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Computer User Support Specialists
Louisiana

Summary of Job Duties

Computer User Support Specialists Video - Provide technical assistance to computer users. Answer questions or resolve computer problems for clients in person, or via telephone or electronically. May provide assistance concerning the use of computer hardware and software, including printing, installation, word processing, electronic mail, and operating systems.

Source: This information is based on O*NET™ data. O*NET is a trademark registered to the U.S. Department of Labor, Employment and Training Administration.

Detailed Job Description

Computer User Support Specialists Computer support specialists provide help and advice to computer users and organizations.

Source: U.S. Department of Labor Bureau of Labor Statistics

Job Zone

The section below shows the job zone information for Computer User Support Specialists. Job Zone Three: Medium Preparation Needed.

Education	Experience	Training
Most occupations in this zone require training in vocational schools, related on-the-job experience, or an associate's degree.	Previous work-related skill, knowledge, or experience is required for these occupations. For example, an electrician must have completed three or four years of apprenticeship or several years of vocational training, and often must have passed a licensing exam, in order to perform the job.	Employees in these occupations usually need one or two years of training involving both on-the-job experience and informal training with experienced workers. A recognized apprenticeship program may be associated with these occupations.

Source: This information is based on O*NET™ data. O*NET is a trademark registered to the U.S. Department of Labor, Employment and Training Administration.

Jobs Available

This section shows the number of job openings and green jobs advertised online in Louisiana for Computer User Support Specialists and for the related occupational group of Computer and Mathematical Occupations on December 8, 2020 (Jobs De-duplication Level 2).

Occupation	Job Openings	Green Job Count
Computer User Support Specialists ❖	85	2
Computer and Mathematical Occupations	903	17

❖ BRIGHT OUTLOOK NATIONALLY

Source: Online advertised jobs data

Monthly Job Count

This section shows the number of job openings and green jobs advertised online for Computer User Support Specialists in Louisiana November, 2020 (Jobs De-duplication Level 2).
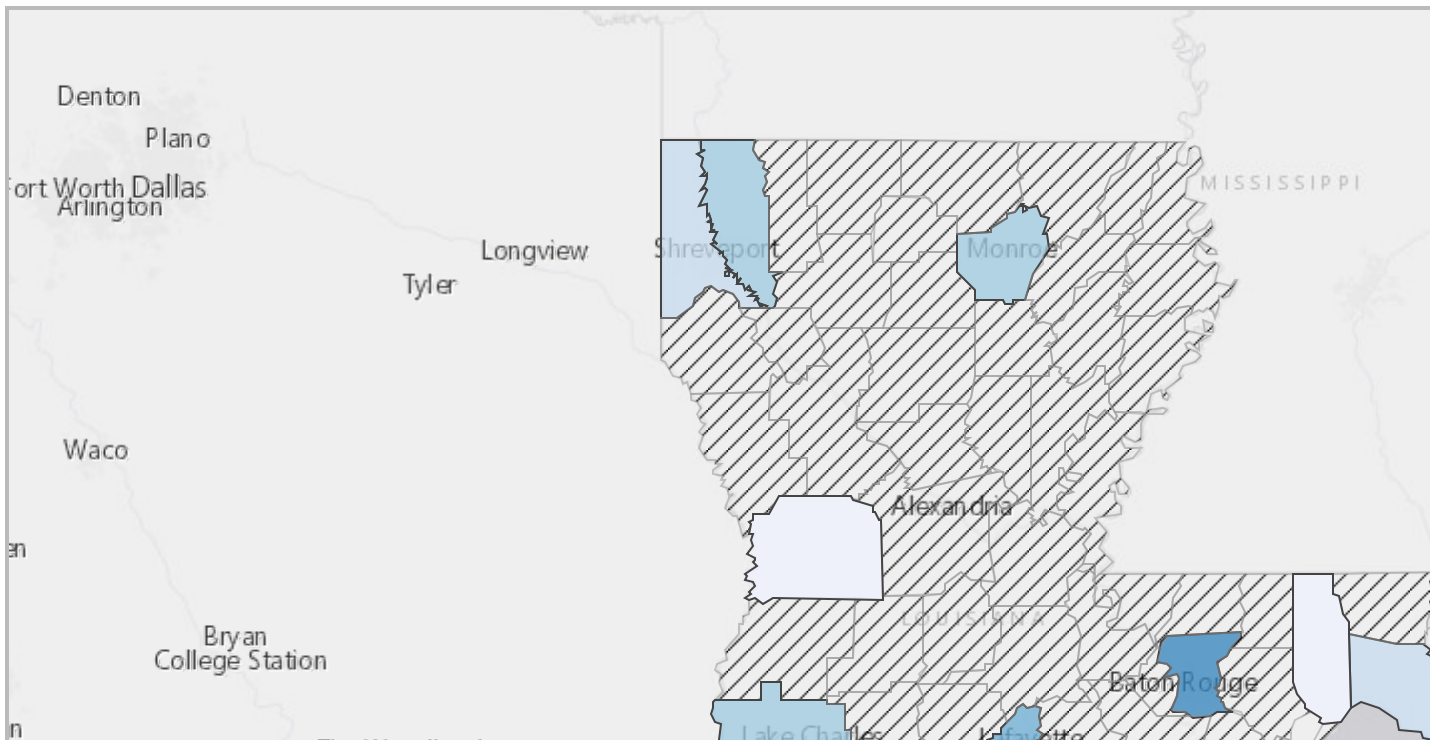
Occupation	Job Openings	Green Job Count
Computer User Support Specialists ❖	168	2

❖ BRIGHT OUTLOOK NATIONALLY

Source: Online advertised jobs data

Jobs Area Distribution

This section shows the distribution of number of job openings and green jobs advertised online for Computer User Support Specialists in Louisiana by parishes on December 8, 2020 (Jobs De-duplication Level 2).

Job Openings

1	2	3	4 - 9	10 - 16	16 - 42	N/A

Job Source: Online advertised jobs data

Jobs in Related Occupations

This section shows the number of job openings and green jobs advertised online in Louisiana for occupations related to Computer User Support Specialists on December 8, 2020 (Jobs De-duplication Level 2).

Rank	Occupation	Median Wage	Job Openings	Green Job Count	*Related By
1	Electronics Engineering Technicians 🍃	$51,009	25	4	O*NET
2	Electrical Engineering Technicians 🍃	$51,009	18	3	O*NET
3	Occupational Health and Safety Technicians ✷ 🍃	$49,926	3	3	O*NET
4	Database Administrators ✷	$80,017	30	2	O*NET

Rank	Occupation	Median Wage	Job Openings	Green Job Count	*Related By
5	Network and Computer Systems Administrators	$64,569	62	2	O*NET
6	Computer User Support Specialists✿	N/A	85	2	N/A
7	Industrial Safety and Health Engineers🍃	$85,523	4	2	O*NET
8	Occupational Health and Safety Specialists🍃	$71,755	7	2	O*NET
9	Sound Engineering Technicians	$80,014	2	1	O*NET
10	Information Security Analysts✿	$72,516	7	0	O*NET
11	Web Developers✿	$56,619	4	0	O*NET
12	Audio and Video Equipment Technicians✿	$41,269	8	0	O*NET
13	Broadcast Technicians	Confidential	3	0	O*NET
14	Medical and Clinical Laboratory Technicians✿	N/A	75	0	O*NET
15	Cardiovascular Technologists and Technicians✿	$38,321	43	0	O*NET
16	Diagnostic Medical Sonographers ✿	$59,130	77	0	O*NET
17	Nuclear Medicine Technologists✿	$68,283	41	0	O*NET
18	Neurodiagnostic Technologists✿	$32,059	1	0	O*NET
19	Computer Operators	$36,570	10	0	O*NET
20	Computer, Automated Teller, and Office Machine Repairers	$37,011	4	0	O*NET
21	Power Distributors and Dispatchers🍃	$40,345	9	0	O*NET
22	Medical Appliance Technicians✿	$25,047	2	0	O*NET

✿ BRIGHT OUTLOOK NATIONALLY | 🍃 GREEN OCCUPATIONS

Job Source: Online advertised jobs data
Wage Source: Labor Market Statistics, Occupational Employment Statistics Program
The median wage is the estimated 50th percentile; 50 percent of workers in an occupation earn less than the median wage, and 50 percent earn more than the median wage. Data is from a 2018 survey.
*Related By: O*NET™ - The Occupational Information Network. O*NET is a registered trademark of the US Department of Labor/Employment and Training Administration.

Candidates Available

This section shows potential candidates in the workforce system in Louisiana for Computer User Support Specialists and for the related occupational group of Computer and Mathematical Occupations on December 8, 2020.

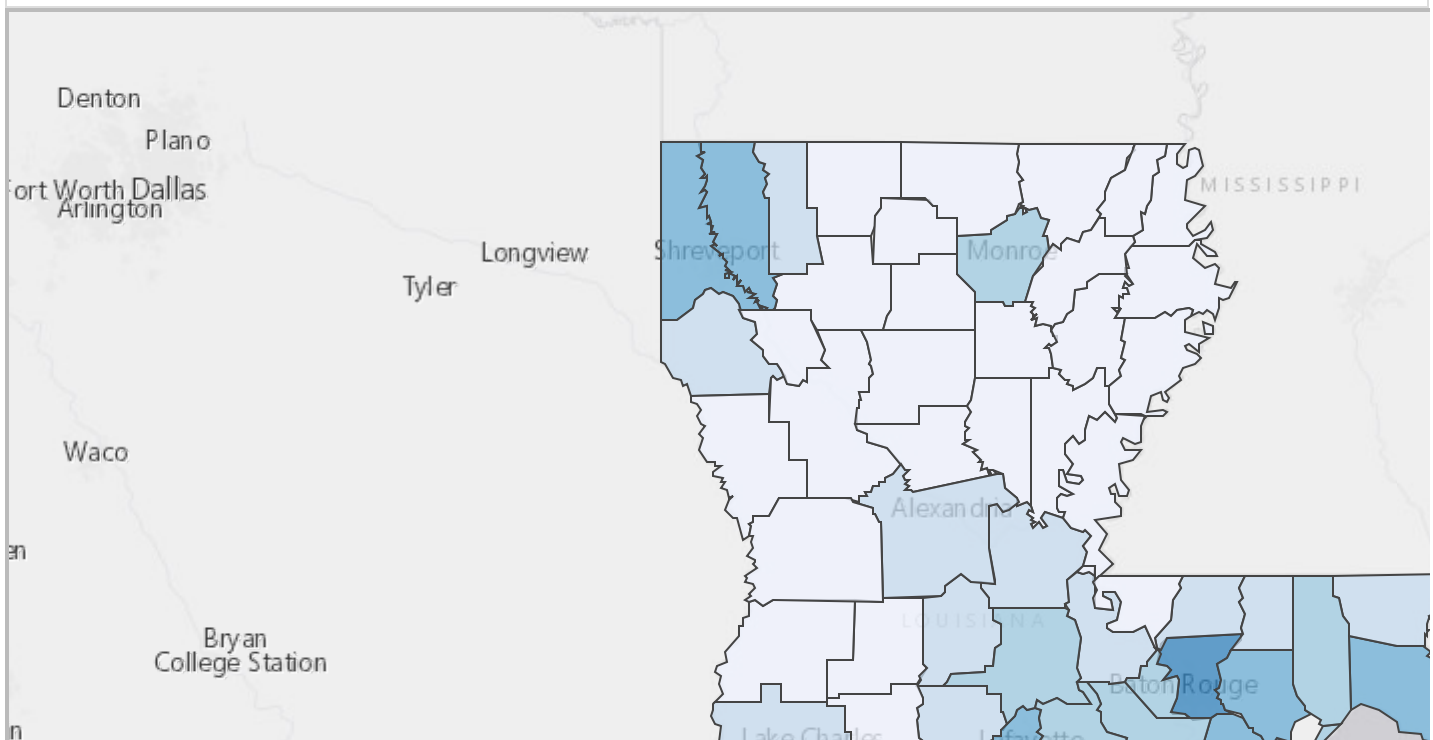| Occupation	Candidates
Computer User Support Specialists ❀	550
Computer and Mathematical Occupations	2,259

❀ BRIGHT OUTLOOK NATIONALLY

Source: Individuals with active résumés in the workforce system.

Candidate Area Distribution

This section shows the distribution of potential candidates in the workforce system for Computer User Support Specialists in Louisiana by parishes on December 8, 2020.

