



Computer User Support Specialists

**NEXT
STEPS**
I D A H O

What Is It?

Provide technical assistance to computer users. Answer questions or resolve computer problems for clients in person, 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.

What Do They Typically Do?

- Working with Computers
- Getting Information
- Communicating with Supervisors, Peers, or Subordinates

Annual Income:

- Entry Level: \$34,760
- Typical: \$48,030
- Experienced: \$68,100

Major Employers:

Professional, Scientific, and Technical Services, Educational Services

What do I do next?

Learn about the job culture:

- Schedule at least one informational interview
- Conduct a job shadow, if possible
- Research available volunteer or intern opportunities

Prepare for training:

- Visit and call trade schools or colleges that offer a related program
- Research regional job openings at: idahoworks.gov

Explore all pathways to certification:

labor.idaho.gov/jobscope

Talk to your school counselor or advisor for more information

Get started today!

Ask about the career & technical programs at your school or nearby technical college.

Check out Idaho Digital Learning Academy for online opportunities: idahodigitallearning.org

For tips, tools, and resources to learn how your skills and interests can translate to a rewarding career, visit the Next Steps Idaho website.

www.NextSteps.Idaho.gov



Data provided by O*NET National Resource Center, onetcenter.org and Idaho Department of Labor

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