US FOR MORE INFORMATION!

404-527-3501 | careerriseatlanta.org | atlantacareerrise@unitedwayatlanta.org

Metro Atlanta Top Jobs is a project of **CareerRise** and **WorkSource Metro Atlanta** (Atlanta, Cobb, DeKalb, Fulton, and Atlanta Regional which serves Cherokee, Clayton, Douglas, Fayette, Gwinnett, Henry, and Rockdale counties).