Rank	Area Name	Median Wage	Candidates
1	Orleans Parish	$45,715 state level wages	240
2	Jefferson Parish	$45,715 state level wages	226
3	East Baton Rouge Parish	$45,715 state level wages	198
4	St. Bernard Parish	$45,715 state level wages	157
5	Caddo Parish	$45,715 state level wages	155
6	Lafayette Parish	$45,715 state level wages	155
7	Livingston Parish	$45,715 state level wages	153

Rank	Area Name	Median Wage	Candidates
8	St. Tammany Parish	$45,715 state level wages	151
9	Ascension Parish	$45,715 state level wages	150
10	St. Charles Parish	$45,715 state level wages	148

Candidates

105 - 113	114 - 125	126 - 140	141 - 157	158 - 198	198 - 240	N/A

Candidate Source: Individuals with active résumés in the workforce system.
Wage Source: Labor Market Statistics, Occupational Employment Statistics Program
The median wage is the estimated 50th percentile; 50 percent of workers in an occupation earn less than the median wage, and 50 percent earn more than the median wage. Data is from a 2018 survey.

Candidates in Related Occupations

This section shows how many potential candidates in the workforce system were looking for work in Louisiana in occupations related to Computer User Support Specialists on December 8, 2020.

Rank	Occupation	Median Wage	Candidates	*Related By
1	Computer User Support Specialists ⬦	N/A	550	N/A
2	Occupational Health and Safety Specialists 🌿	$71,755	414	O*NET
3	Occupational Health and Safety Technicians ⬦ 🌿	$49,926	303	O*NET
4	Medical and Clinical Laboratory Technicians ⬦	N/A	247	O*NET
5	Audio and Video Equipment Technicians ⬦	$41,269	235	O*NET
6	Computer Operators	$36,570	182	O*NET
7	Industrial Safety and Health Engineers 🌿	$85,523	171	O*NET
8	Electronics Engineering Technicians 🌿	$51,009	170	O*NET
9	Network and Computer Systems Administrators	$64,569	160	O*NET
10	Electrical Engineering Technicians 🌿	$51,009	96	O*NET
11	Database Administrators ⬦	$80,017	91	O*NET
12	Computer, Automated Teller, and Office Machine Repairers	$37,011	79	O*NET
13	Cardiovascular Technologists and Technicians ⬦	$38,321	73	O*NET
14	Electronic Home Entertainment Equipment Installers and Repairers	$34,966	60	O*NET
15	Sound Engineering Technicians	$80,014	45	O*NET
16	Web Developers ⬦	$56,619	42	O*NET
17	Information Security Analysts ⬦	$72,516	37	O*NET
18	Broadcast Technicians	Confidential	37	O*NET
19	Prepress Technicians and Workers	$30,075	35	O*NET
20	Diagnostic Medical Sonographers ⬦	$59,130	25	O*NET
21	Air Traffic Controllers	$82,633	17	O*NET
22	Power Distributors and Dispatchers 🌿	$40,345	15	O*NET

Rank	Occupation	Median Wage	Candidates	*Related By
23	<u>Audio-Visual and Multimedia Collections Specialists</u>	$52,934	14	O*NET
24	<u>Police Identification and Records Officers</u>	$51,164	11	O*NET
25	<u>Nuclear Medicine Technologists</u>✿	$68,283	8	O*NET
26	<u>Medical Appliance Technicians</u>✿	$25,047	8	O*NET
27	<u>Neurodiagnostic Technologists</u>✿	$32,059	6	O*NET
28	<u>Mapping Technicians</u>	$40,565	4	O*NET
29	<u>Web Administrators</u>✿	$62,800	3	O*NET
30	<u>Desktop Publishers</u>	$28,717	3	O*NET

✿ **BRIGHT OUTLOOK** NATIONALLY | 🍃 **GREEN OCCUPATIONS**

Candidate Source: Individuals with active résumés in the workforce system.
*Related By: O*NET™ - The <u>Occupational Information Network</u>. O*NET is a registered trademark of the <u>US Department of Labor/Employment and Training Administration</u>.

Jobs and Candidates Available

This section shows the number of job openings and green jobs advertised online, as well as potential candidates in the workforce system in Louisiana for Computer User Support Specialists and for the related occupational group of Computer and Mathematical Occupations on December 8, 2020 (Jobs De-duplication Level <u>2</u>).

Occupation	Job Openings	Green Job Count	Candidates	Candidates per Job
Computer User Support Specialists✿	<u>85</u>	<u>2</u>	550	6.47
Computer and Mathematical Occupations	<u>903</u>	<u>17</u>	2,259	2.50

✿ **BRIGHT OUTLOOK** NATIONALLY

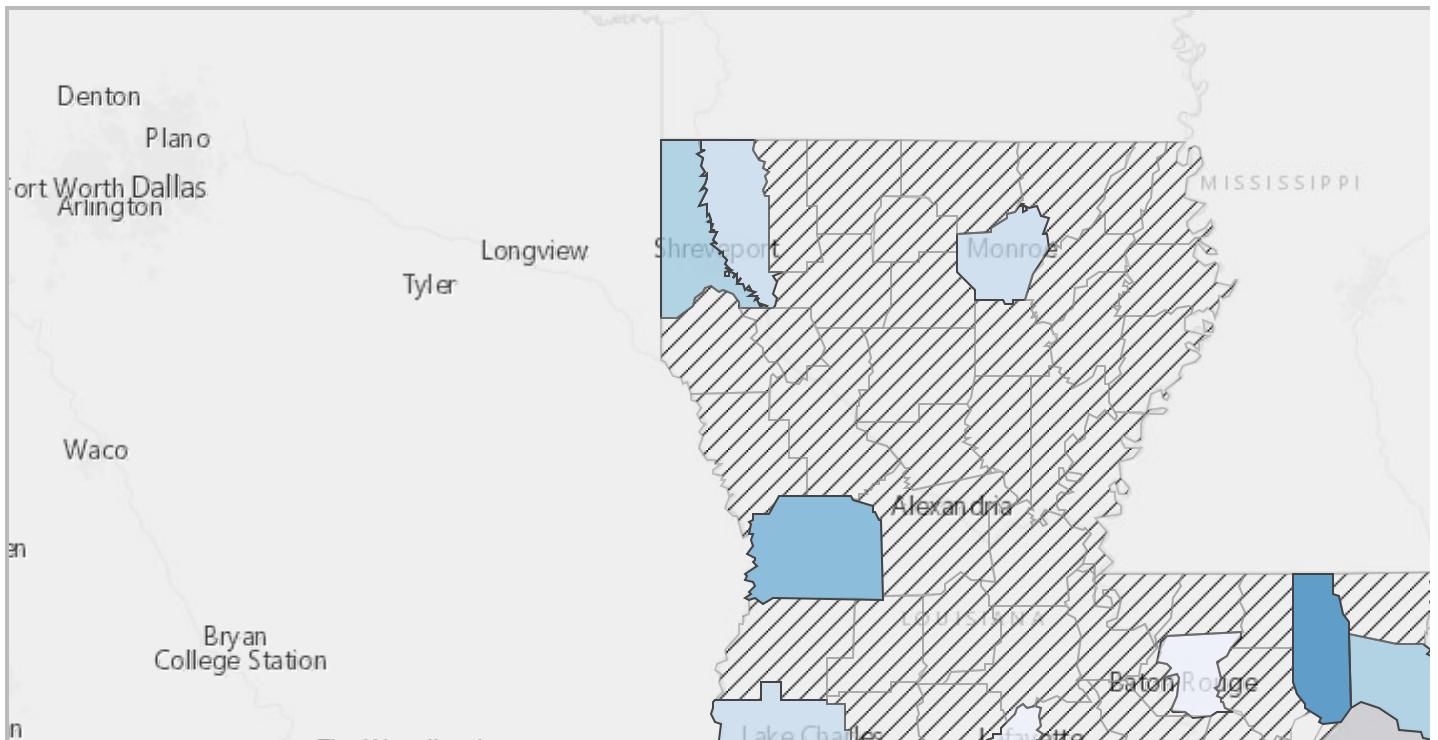Job Source: Online advertised jobs data
Candidate Source: Individuals with active résumés in the workforce system.

Jobs and Candidates Area Distribution

This section shows the distribution of number of job openings and green jobs advertised online, as well as potential candidates in the workforce system for Computer User Support Specialists in Louisiana by parishes on December 8, 2020 (Jobs De-duplication Level <u>2</u>).

Rank	Area Name	Median Wage	Job Openings	Green Job Count	Candidates	Candidates per Job
1	St. Bernard Parish	$45,715 state level wages	1	0	157	157.00
2	Tangipahoa Parish	$45,715 state level wages	1	0	139	139.00
3	Jefferson Parish	$45,715 state level wages	2	0	226	113.00
4	Vernon Parish	$45,715 state level wages	1	0	108	108.00
5	Caddo Parish	$45,715 state level wages	2	0	155	77.50
6	St. Tammany Parish	$45,715 state level wages	2	0	151	75.50
7	Bossier Parish	$45,715 state level wages	3	0	146	48.67
8	Ouachita Parish	$45,715 state level wages	3	0	138	46.00
9	Calcasieu Parish	$45,715 state level wages	3	0	120	40.00
10	Lafayette Parish	$45,715 state level wages	9	0	155	17.22

Candidates per Job

5.72 - 17.22	17.23 - 48.67	48.68 - 77.50	77.51 - 113.00	113.01 - 139.00	139.00 - 157.00	N/A

Job Source: Online advertised jobs data
Candidate Source: Individuals with active résumés in the workforce system.
Wage Source: Labor Market Statistics, Occupational Employment Statistics Program
The median wage is the estimated 50th percentile; 50 percent of workers in an occupation earn less than the median wage, and 50 percent earn more than the median wage. Data is from a 2018 survey.

National Supply and Demand Summary

Computer User Support Specialists
Employment of computer support specialists is projected to grow 8 percent from 2019 to 2029, much faster than the average for all occupations. More support services will be needed as organizations upgrade their computer equipment and software. Computer support staff will be needed to respond to the installation and repair requirements of increasingly complex computer equipment and software. However, a rise in cloud computing could increase the productivity of computer support specialists, slowing their growth at many firms. Smaller businesses that do not have information technology (IT) departments will contract services from IT consulting firms and increase the demand for computer support specialists in those firms.

Employment growth also may come from increasing demand for IT support services from healthcare industries. This field is expected to greatly increase its use of IT, and support services will be crucial

to keep everything running properly.

Job Prospects

Job prospects should be favorable. There are usually clear advancement possibilities for computer support specialists, creating new job openings. Applicants with a bachelor's degree and a strong technical background should have the best job opportunities.

Source: U.S. Department of Labor Bureau of Labor Statistics

Employers by Number of Job Openings

This section shows the employers with the highest number of job openings and green jobs advertised online for Computer User Support Specialists in Louisiana on December 8, 2020 (Jobs De-duplication Level 2).

Rank	Employer Name	Job Openings	Green Job Count
1	Enterprise Information Services, LLC	8	0
2	Universal Consulting Services, Inc.	7	0
3	Bernhard MCC, LLC	4	0
4	Enterprise Information Services, Inc.	4	0
5	CGI Inc.	3	0
6	General Dynamics Information Technology, Inc.	3	0
7	Louisiana Department of Civil	3	0
8	ACI Federal	2	0
9	AFS	2	0
10	Army National Guard	2	0

Source: Online advertised jobs data

Advertised Job Skills

This section shows the top advertised detailed job skills found in job openings advertised online for Computer User Support Specialists in Louisiana in November, 2020. (Jobs De-duplication Level 1)

Rank	Advertised Detailed Job Skill	Advertised Skill Group	Job Opening Match Count
1	Customer service	Customer Service Skills	76
2	Problem solving	Basic Skills	33

Rank	Advertised Detailed Job Skill	Advertised Skill Group	Job Opening Match Count
3	Attention to detail	Basic Skills	26
4	Time management	Basic Skills	21
5	Verbal communication skills	Interpersonal Skills	21
6	Conflict management	Interpersonal Skills	20
7	Interpersonal skills	Interpersonal Skills	18
8	Self motivated	Basic Skills	18
9	End user support	Computer Support Specialist Skills	17
10	Work independently	Basic Skills	12

Source: Online advertised jobs data

Advertised Tools and Technology

This section shows the top advertised detailed tools and technologies found in job openings advertised online for Computer User Support Specialists in Louisiana in November, 2020. (Jobs De-duplication Level 1)

Rank	Advertised Detailed Tool or Technology	Advertised Tool and Technology Group	Job Opening Match Count
1	Microsoft (MS) Office	Office Suite Software	49
2	Microsoft PowerPoint	Presentation Software	36
3	Structured query language (SQL)	Database User Interface and Query Software	23
4	UNIX	Operating System Software	12
5	Linux software	Operating System Software	11
6	Ladders	Ladders	11
7	Workstations	High End Computer Servers	9
8	Common business oriented language (COBOL)	Development Environment Software	9
9	Practical extraction and reporting language (Perl)	Object or Component Oriented Development Software	9
10	Python	Object or Component Oriented Development Software	9

Source: Online advertised jobs data

Typical Job Skills

This section shows the job skills that are related to Computer User Support Specialists.

