

Occupational Profile
Computer Support Specialists
OES (Occupational Employment Statistics) CODE: 25104

Cameron County		Hidalgo/Starr/Willacy Counties	
Employment 2000	Projected Employment 2010	Employment 2000	Projected Employment 2010
230	410	360	670
Absolute Change		Absolute Change	
#	%	#	%
180	78.3	310	86.1
Is License Required?	Growth to Replacement	Is License Required?	Growth to Replacement
No	20:0	No	30:0
Hourly Wage 2002		Hourly Wage 2002	
Mean	Median	Mean	Median
\$18.39	\$17.3	\$15.44	\$14.78

Job Description:

Computer Support Specialists provide technical assistance, support, and advice to customers and users. This group includes technical support specialists, help-desk technicians, and customer service representatives. These troubleshooters interpret problems and provide technical support for hardware, software, and systems. They answer phone calls, use automated diagnostic programs, and resolve recurrent problems. Increasingly, these technical professionals work for help-desk or support services firms, where they provide customer support on a contract basis to clients as more of this type of work is outsourced.

Average Education Required

Most jobs require a 2-year degree, some others prefer a bachelor's degree.

Related Occupations

Other workers who use research, logic, and creativity to solve business problems are computer programmers, financial analysts, urban planners, engineers, mathematicians, statisticians, operations research analysts, management analysts, and actuaries.

Skills Required

- Troubleshooting -- Determining what is causing an operating error and deciding what to do about it
- Testing -- Conducting tests to determine whether equipment, software, or procedures are operating as expected
- Instructing -- Teaching others how to do something
- Problem Identification -- Identifying the nature of problems
- Reading Comprehension -- Understanding written sentences and paragraphs in work related documents
- Critical Thinking -- Using logic and analysis to identify the strengths and weaknesses of different approaches
- Information Gathering -- Knowing how to find information and identifying essential information
- Judgment and Decision Making -- Weighing the relative costs and benefits of a potential action

Industrial Employment Patterns		
Industry Code	Industry	Percent of Employees
7370	Computer and Data Processing Services	27.6%
5040	Professional & Commercial Equipment	12.1%
3570	Computer & Office Equipment	7.9%
8220	Colleges and Universities	3.6%
4810	Telephone Communications	2.9%
9030	Local Government, except Education	2.6%
8060	Hospitals	2.1%