Computer Support Specialists

SOC: 15-1230 • Career Profile Report

■ Key Facts

$61,550	**24,200**	**-3.0%**
Median Salary	Employment	Growth Rate

■ Requirements & Salary Range

Education: See Requirements (BLS)

■ Automation Risk Assessment

Low Risk - 12.0% probability of being automated in the next 10-20 years.

This job is relatively safe from automation due to its creative, social, or complex problem-solving requirements.

■■ Work-Life Balance

7.8/10 - Good work-life balance

■ Personality Fit (RIASEC)

Higher scores indicate better personality fit for this career type.

Realistic	7.4/10	**Investigative**	9.2/10
Artistic	4.6/10	**Social**	5.4/10
Enterprising	5.6/10	**Conventional**	6.8/10

■ Top Skills Required

Communication skills, Customer-service skills, Listening skills, Problem-solving skills

✓ Strengths

• High Demand
• Flexible Work
• Continuous Learning

■ Challenges

• Burnout Risk
• Rapid Technological Change

■ What They Do

Computer Support Specialists are information technology professionals who provide **technical assistance and troubleshooting support** to computer users and organizations. They help individuals and businesses resolve hardware, software, and network issues, ensuring systems run smoothly and users can work efficiently. Their role bridges technology and people, translating technical solutions into practical help.

This career is well suited for individuals who enjoy problem-solving, helping others, and working with a wide range of computer systems and technologies.

What Do Computer Support Specialists Do?

Computer support specialists diagnose and resolve technical problems while guiding users through solutions.

Common responsibilities include:

- Responding to help desk tickets, calls, or chats
- Diagnosing hardware, software, and network issues
- Installing, configuring, and updating computer systems
- Guiding users through troubleshooting steps
- Documenting problems and solutions
- Escalating complex issues when necessary
- Maintaining user accounts and system access

Types of Computer Support Specialists

This occupation includes multiple support-focused roles:

- Help Desk Support Specialists: Provide first-line assistance to users.
- Technical Support Specialists: Handle more complex hardware or software issues.
- IT Support Technicians: Maintain and repair computer systems.
- Network Support Specialists: Assist with connectivity and network-related problems.
- Application Support Specialists: Support specific software platforms or systems.

Skills and Abilities Needed

Computer support specialists combine technical knowledge with strong communication skills.

Core Professional Skills

Personal Qualities That Matter

Education and Training Pathway

Paths into computer support roles are flexible and skills-based:

- Associate or Bachelor's Degree (common): In information technology, computer science, or a related field
- Technical Certificates: Industry-recognized IT credentials
- On-the-Job Training: Learning company systems and support procedures
- Entry-Level IT Roles: Building hands-on troubleshooting experience
- Continuous Learning: Staying current with evolving hardware and software

Where Do Computer Support Specialists Work?

Computer support specialists are employed across nearly every industry:

- Corporate IT Departments
- Technology and Software Companies
- Healthcare and Educational Institutions

- Government Agencies
- Managed IT Service Providers
- Remote or Help Desk Support Centers

Work may be office-based, on-site, or fully remote.

How Much Do Computer Support Specialists Earn?

Earnings vary by specialization, experience, and employer:

- Entry-Level Support Specialists: Typically earn professional starting wages
- Experienced or Specialized Support Roles: Often earn higher pay
- Advanced or Tier-3 Support Specialists: May earn more with deeper technical expertise

Compensation may include benefits, certifications, or advancement opportunities.

Is This Career Difficult?

Computer support work can be mentally demanding and fast-paced. Specialists must diagnose unfamiliar problems quickly, manage multiple requests, and communicate clearly with non-technical users. The challenge lies in staying patient, accurate, and up to date as technology evolves.

Who Should Consider Becoming a Computer Support Specialist?

This career may be a strong fit if you:

- Enjoy helping people solve technical problems
- Like working with computers and technology
- Communicate well with non-technical users
- Are curious and enjoy continuous learning
- Want an accessible entry point into IT careers

How to Prepare Early

- Learn computer basics, operating systems, and networking
- Practice troubleshooting common hardware and software issues
- Develop strong communication and customer service skills
- Build experience through internships, labs, or personal projects
- Explore IT certifications and entry-level support roles

Computer support specialists keep modern workplaces running by turning technical challenges into practical solutions—serving as the essential link between technology systems and the people who rely on them every day.