Rank	Typical Job Skills	Typical Skill Category
1	Provide technical support for software maintenance or use	Interacting With Others
2	Monitor computer system performance to ensure proper operation	Information Input
3	Read documents to gather technical information	Information Input
4	Collaborate with others to resolve information technology issues	Interacting With Others
5	Resolve computer software problems	Work Output
6	Install computer hardware	Work Output
7	Teach others to use computer equipment or hardware	Interacting With Others
8	Train others in computer interface or software use	Interacting With Others
9	Modify software programs to improve performance	Mental Processes
10	Test software performance	Information Input
11	Test computer hardware performance	Information Input
12	Document operational activities	Work Output
13	Install computer software	Work Output
14	Maintain computer hardware	Work Output
15	Evaluate utility of software or hardware technologies	Mental Processes
16	Provide recommendations to others about computer hardware	Interacting With Others
17	Recommend changes to improve computer or information systems	Interacting With Others
18	Collaborate with others to determine design specifications or details	Interacting With Others
19	Conduct research to gain information about products or processes	Information Input
20	Update knowledge about emerging industry or technology trends	Mental Processes

Rank	Typical Job Skills	Typical Skill Category
21	Participate in staffing decisions	Interacting With Others
22	Supervise information technology personnel	Interacting With Others

Source: This information is based on O*NET™ data. O*NET is a trademark registered to the U.S. Department of Labor, Employment and Training Administration.

Personal Skills

This section shows the personal skills that are most useful for Computer User Support Specialists. Click on a link in the Personal Skills column to view more detailed information.

Personal Skill	Skill Description	Rank by Importance (Out of 100)
Reading Comprehension	Understanding written sentences and paragraphs in work related documents.	75
Active Listening	Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.	75
Speaking	Talking to others to convey information effectively.	75
Critical Thinking	Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.	69
Complex Problem Solving	Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.	69
Writing	Communicating effectively in writing as appropriate for the needs of the audience.	66
Judgment and Decision Making	Considering the relative costs and benefits of potential actions to choose the most appropriate one.	60
Systems Analysis	Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.	53

Personal Skill	Skill Description	Rank by Importance (Out of 100)
Active Learning	Understanding the implications of new information for both current and future problem-solving and decision-making.	53
Instructing	Teaching others how to do something.	50
Service Orientation	Actively looking for ways to help people.	50
Monitoring	Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.	50
Time Management	Managing one's own time and the time of others.	50
Systems Evaluation	Identifying measures or indicators of system performance and the actions needed to improve or correct performance, relative to the goals of the system.	47
Troubleshooting	Determining causes of operating errors and deciding what to do about it.	47
Operation Monitoring	Watching gauges, dials, or other indicators to make sure a machine is working properly.	47
Social Perceptiveness	Being aware of others' reactions and understanding why they react as they do.	47
Coordination	Adjusting actions in relation to others' actions.	47
Learning Strategies	Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.	47
Quality Control Analysis	Conducting tests and inspections of products, services, or processes to evaluate quality or performance.	44
Management of Personnel Resources	Motivating, developing, and directing people as they work, identifying the best people for the job.	41
Operation and Control	Controlling operations of equipment or systems.	41
Operations Analysis	Analyzing needs and product requirements to create a design.	41

Personal Skill	Skill Description	Rank by Importance (Out of 100)
Persuasion	Persuading others to change their minds or behavior.	41
Negotiation	Bringing others together and trying to reconcile differences.	41
Equipment Maintenance	Performing routine maintenance on equipment and determining when and what kind of maintenance is needed.	35
Repairing	Repairing machines or systems using the needed tools.	35
Mathematics	Using mathematics to solve problems.	31
Installation	Installing equipment, machines, wiring, or programs to meet specifications.	28
Programming	Writing computer programs for various purposes.	28
Technology Design	Generating or adapting equipment and technology to serve user needs.	25
Equipment Selection	Determining the kind of tools and equipment needed to do a job.	25
Management of Material Resources	Obtaining and seeing to the appropriate use of equipment, facilities, and materials needed to do certain work.	22
Management of Financial Resources	Determining how money will be spent to get the work done, and accounting for these expenditures.	19
Science	Using scientific rules and methods to solve problems.	19

Source: This information is based on O*NET™ data. O*NET is a trademark registered to the U.S. Department of Labor, Employment and Training Administration.

Typical Education Requirements

Computer User Support Specialists There is no data available for Computer User Support Specialists.

Source: This information is based on the BLS Occupational Outlook Handbook (OOH).

Required Level of Education

This section shows the results of a national survey listing the most common required level of education for Computer User Support Specialists.

Rank	Required Level of Education	Percentage of Respondents
1	Bachelor's Degree	33.20%
2	High School Diploma - or the equivalent (for example, GED)	21.69%
3	Some College Courses	18.84%
4	Associate's Degree (or other 2-year degree)	14.15%
5	Post-Secondary Certificate - awarded for training completed after high school (for example, in agriculture or natural resources, computer services, personal or culinary services, engineering technologies, healthcare, construction trades, mechanic and repair technologies, or precision production)	11.76%
6	Less than a High School Diploma	0.35%

Source: This information is based on O*NET™ data. O*NET is a trademark registered to the U.S. Department of Labor, Employment and Training Administration.

On The Job Training

This section shows the results of a national survey listing the most common lengths of on the job training for Computer User Support Specialists.

Rank	On The Job Training	Percentage of Respondents
1	Over 3 months, up to and including 6 months	35.58%
2	Over 1 month, up to and including 3 months	26.99%
3	Anything beyond short demonstration, up to and including 1 month	24.09%
4	Over 6 months, up to and including 1 year	6.72%
5	Over 1 year, up to and including 2 years	3.71%
6	None or short demonstration	1.61%
7	Over 2 years, up to and including 4 years	0.72%
8	Over 4 years, up to and including 10 years	0.59%

Source: This information is based on O*NET™ data. O*NET is a trademark registered to the U.S. Department of Labor, Employment and Training Administration.

On-Site or In-Plant Training

This section shows the results of a national survey listing the most common lengths of on-site or in-plant training for Computer User Support Specialists.

Rank	On-Site or In-Plant Training	Percentage of Respondents
1	Up to and including 1 month	33.45%
2	Over 3 months, up to and including 6 months	30.60%
3	None	13.74%
4	Over 6 months, up to and including 1 year	9.29%
5	Over 1 month, up to and including 3 months	7.66%
6	Over 1 year, up to and including 2 years	4.04%
7	Over 2 years, up to and including 4 years	1.22%

Source: This information is based on O*NET™ data. O*NET is a trademark registered to the U.S. Department of Labor, Employment and Training Administration.

Education Level of Jobs and Candidates

This section shows the minimum level of education requested by employers on job openings and green jobs advertised online, as well as the educational attainment of potential candidates in the workforce system that are looking for jobs as Computer User Support Specialists in Louisiana on December 8, 2020. There were 68 job openings advertised online that did not specify a minimum education requirement (Jobs De-duplication Level 2).

Rank	Education Level	Job Openings	Percentage of Job Openings	Green Job Count	Percentage of Green Jobs	Potential Candidates	Percentage of Potential Candidates
1	No Minimum Education Requirement	1	1.18%	0	0.00%	0	N/A
2	Less than High School	0	N/A	0	N/A	5	0.91%
3	High School Diploma or Equivalent	12	14.12%	0	0.00%	80	14.55%

Rank	Education Level	Job Openings	Percentage of Job Openings	Green Job Count	Percentage of Green Jobs	Potential Candidates	Percentage of Potential Candidates
4	1 Year of College or a Technical or Vocational School	1	1.18%	0	0.00%	42	7.64%
5	2 Years of College or a Technical or Vocational School	0	N/A	0	N/A	52	9.45%
6	3 Years of College or a Technical or Vocational School	0	N/A	0	N/A	38	6.91%
7	Vocational School Certificate	0	N/A	0	N/A	50	9.09%
8	Associate's Degree	0	N/A	0	N/A	115	20.91%
9	Bachelor's Degree	3	3.53%	0	0.00%	144	26.18%
10	Master's Degree	0	N/A	0	N/A	21	3.82%
11	Doctorate Degree	0	N/A	0	N/A	2	0.36%
12	Specialized Degree (e.g. MD, DDS)	0	N/A	0	N/A	1	0.18%
13	Not Specified	68	80.00%	2	100.00%	0	N/A

Job Source: Online advertised jobs data
Candidate Source: Individuals with active résumés in the workforce system.

Education Training Programs

This section shows the Education Training Programs for Computer User Support Specialists in Louisiana.

Provider Name	Program Name	Location	Tuition	Length	WIOA Eligible
Baton Rouge Community College	Comp TIA A+ with ITIL Foundation Certification Training (Vouchers Included) An industry-recognized certificate or certification	Baton Rouge, LA	$2,495	310 Hours	✅
Baton Rouge Community College	Comp TIA A+ with ITIL Foundation Certification Training (Vouchers Included) An industry-recognized certificate or certification	Baton Rouge, LA	$2,495	310 Hours	✅
Baton Rouge Community College	Comp TIA A+ with ITIL Foundation Certification Training (Vouchers Included) An industry-recognized certificate or certification	New Roads, LA	$2,495	310 Hours	✅
Baton Rouge Community College	Comp TIA A+ with ITIL Foundation Certification Training (Vouchers Included) An industry-recognized certificate or certification	Baton Rouge, LA	$2,495	310 Hours	✅
Baton Rouge Community College	Comp TIA A+ with ITIL Foundation Certification Training (Vouchers Included) An industry-recognized certificate or certification	Central, LA	$2,495	310 Hours	✅
Baton Rouge Community College	Comp TIA A+ with ITIL Foundation Certification Training (Vouchers Included) An industry-recognized certificate or certification	Jackson, LA	$2,495	310 Hours	✅

Provider Name	Program Name	Location	Tuition	Length	WIOA Eligible
Baton Rouge Community College	Comp TIA A+ with ITIL Foundation Certification Training (Vouchers Included) An industry-recognized certificate or certification	Port Allen, LA	$2,495	310 Hours	✓
Baton Rouge Community College	Comp TIA A+ with ITIL Foundation Certification Training (Vouchers Included) An industry-recognized certificate or certification	Baton Rouge, LA	$2,495	310 Hours	✓
Baton Rouge Community College	CompTIA A+ Certification Training (Vouchers Included) An industry-recognized certificate or certification	Baton Rouge, LA	$1,995	290 Hours	✓
Baton Rouge Community College	CompTIA A+ Certification Training (Vouchers Included) An industry-recognized certificate or certification	Baton Rouge, LA	$1,995	290 Hours	✓

Source: U.S. Department of Commerce, Bureau of the Census, Midyear Estimates

Advertised Job Certifications

This section shows the top advertised certification groups found in job openings advertised online for Computer User Support Specialists in Louisiana in November, 2020. (Jobs De-duplication Level 1)

Rank	Advertised Certification Group	Advertised Certification Sub-Category	Job Opening Match Count
1	CompTIA Certifications	Information Technology - All Other	16
2	Cisco Associate Certifications	Computer Network	12
3	(ISC)² Certifications	Information and Cyber Security	9
4	GIAC Security Certifications - Cyber Defense	Information and Cyber Security	4

Rank	Advertised Certification Group	Advertised Certification Sub-Category	Job Opening Match Count
5	GIAC Security Certifications - Industrial Cyber Security (ICS)	Information and Cyber Security	4
6	American Institute For Chartered Property Casualty Underwriters	Insurance Services	3
7	American Heart Association (AHA) CPR & First Aid Certifications	Nursing	2
8	American Institute of CPAs (AICPA) Certifications	Financial Specialists	1
9	National Council on Problem Gambling (NCPG) Certifications	Counseling	1
10	FINRA Financial Securities Professionals	Financial Specialists	1

Source: Online advertised jobs data

Training Program Completers

There is no data available for Computer User Support Specialists in Louisiana.

National Education, Training, Licensing and Qualifications

Computer User Support Specialists
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.

Education

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.

Large software companies that provide support to business users who buy their products or services often require applicants to have a bachelor's degree. Positions that are more technical are likely to require a degree in a field such as computer science, engineering, or information science, but for others, the applicant's field of study is less important.

To keep up with changes in technology, many computer support specialists continue their education throughout their careers.

Licenses, Certifications, and Registrations

Certification programs are generally offered by vendors or from vendor-neutral certification providers. Certification validates the knowledge of and best practices required by computer support specialists. Companies may require their computer support specialists to hold certifications in the products the companies use.

Advancement

Many computer support specialists advance to other information technology positions, such as network and computer systems administrators and software developers. Some become managers in the computer support services department. Some organizations provide paths for support specialists to move into other parts of the organization, such as sales. For more information, see the profiles on network and computer systems administrators

and
software developers

.

Important Qualities

Customer-service skills.

Computer support specialists must be patient and sympathetic. They often help people who are frustrated with the software or hardware they are trying to use.

Listening skills.

Support workers must be able to understand the problems that their customers are describing and know when to ask questions to clarify the situation.

Problem-solving skills.

Support workers must identify both simple and complex computer problems, analyze them, and solve them.

