

COMPUTER USER SUPPORT SPECIALISTS

INFORMATION TECHNOLOGY (IT) INDUSTRY
OCCUPATION OUTLOOK IN SOUTHEAST MICHIGAN, 2023

OCCUPATION SUMMARY

Provide technical support to computer users, addressing inquiries, and resolving problems related to hardware, software, and operating systems either in person, over the phone, or electronically. This includes assisting with tasks such as printing, installation, word processing, email, and system operation. Additionally, installing and performing minor repairs on hardware, software, and peripheral equipment according to specifications. Learn more at onetonline.org.

JOB TITLES

The Computer User Support Specialist occupation refers to the entire industry in which someone works. Some examples of specific job titles for this occupation include:

- *Help Desk Technicians*
- *Desktop Support Technicians*
- *IT Support Specialists*
- *Technical Support Specialists*
- *IT Technicians*

Debt-free training and additional support may be available to jobseekers and those currently employed in this career

Contact your local **Michigan Works! Agency** to learn more
michiganworks.org/michigan-works-network

AVERAGE WAGE IN MICHIGAN

	Entry	Median	Experienced
Hourly	\$16.13	\$24.75	\$39.49
Annually	\$33,550	\$51,480	\$82,139

OCCUPATIONAL GROWTH

Projected to grow faster than average (4%); 1,955 annual job openings are predicted.

**4%
GROWTH
BY 2028**



EARN WHILE YOU LEARN: REGISTERED APPRENTICESHIP

Employers or sponsors may provide apprenticeship opportunities, enabling individuals to acquire hands-on experience, engage in related instruction while receiving compensation. Completing a registered apprenticeship program can lead to career advancement and an average annual income of \$80,000. [Learn more.](#)

GROW A CAREER WITH ADVANCED DEGREES AND CERTIFICATES

PROFESSIONAL CERTIFICATIONS

- CompTIA Certifications
- Microsoft Certified Professional
- ITIL Certifications
- Cisco Certified Network Professional
- Apple Certification
- System Operator Certification
- Microsoft Windows Certification
- HDI Support Center Analyst (HDI-SCA)
- Hardware Certification
- Systems Security Certified Practitioner

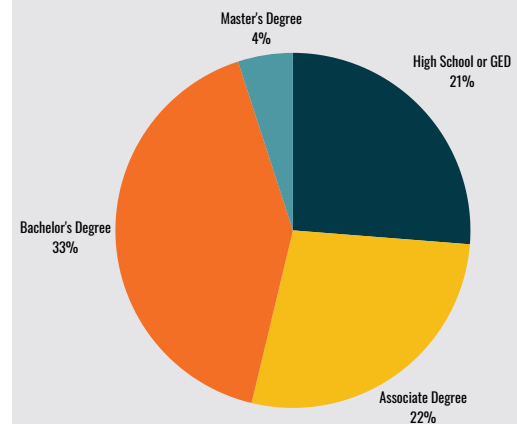
ADVANCED DEGREES AVAILABLE

(Associate, Bachelor's and Master's Degrees)

- Business Administration
- Project Management
- Computer Science

EDUCATION

Percentage of Job Postings by Education Level



A POTENTIAL PATH TO SUCCESS

Explore strategies for overcoming significant factors that can impact employment by clicking [here](#). The following illustration outlines a potential career trajectory based on labor market insights within this occupation.

ENTRY LEVEL COMPETENCIES (0-2 YEARS EXPERIENCE)

Current employees who obtain training may be offered a new position, additional responsibility, and/or additional benefits.

Skills/knowledge in:

- Help Desk Support
- Technical Support
- Operating Systems

Qualifications:

- Valid Driver's License

Skills/knowledge in:

- Active Directory
- Peripheral Devices
- Computer Science
- Computer Hardware
- Customer Support
- Microsoft Suite

Qualifications:

- CompTIA A+

Skills/knowledge in:

- Desktop Support
- Project Management
- Issue Tracking
- Local Area Networks

Qualifications:

- Microsoft Certified Professional
- CompTIA Network+

MID-LEVEL COMPETENCIES (3-6 YEARS EXPERIENCE)

Continue gaining skills to stay relevant in an ever-changing ecosystem.

Skills/knowledge in:

- Information Systems
- End-User Training and Support
- Information Technology Infrastructure Library
- IT Service Management
- ServiceNow

Qualifications:

- Secret Clearance

Skills/knowledge in:

- Business Process
- Agile Methodology
- Automation
- Workflow Management
- Software Installation
- Management Information Systems
- SAP Applications
- SQL (Programming Language)
- ITIL Foundation Certification

Qualifications:

- ITIL Foundation Certification

Skills/knowledge in:

- Application Development
- Debugging
- Finance
- Change Management
- Software Development
- Virtual Private Networks (VPN)
- Java (Programming Language)

Qualifications:

- Project Management Professional Certification

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