

Computer Support Specialists

SOC: 15-1230 • Career Profile Report

■ Key Facts

\$61,550 Median Salary	24,200 Employment	-3.0% Growth Rate
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■ 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 typically perform the following tasks:

- Oversee the daily performance of computer systems.
- Set up equipment for employee use, performing or ensuring proper installation of cables, operating systems, or appropriate software.
- Read technical manuals, confer with users, or conduct computer diagnostics to investigate and resolve problems or to provide technical assistance and support.
- Answer user inquiries regarding computer software or hardware operation to resolve problems.
- Install and perform minor repairs to hardware, software, or peripheral equipment, following design or installation specifications.
- Confer with staff, users, and management to establish requirements for new systems or modifications.
- Enter commands and observe system functioning to verify correct operations and detect errors.
- Maintain records of daily data communication transactions, problems and remedial actions taken, or installation activities.
- Refer major hardware or software problems or defective products to vendors or technicians for service.
- Prepare evaluations of software or hardware, and recommend improvements or upgrades.
- Develop training materials and procedures, or train users in the proper use of hardware or software.
- Inspect equipment and read order sheets to prepare for delivery to users.
- Read trade magazines and technical manuals, or attend conferences and seminars to maintain knowledge of hardware and software.
- Conduct office automation feasibility studies, including workflow analysis, space design, or cost comparison analysis.
- Hire, supervise, and direct workers engaged in special project work, problem-solving, monitoring, and installation of data communication equipment and software.
- Modify and customize commercial programs for internal needs.

*Generated by StartRight • Data from U.S. Bureau of Labor Statistics & O*NET*

Source: <https://www.bls.gov/ooh/computer-and-information-technology/computer-support-specialists.htm>