

IT SPECIALIST

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

People with these roles and responsibilities are also called: Information Technology Specialist (IT Specialist), Support Specialist, Computer Technician, Computer Support Specialist, Help Desk Analyst, Technical Support Specialist, Network Support Specialist, Electronic Data Processing Auditor (EDP Auditor), Network Technician, Computer Specialist

Some typical job duties include:

- Oversee the daily performance of computer systems.
- Answer user inquiries regarding computer software or hardware operation.
- Read technical manuals, confer with users, or conduct computer diagnostics to investigate and resolve problems or to provide technical assistance and support.
- Observe system functioning to verify correct operations and detect errors.
- Set up equipment for employee use, performing or ensuring proper installation of cables, operating systems, or appropriate software.
- Install and perform minor repairs to hardware, software, or peripheral equipment, following design or installation specifications.

Ohio Job Outlook "Average" (+13.4%)



Projected % change in number of jobs by 2020

Note: Blue band = Average growth (10% to 19%)

National Job Outlook through 2020: 18.1%

Most Important Occupational Skills

BASIC SKILLS

- Active Listening
- Speaking
- Reading Comprehension

PROBLEM SOLVING SKILLS

- Complex Problem Solving

SYSTEMS SKILLS

- Judgment and Decision Making
- Systems Analysis
- Systems Evaluation

SOCIAL SKILLS

- Instructing
- Service Orientation
- Social Perceptiveness

TECHNICAL SKILLS

- Operation Monitoring
- Troubleshooting

RESOURCE MANAGEMENT SKILLS

- Time Management
- Mgmt of Personnel Resources
- Mgmt of Financial Resources

The most important skills required for performing this job well are underlined.

How much did these jobs pay in 2013?

**Average: \$47,380 per year
 (\$22.78 per hour)**

Career Pathway and Educational Requirements

Associate (\$20,000 - \$35,000) Specialist (\$30,000 - \$75,000) Managerial (\$50,000 - \$100,000) Executive (\$100,000+)



REQUIRED FOR ENTRY/ ADVANCEMENT	REQUIRED FOR ADVANCEMENT	REQUIRED FOR ADVANCEMENT	REQUIRED FOR ADVANCEMENT
<ul style="list-style-type: none"> • High school degree • On the job training 	<ul style="list-style-type: none"> • Bachelor's degree or multiple years equivalent related work experience • Professional certifications 	<ul style="list-style-type: none"> • Bachelor's degree • Multiple years related work experience • Professional certifications 	<ul style="list-style-type: none"> • Bachelor's degree • Many years related work experience • Professional certifications

SOME CERTIFICATIONS THAT CAN HELP YOU ADVANCE:

- Computer Support Specialist Certificate (offered by many community and four-year colleges)
- HDI-Support Center Analyst | HDI-Desktop Support Technician (Help Desk Institute, available online)
- CompTIA A+ | CompTIA Network+ | CompTIA Security + (CompTIA, unavailable online)
- Microsoft Technology Associate | Microsoft Certified Technology Specialist | Microsoft Certified Systems Engineer (Microsoft, unavailable online)