Speaking skills.

Support workers must describe the solutions to computer problems in a way that a nontechnical person can understand.

Writing skills.

Strong writing skills are useful for preparing instructions and email responses for employees and customers, as well as for real-time web chat interactions.

Source: U.S. Department of Labor Bureau of Labor Statistics

Typical Work Experience Requirements

Computer User Support Specialists Employees in these occupations usually need one or two years of training involving both on-the-job experience and informal training with experienced workers. A recognized apprenticeship program may be associated with these occupations.

Source: This information is based on O*NET™ data. O*NET is a trademark registered to the U.S. Department of Labor, Employment and Training Administration.

Related Work Experience

This section shows the results of a national survey listing the most common related work experience for Computer User Support Specialists.

Rank	Related Work Experience	Percentage of Respondents
1	Over 2 years, up to and including 4 years	36.54%
2	Over 1 year, up to and including 2 years	23.18%
3	Over 6 months, up to and including 1 year	16.01%
4	Over 4 years, up to and including 6 years	10.68%
5	Over 3 months, up to and including 6 months	9.05%
6	None	3.16%
7	Over 6 years, up to and including 8 years	0.75%
8	Over 10 years	0.63%

Source: This information is based on O*NET™ data. O*NET is a trademark registered to the U.S. Department of Labor, Employment and Training Administration.

Work Experience of Jobs and Candidates

This section shows the minimum required work experience requested by employers on job openings and green jobs advertised online, as well as the experience level of potential candidates in the workforce system that are looking for jobs as Computer User Support Specialists in Louisiana on December 8, 2020. There were 73 job openings advertised online that did not specify a minimum experience requirement (Jobs De-duplication Level 2).

Rank	Experience	Job Openings	Percentage of Job Openings	Green Job Count	Percentage of Green Jobs	Potential Candidates	Percentage of Potential Candidates
1	Not Specified	73	85.88%	2	100.00%	0	N/A
2	Entry Level	4	4.71%	0	0.00%	0	N/A
3	Less than 1 year	2	2.35%	0	0.00%	14	2.55%
4	1 Year to 2 Years	5	5.88%	0	0.00%	11	2.00%
5	2 Years to 5 Years	1	1.18%	0	0.00%	31	5.64%
6	5 Years to 10 Years	0	N/A	0	N/A	68	12.36%
7	More than 10 Years	0	N/A	0	N/A	426	77.46%

Job Source: Online advertised jobs data
Candidate Source: Individuals with active résumés in the workforce system.

Current Job Order Wage Information

The employer has NOT indicated a salary range for this job. The information below shows statistics on typical salaries in the local labor market for Computer User Support Specialists. This data is NOT an indication of what this employer is willing to pay for this job.

Employment Wage Statistics

This section shows the estimated employment wage statistics for individuals in Louisiana employed for Computer User Support Specialists in 2018.

Rate Type / Statistical Type	Q1	Entry level	Median	Experienced	Q3
Annual wage or salary	$35,683	$31,390	$45,715	$55,653	$57,935
Hourly wage	$17.16	$15.09	$21.98	$26.76	$27.85

Source: Labor Market Statistics, Occupational Employment Statistics Program
The median wage is the estimated 50th percentile; 50 percent of workers in an occupation earn less than the median wage, and 50 percent earn more than the median wage. Entry level and Experienced wage rates represent the means of the lower 1/3 and upper 2/3 of the wage distribution, respectively. Data is from an annual survey.

Wage Rates on Advertised Jobs

This section shows a statistical breakdown of available wage data on the 85 job openings advertised online for Computer User Support Specialists in Louisiana that posted a salary on December 8, 2020.

Rate Type / Statistical Type	Entry Level	Median	Experienced
Annual wage or salary	$41,174	$50,000	$62,723
Hourly Wage	$19.80	$24.04	$30.16

Source: Online advertised jobs data

Note: This information is based on actual job orders and is not based on a statistically valid labor market survey. Hourly wage rate calculations in this section assume a 40 hour work week.

Desired Salary of Available Candidates

This section shows the desired salary of potential candidates in the workforce system that are looking for jobs as Computer User Support Specialists in Louisiana on December 8, 2020.

Rank	Desired Salary	Potential Candidates	Percentage of Potential Candidates
1	Not Specified	124	22.59%
2	$5,000 - $19,999	8	1.46%
3	$20,000 - $34,999	183	33.33%
4	$35,000 - $49,999	167	30.42%
5	$50,000 - $64,999	46	8.38%
6	$65,000 - $79,999	13	2.37%
7	$80,000 - $94,999	2	0.36%
8	$95,000 or more	6	1.09%

Source: Individuals with active résumés in the workforce system.

Wage Rates Area Distribution

There is no data available for Computer User Support Specialists in Louisiana.

Wage Rates in Related Occupations

This section shows a comparison of 2018 median annual rates for occupations that are in the same occupational family as Computer User Support Specialists for Louisiana.

Rank	Occupation	Median	*Related By
1	Industrial Safety and Health Engineers	$85,523	O*NET
2	Air Traffic Controllers	$82,633	O*NET
3	Database Administrators	$80,017	O*NET
4	Sound Engineering Technicians	$80,014	O*NET
5	Information Security Analysts	$72,516	O*NET
6	Occupational Health and Safety Specialists	$71,755	O*NET
7	Nuclear Medicine Technologists	$68,283	O*NET
8	Network and Computer Systems Administrators	$64,569	O*NET
9	Web Administrators	$62,800	O*NET
10	Diagnostic Medical Sonographers	$59,130	O*NET
11	Web Developers	$56,619	O*NET
12	Audio-Visual and Multimedia Collections Specialists	$52,934	O*NET
13	Police Identification and Records Officers	$51,164	O*NET
14	Electronics Engineering Technicians	$51,009	O*NET
15	Electrical Engineering Technicians	$51,009	O*NET
16	Occupational Health and Safety Technicians	$49,926	O*NET
17	Audio and Video Equipment Technicians	$41,269	O*NET
18	Mapping Technicians	$40,565	O*NET
19	Power Distributors and Dispatchers	$40,345	O*NET
20	Cardiovascular Technologists and Technicians	$38,321	O*NET
21	Computer, Automated Teller, and Office Machine Repairers	$37,011	O*NET
22	Computer Operators	$36,570	O*NET
23	Electronic Home Entertainment Equipment Installers and Repairers	$34,966	O*NET
24	Neurodiagnostic Technologists	$32,059	O*NET
25	Prepress Technicians and Workers	$30,075	O*NET
26	Desktop Publishers	$28,717	O*NET
27	Medical Appliance Technicians	$25,047	O*NET
*	Broadcast Technicians	Confidential	O*NET

* Rank is suppressed for confidential data.

Source: Labor Market Statistics, Occupational Employment Statistics Program
The median wage is the estimated 50th percentile; 50 percent of workers in an occupation earn less than the median wage, and 50 percent earn more than the median wage. Entry level and Experienced wage rates represent the means of the lower 1/3 and upper 2/3 of the wage distribution, respectively. Data is from an annual survey.
*Related By: O*NET™ - The Occupational Information Network. O*NET is a registered trademark of the US Department of Labor/Employment and Training Administration.

Wage Rates by Industry

There is no data available for Computer User Support Specialists in Louisiana.

National Earnings Data Summary

Computer User Support Specialists
The median annual wage for computer network support specialists was $63,460 in May 2019. The median wage is the wage at which half the workers in an occupation earned more than that amount and half earned less. The lowest 10 percent earned less than $38,990, and the highest 10 percent earned more than $106,420.

The median annual wage for computer user support specialists was $52,270 in May 2019. The lowest 10 percent earned less than $32,330, and the highest 10 percent earned more than $88,470.

In May 2019, the median annual wages for computer network support specialists in the top industries in which they worked were as follows:

Telecommunications	$72,160
Data processing, hosting, and related services	65,680
Computer systems design and related services	64,930
Finance and insurance	64,450
Management of companies and enterprises	61,990

In May 2019, the median annual wages for computer user support specialists in the top industries in which they worked were as follows:

Software publishers	$57,230
Management of companies and enterprises	52,980
Computer systems design and related services	52,100
Educational services; state, local, and private	48,870
Temporary help services	47,560

Most computer support specialists have full-time work schedules; however, many do not work

typical 9-to-5 jobs. Because computer support is important for businesses, support services may need to be available 24 hours a day. As a result, many support specialists must work nights or weekends.

Occupational Employment & Future Employment Outlook

This section shows the long term employment projections for Computer User Support Specialists in Louisiana from 2016-2026.
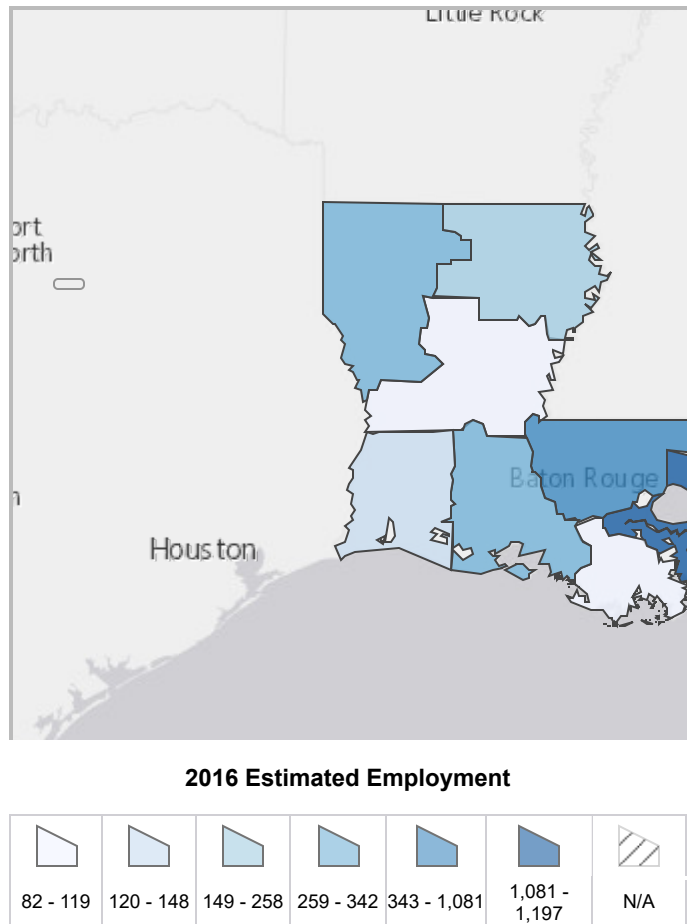
Occupation	2016 Estimated Employment	2026 Projected Employment	Total 2016-2026 Employment Change	2016-2026 Annual Avg. Percent Change
Computer User Support Specialists	3,524	4,439	915	2.34%
Total All	2,034,986	2,203,144	168,158	0.80%

Source: Occupational Employment Projections

Employment Data Area Distribution

This section shows the distribution of the 2016 estimated employment for Computer User Support Specialists in Louisiana by regional labor market area.

Rank	Area	2016 Estimated Employment
1	1st Regional Labor Market Area, New Orleans	1,197
2	2nd Regional Labor Market Area, Baton Rouge	1,081
3	4th Regional Labor Market Area, Lafayette	342
4	7th Regional Labor Market Area, Shreveport	320
5	8th Regional Labor Market Area, Monroe	258
6	5th Regional Labor Market Area, Lake Charles	148
7	6th Regional Labor Market Area, Alexandria	119
8	3rd Regional Labor Market Area, Houma	81

2016 Estimated Employment

82 - 119	120 - 148	149 - 258	259 - 342	343 - 1,081	1,081 - 1,197	N/A

Source: Labor Market Statistics, Occupational Employment Projections Program

Employment Data in Related Occupations

This section shows the 2016 Estimated Employment in Louisiana for occupations related to Computer User Support Specialists.

Rank	Occupation	2016 Estimated Employment	*Related By
1	Network and Computer Systems Administrators	2,953	O*NET
2	Web Administrators	2,873	O*NET
3	Medical and Clinical Laboratory Technicians	2,586	O*NET
4	Neurodiagnostic Technologists	2,346	O*NET
5	Police Identification and Records Officers	2,120	O*NET
6	Electrical Engineering Technicians	1,471	O*NET

Rank	Occupation	2016 Estimated Employment	*Related By
7	Electronics Engineering Technicians 🍃	1,471	O*NET
8	Occupational Health and Safety Specialists 🍃	1,317	O*NET
9	Mapping Technicians	1,272	O*NET
10	Computer, Automated Teller, and Office Machine Repairers	1,062	O*NET
11	Diagnostic Medical Sonographers ✷	971	O*NET
12	Cardiovascular Technologists and Technicians ✷	957	O*NET
13	Information Security Analysts ✷	757	O*NET
14	Audio and Video Equipment Technicians ✷	729	O*NET
15	Occupational Health and Safety Technicians ✷ 🍃	707	O*NET
16	Industrial Safety and Health Engineers 🍃	646	O*NET
17	Web Developers ✷	560	O*NET
18	Database Administrators ✷	508	O*NET
19	Computer Operators	439	O*NET
20	Nuclear Medicine Technologists ✷	439	O*NET
21	Sound Engineering Technicians	279	O*NET
22	Electronic Home Entertainment Equipment Installers and Repairers	267	O*NET
23	Desktop Publishers	247	O*NET
24	Prepress Technicians and Workers	241	O*NET
25	Broadcast Technicians	200	O*NET
26	Air Traffic Controllers	189	O*NET
27	Medical Appliance Technicians ✷	45	O*NET
*	Audio-Visual and Multimedia Collections Specialists	Confidential	O*NET
*	Power Distributors and Dispatchers 🍃	Confidential	O*NET

✷ BRIGHT OUTLOOK NATIONALLY | 🍃 GREEN OCCUPATIONS

* Rank is suppressed for confidential data.

