

# BUSINESS AND INDUSTRY INFORMATION TECHNOLOGY

## COMPUTER SUPPORT SPECIALISTS

### ANNUAL WAGES

ENTRY: \$39,600  
MEDIAN: \$52,800  
HIGH: \$70,000

### HOURLY WAGES

ENTRY: \$19.05  
MEDIAN: \$25.41  
HIGH: \$33.65

### EDUCATION AT ENTRY LEVEL

SOME COLLEGE  
OR ASSOCIATE'S  
DEGREE

 THE AUSTIN MSA PROJECTS TO NEED OVER **12,398** COMPUTER USER SUPPORT SPECIALISTS BY 2031. WILL YOU BE ONE?

### JOB DUTIES

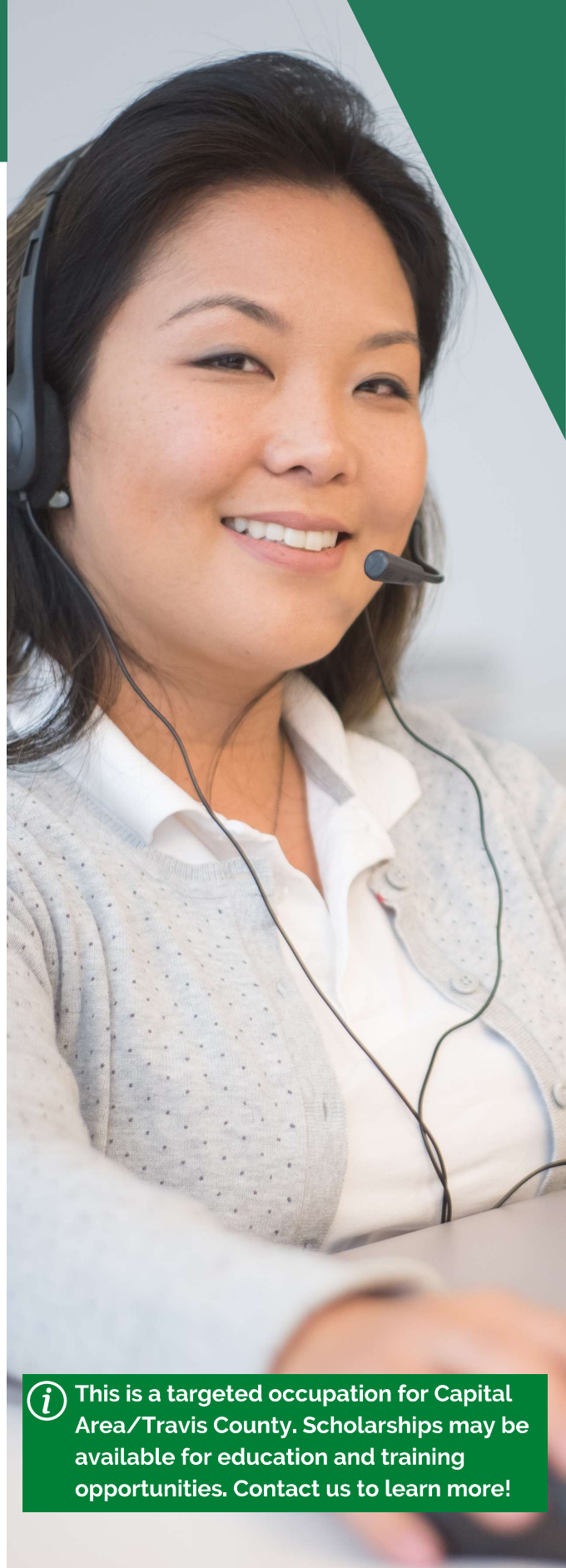
- Answer user inquiries regarding computer software or hardware operation to resolve problems.
- Oversee the daily performance of computer systems.
- Read technical manuals, confer with users, or conduct computer diagnostics to investigate and resolve problems or to provide technical assistance and support.


### YOU WILL THRIVE IN THIS POSITION IF...

- You like working on practical, hands-on problems and coming up with solutions.
- You have a high stress tolerance.
- Analytical thinking is a strong suit.
- You have strong attention to detail.
- You are dependable and have integrity.
- You are adaptable/flexible.
- You can cooperate on a team.



**SCAN TO WATCH A VIDEO  
ABOUT THIS CAREER PATHWAY**



 This is a targeted occupation for Capital Area/Travis County. Scholarships may be available for education and training opportunities. Contact us to learn more!

Data Sources

SOC: 15-1232

O'Net, JobsEq, 2022Q4

Wages are for Austin MSA

Prepared by Workforce Solutions Capital Area

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# COMPUTER SUPPORT SPECIALISTS

## HOW TO GET STARTED IN THIS CAREER PATHWAY



Take language, math and science classes while in school



Participate in coding camps and hack-a-thons



Find a job or internship to build your customer service skills. **Register at [workintexas.com](http://workintexas.com)**



Complete a personality test or explore more high-demand careers. **Scan the code to get started!**

## CAREER PATHWAY

Experience Level	Occupation	Median Wages	Education Requirements
Senior Level	Computer Network Architect	\$65.63 \$136,500	Bachelor's Degree and 5+ years experience
Intermediate Level	Computer Network Support Specialist	\$31.23 \$65,000	Associate's or Bachelor's Degree
Entry Level	Computer User Support Specialists	\$25.41 \$52,800	Some College, or Associate's Degree

## WHAT IS SOMETHING NEW YOU LEARNED ABOUT THIS CAREER?

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