Source: Occupational Employment Projections

*Related By: O*NET™ - The Occupational Information Network. O*NET is a registered trademark of the US Department of Labor/Employment and Training Administration.

Projected Annual Openings

This section shows the long term projected annual openings for Computer User Support Specialists in Louisiana from 2016 to 2026.

Occupation	Total Annual Average Openings	Annual Average Openings Due to Growth	Annual Average Openings Due to Replacement
Computer User Support Specialists	N/A	N/A	N/A
Computer and Mathematical	N/A	N/A	N/A

Source: Labor Market Statistics, Occupational Employment Projections Program

Projected Annual Openings Area Distribution

This section shows the distribution of the total annual average openings for Computer User Support Specialists in Louisiana by regional labor market area from 2016 to 2026.

Rank	Area	Total Annual Average Openings
1	1st Regional Labor Market Area, New Orleans	N/A
2	2nd Regional Labor Market Area, Baton Rouge	N/A
3	3rd Regional Labor Market Area, Houma	N/A
4	4th Regional Labor Market Area, Lafayette	N/A
5	5th Regional Labor Market Area, Lake Charles	N/A
6	6th Regional Labor Market Area, Alexandria	N/A
7	7th Regional Labor Market Area, Shreveport	N/A
8	8th Regional Labor Market Area, Monroe	N/A

There is no total annual average openings data available for Computer User Support Specialists in Louisiana.

Projected Annual Openings in Related Occupations

This section shows the projected total annual average openings in Louisiana for occupations related to Computer User Support Specialists from 2016 to 2026.

Rank	Occupation	Total Annual Average Openings	*Related By
1	Air Traffic Controllers	N/A	O*NET
2	Audio and Video Equipment Technicians⚙	N/A	O*NET
3	Broadcast Technicians	N/A	O*NET
4	Cardiovascular Technologists and Technicians⚙	N/A	O*NET
5	Computer Operators	N/A	O*NET
6	Computer, Automated Teller, and Office Machine Repairers	N/A	O*NET
7	Database Administrators⚙	N/A	O*NET
8	Desktop Publishers	N/A	O*NET
9	Diagnostic Medical Sonographers⚙	N/A	O*NET
10	Electrical Engineering Technicians🌱	N/A	O*NET
11	Electronic Home Entertainment Equipment Installers and Repairers	N/A	O*NET
12	Electronics Engineering Technicians🌱	N/A	O*NET
13	Industrial Safety and Health Engineers🌱	N/A	O*NET
14	Information Security Analysts⚙	N/A	O*NET
15	Mapping Technicians	N/A	O*NET
16	Medical and Clinical Laboratory Technicians⚙	N/A	O*NET
17	Medical Appliance Technicians⚙	N/A	O*NET
18	Network and Computer Systems Administrators	N/A	O*NET
19	Neurodiagnostic Technologists⚙	N/A	O*NET
20	Nuclear Medicine Technologists⚙	N/A	O*NET
21	Occupational Health and Safety Specialists🌱	N/A	O*NET
22	Occupational Health and Safety Technicians⚙🌱	N/A	O*NET
23	Police Identification and Records Officers	N/A	O*NET

Rank	Occupation	Total Annual Average Openings	*Related By
24	Prepress Technicians and Workers	N/A	O*NET
25	Sound Engineering Technicians	N/A	O*NET
26	Web Administrators☀	N/A	O*NET
27	Web Developers☀	N/A	O*NET
*	Audio-Visual and Multimedia Collections Specialists	Confidential	O*NET
*	Power Distributors and Dispatchers🍃	Confidential	O*NET

☀ BRIGHT OUTLOOK NATIONALLY | 🍃 GREEN OCCUPATIONS

* Rank is suppressed for confidential data.

Source: Occupational Employment Projections

Industries by Employment

This section shows the industries that employed the highest number of Computer User Support Specialists in Louisiana in 2016.

Rank	Industry Title	Estimated Employment	Percent of Total Employment
1	Professional, Scientific, and Technical Services	1,109	31.47%
2	Educational Services	220	6.24%
3	Management of Companies and Enterprises	157	4.46%
4	Internet Service Providers, Web Search Portals, and Data Processing Services	112	3.18%
5	Insurance Carriers and Related Activities	94	2.67%
6	Hospitals	90	2.55%
7	Merchant Wholesalers, Durable Goods	89	2.53%
8	Self-Employed and Unpaid Family Workers, Primary Job	69	1.96%
9	Construction of Buildings	44	1.25%
*	Oil and Gas Extraction	Confidential	Confidential

* Rank is suppressed for confidential data.

Source: Louisiana Workforce Commission, Occupational Projections Program

Work Activities

This section shows the most common work activities required by Computer User Support Specialists in order of importance. Click on a link in the Work Activity column to view more detailed information.

Work Activity	Work Activity Description	Rank by Importance (Out of 100)
Interacting With Computers	Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.	97
Getting Information	Observing, receiving, and otherwise obtaining information from all relevant sources.	81
Communicating with Supervisors, Peers, or Subordinates	Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.	80
Updating and Using Relevant Knowledge	Keeping up-to-date technically and applying new knowledge to your job.	77
Making Decisions and Solving Problems	Analyzing information and evaluating results to choose the best solution and solve problems.	70
Organizing, Planning, and Prioritizing Work	Developing specific goals and plans to prioritize, organize, and accomplish your work.	69
Repairing and Maintaining Electronic Equipment	Servicing, repairing, calibrating, regulating, fine-tuning, or testing machines, devices, and equipment that operate primarily on the basis of electrical or electronic (not mechanical) principles.	67
Processing Information	Compiling, coding, categorizing, calculating, tabulating, auditing, or verifying information or data.	63
Documenting/Recording Information	Entering, transcribing, recording, storing, or maintaining information in written or electronic/magnetic form.	62
Thinking Creatively	Developing, designing, or creating new applications, ideas, relationships, systems, or products, including artistic contributions.	61

Work Activity	Work Activity Description	Rank by Importance (Out of 100)
Establishing and Maintaining Interpersonal Relationships	Developing constructive and cooperative working relationships with others, and maintaining them over time.	59
Interpreting the Meaning of Information for Others	Translating or explaining what information means and how it can be used.	58
Training and Teaching Others	Identifying the educational needs of others, developing formal educational or training programs or classes, and teaching or instructing others.	56
Identifying Objects, Actions, and Events	Identifying information by categorizing, estimating, recognizing differences or similarities, and detecting changes in circumstances or events.	56
Monitor Processes, Materials, or Surroundings	Monitoring and reviewing information from materials, events, or the environment, to detect or assess problems.	53
Analyzing Data or Information	Identifying the underlying principles, reasons, or facts of information by breaking down information or data into separate parts.	53
Handling and Moving Objects	Using hands and arms in handling, installing, positioning, and moving materials, and manipulating things.	52
Scheduling Work and Activities	Scheduling events, programs, and activities, as well as the work of others.	51
Performing Administrative Activities	Performing day-to-day administrative tasks such as maintaining information files and processing paperwork.	51
Inspecting Equipment, Structures, or Material	Inspecting equipment, structures, or materials to identify the cause of errors or other problems or defects.	51
Evaluating Information to Determine Compliance with Standards	Using relevant information and individual judgment to determine whether events or processes comply with laws, regulations, or standards.	48

Work Activity	Work Activity Description	Rank by Importance (Out of 100)
Provide Consultation and Advice to Others	Providing guidance and expert advice to management or other groups on technical, systems-, or process-related topics.	47
Communicating with Persons Outside Organization	Communicating with people outside the organization, representing the organization to customers, the public, government, and other external sources. This information can be exchanged in person, in writing, or by telephone or e-mail.	45
Resolving Conflicts and Negotiating with Others	Handling complaints, settling disputes, and resolving grievances and conflicts, or otherwise negotiating with others.	45
Judging the Qualities of Things, Services, or People	Assessing the value, importance, or quality of things or people.	44
Monitoring and Controlling Resources	Monitoring and controlling resources and overseeing the spending of money.	42
Developing Objectives and Strategies	Establishing long-range objectives and specifying the strategies and actions to achieve them.	42
Performing General Physical Activities	Performing physical activities that require considerable use of your arms and legs and moving your whole body, such as climbing, lifting, balancing, walking, stooping, and handling of materials.	42
Controlling Machines and Processes	Using either control mechanisms or direct physical activity to operate machines or processes (not including computers or vehicles).	38
Estimating the Quantifiable Characteristics of Products, Events, or Information	Estimating sizes, distances, and quantities; or determining time, costs, resources, or materials needed to perform a work activity.	38

Work Activity	Work Activity Description	Rank by Importance (Out of 100)
Drafting, Laying Out, and Specifying Technical Devices, Parts, and Equipment	Providing documentation, detailed instructions, drawings, or specifications to tell others about how devices, parts, equipment, or structures are to be fabricated, constructed, assembled, modified, maintained, or used.	38
Assisting and Caring for Others	Providing personal assistance, medical attention, emotional support, or other personal care to others such as coworkers, customers, or patients.	38
Coordinating the Work and Activities of Others	Getting members of a group to work together to accomplish tasks.	37
Developing and Building Teams	Encouraging and building mutual trust, respect, and cooperation among team members.	37
Coaching and Developing Others	Identifying the developmental needs of others and coaching, mentoring, or otherwise helping others to improve their knowledge or skills.	33
Performing for or Working Directly with the Public	Performing for people or dealing directly with the public. This includes serving customers in restaurants and stores, and receiving clients or guests.	28
Repairing and Maintaining Mechanical Equipment	Servicing, repairing, adjusting, and testing machines, devices, moving parts, and equipment that operate primarily on the basis of mechanical (not electronic) principles.	26
Selling or Influencing Others	Convincing others to buy merchandise/goods or to otherwise change their minds or actions.	23
Guiding, Directing, and Motivating Subordinates	Providing guidance and direction to subordinates, including setting performance standards and monitoring performance.	22

Source: This information is based on O*NET™ data. O*NET is a trademark registered to the U.S. Department of Labor, Employment and Training Administration.

Tasks

This section shows the most common tasks required by Computer User Support Specialists in order of importance. Click on a link in the Task column to view more detailed information.

Tasks	Task Description	Rank by Importance (Out of 100)
Answer user inquiries regarding computer software or hardware operation to resolve problems.	Core	90
Oversee the daily performance of computer systems.	Core	82
Read technical manuals, confer with users, or conduct computer diagnostics to investigate and resolve problems or to provide technical assistance and support.	Core	81
Set up equipment for employee use, performing or ensuring proper installation of cables, operating systems, or appropriate software.	Core	79
Develop training materials and procedures, or train users in the proper use of hardware or software.	Core	77
Refer major hardware or software problems or defective products to vendors or technicians for service.	Core	76
Enter commands and observe system functioning to verify correct operations and detect errors.	Core	76
Maintain records of daily data communication transactions, problems and remedial actions taken, or installation activities.	Core	72
Install and perform minor repairs to hardware, software, or peripheral equipment, following design or installation specifications.	Core	71
Prepare evaluations of software or hardware, and recommend improvements or upgrades.	Core	62
Confer with staff, users, and management to establish requirements for new systems or modifications.	Core	60
Modify and customize commercial programs for internal needs.	Supplemental	76
Inspect equipment and read order sheets to prepare for delivery to users.	Supplemental	75

Tasks	Task Description	Rank by Importance (Out of 100)
Conduct office automation feasibility studies, including workflow analysis, space design, or cost comparison analysis.	Supplemental	58
Read trade magazines and technical manuals, or attend conferences and seminars to maintain knowledge of hardware and software.	Supplemental	45
Hire, supervise, and direct workers engaged in special project work, problem-solving, monitoring, and installation of data communication equipment and software.	Supplemental	38

Source: This information is based on O*NET™ data. O*NET is a trademark registered to the U.S. Department of Labor, Employment and Training Administration.

National Working Conditions

Computer User Support Specialists

Computer network support specialists held about 195,100 jobs in 2019. The largest employers of computer network support specialists were as follows:

Computer systems design and related services	19%
Telecommunications	11
Finance and insurance	7
Management of companies and enterprises	6
Data processing, hosting, and related services	4

Computer user support specialists held about 687,200 jobs in 2019. The largest employers of computer user support specialists were as follows:

Computer systems design and related services	22%
Educational services; state, local, and private	12
Management of companies and enterprises	5
Software publishers	4
Temporary help services	4

Faster computer networks are making it possible for some support specialists, particularly help-desk technicians, to telework, or work from their home. However, a few specialized help-desk technicians may have to travel to a client's location to solve a problem.

Work Schedules

Most computer support specialists have full-time work schedules; however, many do not work

typical 9-to-5 jobs. Because computer support is important for businesses, support services may need to be available 24 hours a day. As a result, many support specialists must work nights or weekends.

Typical Work Conditions

This section shows the most common work conditions required by Computer User Support Specialists in order of importance.

Work Condition	Work Condition Description	Rank by Importance (Out of 100)
Electronic Mail	How often do you use electronic mail in this job?	100
Contact With Others	How much does this job require the worker to be in contact with others (face-to-face, by telephone, or otherwise) in order to perform it?	97
Face-to-Face Discussions	How often do you have to have face-to-face discussions with individuals or teams in this job?	95
Telephone	How often do you have telephone conversations in this job?	93
Importance of Being Exact or Accurate	How important is being very exact or highly accurate in performing this job?	87
Structured versus Unstructured Work	To what extent is this job structured for the worker, rather than allowing the worker to determine tasks, priorities, and goals?	84
Freedom to Make Decisions	How much decision making freedom, without supervision, does the job offer?	84
Work With Work Group or Team	How important is it to work with others in a group or team in this job?	83
Spend Time Sitting	How much does this job require sitting?	74
Indoors, Environmentally Controlled	How often does this job require working indoors in environmentally controlled conditions?	72
Impact of Decisions on Co-workers or Company Results	What results do your decisions usually have on other people or the image or reputation or financial resources of your employer?	69

Work Condition	Work Condition Description	Rank by Importance (Out of 100)
Frequency of Decision Making	How frequently is the worker required to make decisions that affect other people, the financial resources, and/or the image and reputation of the organization?	68
Time Pressure	How often does this job require the worker to meet strict deadlines?	67
Physical Proximity	To what extent does this job require the worker to perform job tasks in close physical proximity to other people?	64
Importance of Repeating Same Tasks	How important is repeating the same physical activities (e.g., key entry) or mental activities (e.g., checking entries in a ledger) over and over, without stopping, to performing this job?	59
Deal With External Customers	How important is it to work with external customers or the public in this job?	59
Consequence of Error	How serious would the result usually be if the worker made a mistake that was not readily correctable?	58
Responsibility for Outcomes and Results	How responsible is the worker for work outcomes and results of other workers?	55
Coordinate or Lead Others	How important is it to coordinate or lead others in accomplishing work activities in this job?	53
Letters and Memos	How often does the job require written letters and memos?	52
Responsible for Others' Health and Safety	How much responsibility is there for the health and safety of others in this job?	45
Frequency of Conflict Situations	How often are there conflict situations the employee has to face in this job?	44
Level of Competition	To what extent does this job require the worker to compete or to be aware of competitive pressures?	43
Degree of Automation	How automated is the job?	41

Work Condition	Work Condition Description	Rank by Importance (Out of 100)
Sounds, Noise Levels Are Distracting or Uncomfortable	How often does this job require working exposed to sounds and noise levels that are distracting or uncomfortable?	41
Outdoors, Exposed to Weather	How often does this job require working outdoors, exposed to all weather conditions?	38
Spend Time Making Repetitive Motions	How much does this job require making repetitive motions?	37
Spend Time Using Your Hands to Handle, Control, or Feel Objects, Tools, or Controls	How much does this job require using your hands to handle, control, or feel objects, tools or controls?	36
Deal With Unpleasant or Angry People	How frequently does the worker have to deal with unpleasant, angry, or discourteous individuals as part of the job requirements?	35
Spend Time Standing	How much does this job require standing?	33
Public Speaking	How often do you have to perform public speaking in this job?	32
Cramped Work Space, Awkward Positions	How often does this job require working in cramped work spaces that requires getting into awkward positions?	28
Spend Time Walking and Running	How much does this job require walking and running?	25
Exposed to Contaminants	How often does this job require working exposed to contaminants (such as pollutants, gases, dust or odors)?	21
Indoors, Not Environmentally Controlled	How often does this job require working indoors in non-controlled environmental conditions (e.g., warehouse without heat)?	19

Source: This information is based on O*NET™ data. O*NET is a trademark registered to the U.S. Department of Labor, Employment and Training Administration.

Work Values and Needs

This section shows the information on the current work values for your selected occupation.

Work Value	Work Value Description	Rank By Extent (Out of 100)
Relationships	Occupations that satisfy this work value allow employees to provide service to others and work with co-workers in a friendly non-competitive environment. Corresponding needs are Co-workers, Moral Values and Social Service.	72
Working Conditions	Occupations that satisfy this work value offer job security and good working conditions. Corresponding needs are Activity, Compensation, Independence, Security, Variety and Working Conditions.	70
Achievement	Occupations that satisfy this work value are results oriented and allow employees to use their strongest abilities, giving them a feeling of accomplishment. Corresponding needs are Ability Utilization and Achievement.	67
Support	Occupations that satisfy this work value offer supportive management that stands behind employees. Corresponding needs are Company Policies, Supervision: Human Relations and Supervision: Technical.	67
Independence	Occupations that satisfy this work value allow employees to work on their own and make decisions. Corresponding needs are Creativity, Responsibility and Autonomy.	67
Recognition	Occupations that satisfy this work value offer advancement, potential for leadership, and are often considered prestigious. Corresponding needs are Advancement, Authority, Recognition and Social Status.	56

Source: This information is based on O*NET™ data. O*NET is a trademark registered to the U.S. Department of Labor, Employment and Training Administration.

Typical Tools

This section shows common tools used by Computer User Support Specialists.

Detailed Tool	Tool Group
Computer tool kits	Computer tool kits
Desktop computers	Desktop computers

Detailed Tool	Tool Group
MS-DOS-bootable disks	Floppy disks
Redundant array of independent disks RAID systems	Hard disk arrays
Mainframe computers	Mainframe computers
Network analyzers	Network analyzers
Notebook computers	Notebook computers
Power meters	Power meters
Punchdown tools	Punches or nail sets or drifts
Reflectometers	Reflectometers
Screwdrivers	Screwdrivers
Multi-line telephone systems	Special purpose telephones
Digital tapes	Tape arrays
Wire crimpers	Wire lug crimping tool

Typical Technology

This section shows common technology used by Computer User Support Specialists.

Detailed Technology	Technology Group
Citrix	Access software
Mac HelpMate	Access software
Fund accounting software	Accounting software
Sage 50 Accounting	Accounting software
Tax software	Accounting software
Element management software	Administration software
SolarWinds	Administration software
SAS	Analytical or scientific software
StataCorp Stata	Analytical or scientific software
The MathWorks MATLAB	Analytical or scientific software
Docker	Application server software
GitHub	Application server software

Detailed Technology	Technology Group
Oracle WebLogic Server	Application server software
Red Hat WildFly	Application server software
Spring Boot	Application server software
Password management software	Authentication server software
Disaster recovery software	Backup or archival software
Microsoft Volume Shadow Copy Service	Backup or archival software
Symantec LiveState	Backup or archival software
Veritas NetBackup	Backup or archival software
IBM Cognos Impromptu	Business intelligence and data analysis software
MicroStrategy	Business intelligence and data analysis software
Oracle Business Intelligence Enterprise Edition	Business intelligence and data analysis software
Qlik Tech QlikView	Business intelligence and data analysis software
Tableau	Business intelligence and data analysis software
Calendar and scheduling software	Calendar and scheduling software
IBM Domino	Communications server software
Autodesk AutoCAD	Computer aided design CAD software
Autodesk Revit	Computer aided design CAD software
Bentley MicroStation	Computer aided design CAD software
Dassault Systemes CATIA	Computer aided design CAD software
Dassault Systemes SOLIDWORKS	Computer aided design CAD software
Automated installation software	Configuration management software
Chef	Configuration management software
Configuration management software	Configuration management software
Deployment software	Configuration management software
Patch management software	Configuration management software
Perforce Helix software	Configuration management software
Puppet	Configuration management software
VMWare	Configuration management software
Atlassian JIRA	Content workflow software
Salesforce software	Customer relationship management CRM software

Detailed Technology	Technology Group
Apache Cassandra	Data base management system software
Apache Hadoop	Data base management system software
Apache Hive	Data base management system software
Apache Pig	Data base management system software
Apache Solr	Data base management system software
Elasticsearch	Data base management system software
MongoDB	Data base management system software
NoSQL	Data base management system software
Oracle PL/SQL	Data base management system software
Relational database management software	Data base management system software
Teradata Database	Data base management system software
Microsoft SQL Server Reporting Services	Data base reporting software
SAP Crystal Reports	Data base reporting software
Amazon Redshift	Data base user interface and query software
Amazon Web Services AWS software	Data base user interface and query software
Blackboard	Data base user interface and query software
Data entry software	Data base user interface and query software
FileMaker Pro	Data base user interface and query software
iPro	Data base user interface and query software
Lucid IQ	Data base user interface and query software
Microsoft Access	Data base user interface and query software
Microsoft SQL Server	Data base user interface and query software
MySQL	Data base user interface and query software
Oracle JDBC	Data base user interface and query software
Oracle software	Data base user interface and query software
Software asset management SAM software	Data base user interface and query software
Structured query language SQL	Data base user interface and query software
Transact-SQL	Data base user interface and query software
Yardi	Data base user interface and query software
CrossTec NetOp Remote Control	Desktop communications software
Remote control software	Desktop communications software

Detailed Technology	Technology Group
Stac Software ReachOut	Desktop communications software
Symantec pcAnywhere	Desktop communications software
Adobe Systems Adobe Distiller	Desktop publishing software
Adobe Systems Adobe InDesign	Desktop publishing software
Microsoft Publisher	Desktop publishing software
Adobe Systems Adobe ActionScript	Development environment software
Apache Ant	Development environment software
Apache Kafka	Development environment software
Apache Maven	Development environment software
C	Development environment software
Common business oriented language COBOL	Development environment software
Eclipse IDE	Development environment software
Integrated development environment IDE software	Development environment software
Microsoft .NET Framework	Development environment software
Microsoft Azure	Development environment software
Microsoft PowerShell	Development environment software
Microsoft Visual Basic	Development environment software
Microsoft Visual Basic for Applications VBA	Development environment software
Microsoft Visual Basic Scripting Edition VBScript	Development environment software
Microsoft Visual Studio	Development environment software
National Instruments LabVIEW	Development environment software
Ruby	Development environment software
Adobe Systems Adobe Acrobat	Document management software
IBM Notes	Electronic mail software
Microsoft Exchange Server	Electronic mail software
Microsoft Outlook	Electronic mail software
Atlassian Bamboo	Enterprise application integration software
Extensible markup language XML	Enterprise application integration software

Detailed Technology	Technology Group
IBM InfoSphere DataStage	Enterprise application integration software
IBM WebSphere	Enterprise application integration software
Microsoft SQL Server Integration Services SSIS	Enterprise application integration software
Oracle Fusion Middleware	Enterprise application integration software
Enterprise resource planning ERP software	Enterprise resource planning ERP software
Microsoft Dynamics	Enterprise resource planning ERP software
Microsoft Dynamics GP	Enterprise resource planning ERP software
NetSuite ERP	Enterprise resource planning ERP software
Oracle Fusion Applications	Enterprise resource planning ERP software
Oracle Hyperion	Enterprise resource planning ERP software
Oracle JD Edwards EnterpriseOne	Enterprise resource planning ERP software
Oracle PeopleSoft	Enterprise resource planning ERP software
SAP	Enterprise resource planning ERP software
SAP Business Objects	Enterprise resource planning ERP software
IBM Power Systems software	Enterprise system management software
Splunk Enterprise	Enterprise system management software
Ansible software	Expert system software
Apache Subversion SVN	File versioning software
Git	File versioning software
Desktop partitioning software	Filesystem software
Symantec Norton Utilities	Filesystem software
Delphi Technology	Financial analysis software
Oracle E-Business Suite Financials	Financial analysis software
Salesforce Visualforce	Graphical user interface development software
Adobe Systems Adobe Creative Cloud	Graphics or photo imaging software
Adobe Systems Adobe Fireworks	Graphics or photo imaging software
Adobe Systems Adobe Flash	Graphics or photo imaging software
Adobe Systems Adobe Illustrator	Graphics or photo imaging software
Adobe Systems Adobe Photoshop	Graphics or photo imaging software
Microsoft Visio	Graphics or photo imaging software

Detailed Technology	Technology Group
SmugMug Flickr	Graphics or photo imaging software
Trimble SketchUp Pro	Graphics or photo imaging software
Call center software	Helpdesk or call center software
Help desk software	Helpdesk or call center software
Human resource management software HRMS	Human resources software
Oracle Taleo	Human resources software
Supervisory control and data acquisition SCADA software	Industrial control software
Information systems integration software	Information retrieval or search software
LexisNexis	Information retrieval or search software
Internet browser software	Internet browser software
Active directory software	Internet directory services software
Domain name system DNS	Internet directory services software
Network directory services software	Internet directory services software
Voice over internet protocol VoiP system software	Internet protocol IP multimedia subsystem software
License management software	License management software
ESRI ArcGIS software	Map creation software
Geographic information system GIS software	Map creation software
Epic Systems	Medical software
MEDITECH software	Medical software
CA Erwin Data Modeler	Metadata management software
Dartware InterMapper	Network monitoring software
Nagios	Network monitoring software
Wireshark	Network monitoring software
Remote install server software	Network operation system software
Virtual private networking VPN software	Network security or virtual private network VPN management software
Advanced business application programming ABAP	Object or component oriented development software

Detailed Technology	Technology Group
Apache Groovy	Object or component oriented development software
C#	Object or component oriented development software
C++	Object or component oriented development software
jQuery	Object or component oriented development software
Microsoft ActiveX	Object or component oriented development software
Objective C	Object or component oriented development software
Oracle Java	Object or component oriented development software
Practical extraction and reporting language Perl	Object or component oriented development software
Python	Object or component oriented development software
Swift	Object or component oriented development software
Hibernate ORM	Object oriented data base management software
PostgreSQL	Object oriented data base management software
Google Drive	Office suite software
Microsoft Office	Office suite software
Apple macOS	Operating system software
Bash	Operating system software
Cisco Systems IOS	Operating system software
Event log monitor software	Operating system software
Hewlett Packard HP-UX	Operating system software
Job control language JCL	Operating system software
KornShell	Operating system software
Linux	Operating system software
Microsoft Windows	Operating system software
Microsoft Windows Pre-installation Environment	Operating system software
Microsoft Windows Server	Operating system software
Operating system monitoring software	Operating system software
Oracle Solaris	Operating system software
Red Hat Enterprise Linux	Operating system software
Shell script	Operating system software

Detailed Technology	Technology Group
Ubuntu	Operating system software
UNIX	Operating system software
UNIX Shell	Operating system software
Migration software	Platform interconnectivity software
Apache HTTP Server	Portal server software
Microsoft PowerPoint	Presentation software
Defect tracking software	Program testing software
Hewlett Packard LoadRunner	Program testing software
JUnit	Program testing software
Personal computer diagnostic software	Program testing software
Confluence	Project management software
Microsoft Project	Project management software
Microsoft SharePoint	Project management software
Oracle Primavera Enterprise Project Portfolio Management	Project management software
Unified modeling language UML	Requirements analysis and system architecture software
Marketo Marketing Automation	Sales and marketing software
Microsoft Excel	Spreadsheet software
Media storage management software	Storage networking software
Encryption software	Transaction security and virus protection software
McAfee	Transaction security and virus protection software
Symantec	Transaction security and virus protection software
Virus scanning software	Transaction security and virus protection software
Customer information control system CICS	Transaction server software
Apple Final Cut Pro	Video creation and editing software
Adobe Systems Adobe Dreamweaver	Web page creation and editing software
Facebook	Web page creation and editing software
AJAX	Web platform development software
Apache Struts	Web platform development software
Apache Tomcat	Web platform development software

Detailed Technology	Technology Group
Cascading Style Sheets CSS	Web platform development software
Django	Web platform development software
Drupal	Web platform development software
Dynamic hypertext markup language DHTML	Web platform development software
Enterprise JavaBeans	Web platform development software
Ext JS	Web platform development software
Extensible HyperText Markup Language XHTML	Web platform development software
Hypertext markup language HTML	Web platform development software
JavaScript	Web platform development software
JavaScript Object Notation JSON	Web platform development software
LAMP Stack	Web platform development software
Microsoft Active Server Pages ASP	Web platform development software
Microsoft ASP.NET	Web platform development software
Microsoft ASP.NET Core MVC	Web platform development software
Node.js	Web platform development software
Oracle JavaServer Pages JSP	Web platform development software
PHP: Hypertext Preprocessor	Web platform development software
Ruby on Rails	Web platform development software
Spring Framework	Web platform development software
Google Docs	Word processing software
Microsoft Word	Word processing software

Source: This information is based on O*NET™ data. O*NET is a trademark registered to the U.S. Department of Labor, Employment and Training Administration.

Licensing Information

There is no data available for Computer User Support Specialists in Louisiana.

Typical Knowledge Categories

This section shows the most common knowledge categories required by Computer User Support Specialists in order of importance. Click on a link in the Knowledge Category column to view more

detailed information.

Knowledge Category	Knowledge Category Description	Rank by Importance (Out of 100)
Computers and Electronics	Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.	95
Customer and Personal Service	Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.	83
English Language	Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.	73
Telecommunications	Knowledge of transmission, broadcasting, switching, control, and operation of telecommunications systems.	66
Engineering and Technology	Knowledge of the practical application of engineering science and technology. This includes applying principles, techniques, procedures, and equipment to the design and production of various goods and services.	52
Public Safety and Security	Knowledge of relevant equipment, policies, procedures, and strategies to promote effective local, state, or national security operations for the protection of people, data, property, and institutions.	51
Administration and Management	Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.	44

Knowledge Category	Knowledge Category Description	Rank by Importance (Out of 100)
Clerical	Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.	37
Communications and Media	Knowledge of media production, communication, and dissemination techniques and methods. This includes alternative ways to inform and entertain via written, oral, and visual media.	36
Psychology	Knowledge of human behavior and performance; individual differences in ability, personality, and interests; learning and motivation; psychological research methods; and the assessment and treatment of behavioral and affective disorders.	33
Mechanical	Knowledge of machines and tools, including their designs, uses, repair, and maintenance.	27
Personnel and Human Resources	Knowledge of principles and procedures for personnel recruitment, selection, training, compensation and benefits, labor relations and negotiation, and personnel information systems.	27
Mathematics	Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.	24

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Typical Work Abilities Required

This section shows the results of a national survey listing the most common work abilities required by Computer User Support Specialists in order of importance. Click on a link in the Work Ability column to view more detailed information.

Work Ability	Work Ability Description	Rank by Importance (Out of 100)

Work Ability	Work Ability Description	Rank by Importance (Out of 100)
Oral Comprehension	The ability to listen to and understand information and ideas presented through spoken words and sentences.	75
Oral Expression	The ability to communicate information and ideas in speaking so others will understand.	75
Written Comprehension	The ability to read and understand information and ideas presented in writing.	75
Near Vision	The ability to see details at close range (within a few feet of the observer).	72
Information Ordering	The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).	69
Speech Clarity	The ability to speak clearly so others can understand you.	69
Deductive Reasoning	The ability to apply general rules to specific problems to produce answers that make sense.	66
Problem Sensitivity	The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.	66
Speech Recognition	The ability to identify and understand the speech of another person.	66
Written Expression	The ability to communicate information and ideas in writing so others will understand.	66
Inductive Reasoning	The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).	56
Finger Dexterity	The ability to make precisely coordinated movements of the fingers of one or both hands to grasp, manipulate, or assemble very small objects.	53
Category Flexibility	The ability to generate or use different sets of rules for combining or grouping things in different ways.	50
Fluency of Ideas	The ability to come up with a number of ideas about a topic (the number of ideas is important, not their quality, correctness, or creativity).	50

Work Ability	Work Ability Description	Rank by Importance (Out of 100)
Originality	The ability to come up with unusual or clever ideas about a given topic or situation, or to develop creative ways to solve a problem.	47
Perceptual Speed	The ability to quickly and accurately compare similarities and differences among sets of letters, numbers, objects, pictures, or patterns. The things to be compared may be presented at the same time or one after the other. This ability also includes comparing a presented object with a remembered object.	47
Selective Attention	The ability to concentrate on a task over a period of time without being distracted.	47
Arm-Hand Steadiness	The ability to keep your hand and arm steady while moving your arm or while holding your arm and hand in one position.	44
Flexibility of Closure	The ability to identify or detect a known pattern (a figure, object, word, or sound) that is hidden in other distracting material.	44
Mathematical Reasoning	The ability to choose the right mathematical methods or formulas to solve a problem.	44
Memorization	The ability to remember information such as words, numbers, pictures, and procedures.	44
Visualization	The ability to imagine how something will look after it is moved around or when its parts are moved or rearranged.	44
Far Vision	The ability to see details at a distance.	41
Time Sharing	The ability to shift back and forth between two or more activities or sources of information (such as speech, sounds, touch, or other sources).	41
Visual Color Discrimination	The ability to match or detect differences between colors, including shades of color and brightness.	41
Manual Dexterity	The ability to quickly move your hand, your hand together with your arm, or your two hands to grasp, manipulate, or assemble objects.	38
Number Facility	The ability to add, subtract, multiply, or divide quickly and correctly.	38

Work Ability	Work Ability Description	Rank by Importance (Out of 100)
Speed of Closure	The ability to quickly make sense of, combine, and organize information into meaningful patterns.	35
Control Precision	The ability to quickly and repeatedly adjust the controls of a machine or a vehicle to exact positions.	28
Extent Flexibility	The ability to bend, stretch, twist, or reach with your body, arms, and/or legs.	28
Static Strength	The ability to exert maximum muscle force to lift, push, pull, or carry objects.	28
Trunk Strength	The ability to use your abdominal and lower back muscles to support part of the body repeatedly or continuously over time without 'giving out' or fatiguing.	28
Auditory Attention	The ability to focus on a single source of sound in the presence of other distracting sounds.	25
Gross Body Coordination	The ability to coordinate the movement of your arms, legs, and torso together when the whole body is in motion.	25
Multilimb Coordination	The ability to coordinate two or more limbs (for example, two arms, two legs, or one leg and one arm) while sitting, standing, or lying down. It does not involve performing the activities while the whole body is in motion.	25
Stamina	The ability to exert yourself physically over long periods of time without getting winded or out of breath.	25
Wrist-Finger Speed	The ability to make fast, simple, repeated movements of the fingers, hands, and wrists.	25
Depth Perception	The ability to judge which of several objects is closer or farther away from you, or to judge the distance between you and an object.	22
Dynamic Strength	The ability to exert muscle force repeatedly or continuously over time. This involves muscular endurance and resistance to muscle fatigue.	22
Hearing Sensitivity	The ability to detect or tell the differences between sounds that vary in pitch and loudness.	19

Work Ability	Work Ability Description	Rank by Importance (Out of 100)
Rate Control	The ability to time your movements or the movement of a piece of equipment in anticipation of changes in the speed and/or direction of a moving object or scene.	19
Reaction Time	The ability to quickly respond (with the hand, finger, or foot) to a signal (sound, light, picture) when it appears.	19
Response Orientation	The ability to choose quickly between two or more movements in response to two or more different signals (lights, sounds, pictures). It includes the speed with which the correct response is started with the hand, foot, or other body part.	19
Gross Body Equilibrium	The ability to keep or regain your body balance or stay upright when in an unstable position.	16
Explosive Strength	The ability to use short bursts of muscle force to propel oneself (as in jumping or sprinting), or to throw an object.	6
Spatial Orientation	The ability to know your location in relation to the environment or to know where other objects are in relation to you.	3

Source: This information is based on O*NET™ data. O*NET is a trademark registered to the U.S. Department of Labor, Employment and Training Administration.

Typical Work Interests

This section shows the results of a national survey listing the most common work interests for Computer User Support Specialists in order of importance.

Work Interest	Work Interest Description	Rank by Importance (Out of 100)
Realistic	Realistic occupations frequently involve work activities that include practical, hands-on problems and solutions. They often deal with plants, animals, and real-world materials like wood, tools, and machinery. Many of the occupations require working outside, and do not involve a lot of paperwork or working closely with others.	78

Work Interest	Work Interest Description	Rank by Importance (Out of 100)
Investigative	Investigative occupations frequently involve working with ideas, and require an extensive amount of thinking. These occupations can involve searching for facts and figuring out problems mentally.	72
Conventional	Conventional occupations frequently involve following set procedures and routines. These occupations can include working with data and details more than with ideas. Usually there is a clear line of authority to follow.	72
Social	Social occupations frequently involve working with, communicating with, and teaching people. These occupations often involve helping or providing service to others.	56
Enterprising	Enterprising occupations frequently involve starting up and carrying out projects. These occupations can involve leading people and making many decisions. Sometimes they require risk taking and often deal with business.	28

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Typical Work Styles

This section shows the most common work styles required by Computer User Support Specialists in order of importance. Click on a link in the Work Style column to view more detailed information.

Work Style	Work Style Description	Rank by Importance (Out of 100)
Attention to Detail	Job requires being careful about detail and thorough in completing work tasks.	93
Dependability	Job requires being reliable, responsible, and dependable, and fulfilling obligations.	92
Cooperation	Job requires being pleasant with others on the job and displaying a good-natured, cooperative attitude.	86
Analytical Thinking	Job requires analyzing information and using logic to address work-related issues and problems.	85

Work Style	Work Style Description	Rank by Importance (Out of 100)
Stress Tolerance	Job requires accepting criticism and dealing calmly and effectively with high stress situations.	81
Integrity	Job requires being honest and ethical.	81
Self Control	Job requires maintaining composure, keeping emotions in check, controlling anger, and avoiding aggressive behavior, even in very difficult situations.	79
Adaptability/Flexibility	Job requires being open to change (positive or negative) and to considerable variety in the workplace.	79
Initiative	Job requires a willingness to take on responsibilities and challenges.	78
Independence	Job requires developing one's own ways of doing things, guiding oneself with little or no supervision, and depending on oneself to get things done.	78
Concern for Others	Job requires being sensitive to others' needs and feelings and being understanding and helpful on the job.	77
Persistence	Job requires persistence in the face of obstacles.	74
Achievement/Effort	Job requires establishing and maintaining personally challenging achievement goals and exerting effort toward mastering tasks.	70
Leadership	Job requires a willingness to lead, take charge, and offer opinions and direction.	69
Innovation	Job requires creativity and alternative thinking to develop new ideas for and answers to work-related problems.	60
Social Orientation	Job requires preferring to work with others rather than alone, and being personally connected with others on the job.	58

Related Occupations

This section shows a list of occupations related to Computer User Support Specialists. Click an occupation title to see more information about that occupation.

Rank	Related Occupations	Duties	*Related By
1	Database Administrators⬢	Administer, test, and implement computer databases, applying knowledge of database management systems. Coordinate changes to computer databases. May plan, coordinate, and implement security measures to safeguard computer databases.	O*NET
2	Information Security Analysts⬢	Plan, implement, upgrade, or monitor security measures for the protection of computer networks and information. May ensure appropriate security controls are in place that will safeguard digital files and vital electronic infrastructure. May respond to computer security breaches and viruses.	O*NET
3	Network and Computer Systems Administrators	Install, configure, and support an organization's local area network (LAN), wide area network (WAN), and Internet systems or a segment of a network system. Monitor network to ensure network availability to all system users and may perform necessary maintenance to support network availability. May monitor and test Web site performance to ensure Web sites operate correctly and without interruption. May assist in network modeling, analysis, planning, and coordination between network and data communications hardware and software. May supervise computer user support specialists and computer network support specialists. May administer network security measures.	O*NET
4	Web Administrators⬢	Manage web environment design, deployment, development and maintenance activities. Perform testing and quality assurance of web sites and web applications.	O*NET
5	Web Developers ⬢	Design, create, and modify Web sites. Analyze user needs to implement Web site content, graphics, performance, and capacity. May integrate Web sites with other computer applications. May convert written, graphic, audio, and video components to compatible Web formats by using software designed to facilitate the creation of Web and multimedia content.	O*NET

Rank	Related Occupations	Duties	*Related By
6	Air Traffic Controllers	Control air traffic on and within vicinity of airport and movement of air traffic between altitude sectors and control centers according to established procedures and policies. Authorize, regulate, and control commercial airline flights according to government or company regulations to expedite and ensure flight safety.	O*NET
7	Audio and Video Equipment Technicians ✦	Set up, or set up and operate audio and video equipment including microphones, sound speakers, video screens, projectors, video monitors, recording equipment, connecting wires and cables, sound and mixing boards, and related electronic equipment for concerts, sports events, meetings and conventions, presentations, and news conferences. May also set up and operate associated spotlights and other custom lighting systems.	O*NET
8	Audio-Visual and Multimedia Collections Specialists	Prepare, plan, and operate multimedia teaching aids for use in education. May record, catalogue, and file materials.	O*NET
9	Broadcast Technicians	Set up, operate, and maintain the electronic equipment used to transmit radio and television programs. Control audio equipment to regulate volume level and quality of sound during radio and television broadcasts. Operate transmitter to broadcast radio or television programs.	O*NET
10	Cardiovascular Technologists and Technicians ✦	Conduct tests on pulmonary or cardiovascular systems of patients for diagnostic purposes. May conduct or assist in electrocardiograms, cardiac catheterizations, pulmonary functions, lung capacity, and similar tests. Includes vascular technologists.	O*NET
11	Computer Operators	Monitor and control electronic computer and peripheral electronic data processing equipment to process business, scientific, engineering, and other data according to operating instructions. Monitor and respond to operating and error messages. May enter commands at a computer terminal and set controls on computer and peripheral devices.	O*NET
12	Computer, Automated Teller, and Office Machine Repairers	Repair, maintain, or install computers, word processing systems, automated teller machines, and electronic office machines, such as duplicating and fax machines.	O*NET

Rank	Related Occupations	Duties	*Related By
13	Desktop Publishers	Format typescript and graphic elements using computer software to produce publication-ready material.	O*NET
14	Diagnostic Medical Sonographers	Produce ultrasonic recordings of internal organs for use by physicians.	O*NET
15	Electrical Engineering Technicians	Test or modify developmental or operational electrical machinery or electrical control equipment and circuitry in industrial or commercial plants or laboratories. Usually work under direction of engineers or technologists.	O*NET
16	Electronic Home Entertainment Equipment Installers and Repairers	Repair, adjust, or install audio or television receivers, stereo systems, camcorders, video systems, or other electronic home entertainment equipment.	O*NET
17	Electronics Engineering Technicians	Lay out, build, test, troubleshoot, repair, and modify developmental and production electronic components, parts, equipment, and systems, such as computer equipment, missile control instrumentation, electron tubes, test equipment, and machine tool numerical controls, applying principles and theories of electronics, electrical circuitry, engineering mathematics, electronic and electrical testing, and physics. Usually work under direction of engineering staff.	O*NET
18	Industrial Safety and Health Engineers	Plan, implement, and coordinate safety programs, requiring application of engineering principles and technology, to prevent or correct unsafe environmental working conditions.	O*NET
19	Mapping Technicians	Calculate mapmaking information from field notes, and draw and verify accuracy of topographical maps.	O*NET
20	Medical and Clinical Laboratory Technicians	Perform routine medical laboratory tests for the diagnosis, treatment, and prevention of disease. May work under the supervision of a medical technologist.	O*NET
21	Medical Appliance Technicians	Construct, fit, maintain, or repair medical supportive devices, such as braces, orthotics and prosthetic devices, joints, arch supports, and other surgical and medical appliances.	O*NET
22	Neurodiagnostic Technologists	Conduct electroneurodiagnostic (END) tests such as electroencephalograms, evoked potentials, polysomnograms, or electronystagmograms. May perform nerve conduction studies.	O*NET

Rank	Related Occupations	Duties	*Related By
23	Nuclear Medicine Technologists ✦	Prepare, administer, and measure radioactive isotopes in therapeutic, diagnostic, and tracer studies using a variety of radioisotope equipment. Prepare stock solutions of radioactive materials and calculate doses to be administered by radiologists. Subject patients to radiation. Execute blood volume, red cell survival, and fat absorption studies following standard laboratory techniques.	O*NET
24	Occupational Health and Safety Specialists 🍃	Review, evaluate, and analyze work environments and design programs and procedures to control, eliminate, and prevent disease or injury caused by chemical, physical, and biological agents or ergonomic factors. May conduct inspections and enforce adherence to laws and regulations governing the health and safety of individuals. May be employed in the public or private sector. Includes environmental protection officers.	O*NET
25	Occupational Health and Safety Technicians ✦ 🍃	Collect data on work environments for analysis by occupational health and safety specialists. Implement and conduct evaluation of programs designed to limit chemical, physical, biological, and ergonomic risks to workers.	O*NET
26	Police Identification and Records Officers	Collect evidence at crime scene, classify and identify fingerprints, and photograph evidence for use in criminal and civil cases.	O*NET
27	Power Distributors and Dispatchers 🍃	Coordinate, regulate, or distribute electricity or steam.	O*NET
28	Prepress Technicians and Workers	Format and proof text and images submitted by designers and clients into finished pages that can be printed. Includes digital and photo typesetting. May produce printing plates.	O*NET
29	Sound Engineering Technicians	Operate machines and equipment to record, synchronize, mix, or reproduce music, voices, or sound effects in sporting arenas, theater productions, recording studios, or movie and video productions.	O*NET

✿ BRIGHT OUTLOOK NATIONALLY | 🍃 GREEN OCCUPATIONS

Career Ladder

This section shows the top 10 occupations and the corresponding individuals in the workforce system who were previously Computer User Support Specialists and have changed their occupation over the last 5 years.

Occupation Title	Number of Individuals that Moved	Percentage of Individuals that Moved
Customer Service Representatives⬧ 🍃	114	23.46%
Computer Network Support Specialists	69	14.20%
Cashiers⬧	63	12.96%
Retail Salespersons⬧	50	10.29%
Network and Computer Systems Administrators	44	9.05%
Computer Systems Analysts⬧	35	7.20%
Waiters and Waitresses⬧	30	6.17%
Driver/Sales Workers	29	5.97%
Computer and Information Systems Managers⬧	28	5.76%
Computer, Automated Teller, and Office Machine Repairers	24	4.94%

⬧ BRIGHT OUTLOOK NATIONALLY   🍃 GREEN OCCUPATIONS

Source: Individuals with active résumés in the workforce system.

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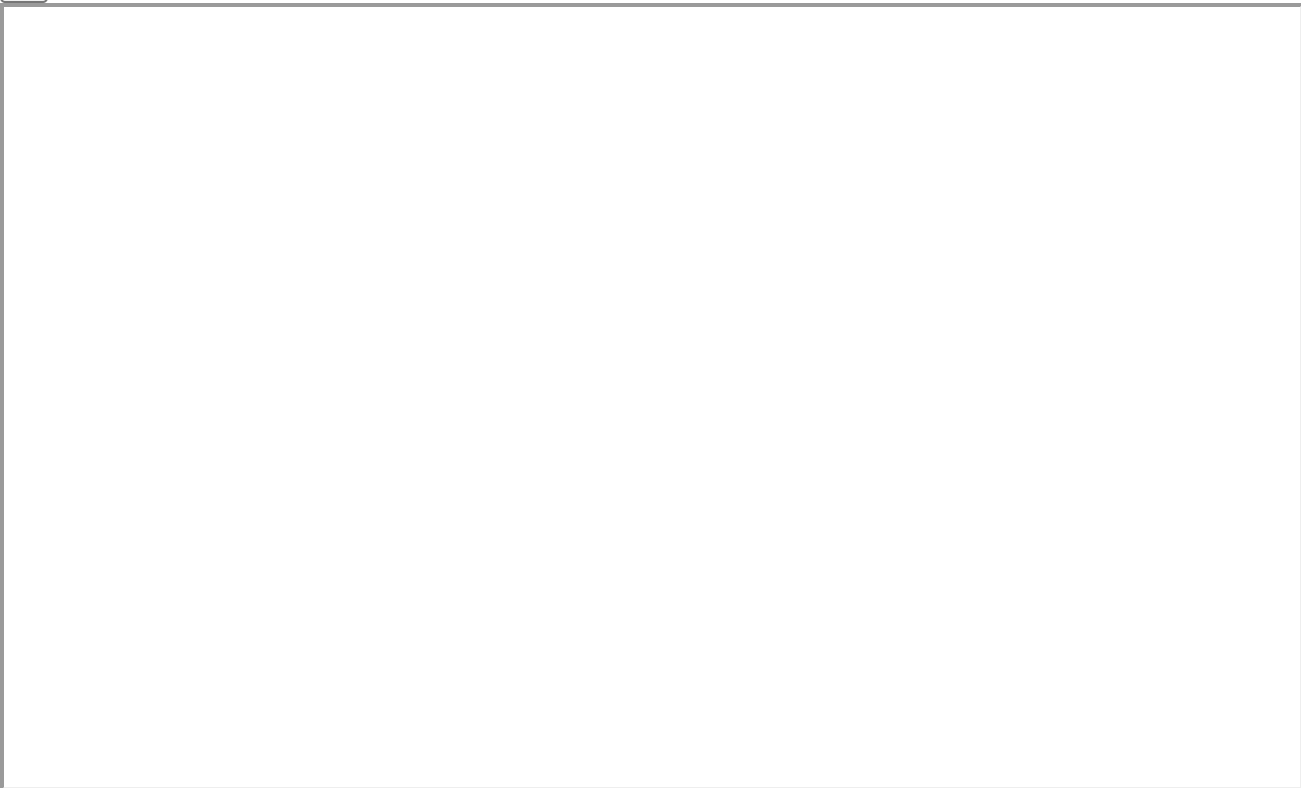
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