



## Career Opportunities in Computer Information Systems PC Support Specialist



### **Nature of the Occupation:**

Computer support specialists provide technical assistance, support, and advice to computer users. These troubleshooters interpret problems and provide technical support for hardware, software, and systems. They answer telephone calls, analyze problems using automated diagnostic programs, and resolve recurrent difficulties. Support specialists may work either within a company that uses computer systems or directly for a computer hardware or software vendor. Increasingly, these specialists work for help-desk or support services firms, where they provide computer support to clients on a contract basis.

### **Education and Training:**

A+ Certification is for basic computer repair skills and generally requires that candidates pass exams before they can be certified. Network+ and Server+ are certifications also available through Computing Technology Industry Association (CompTIA).

To receive the certifications, candidates must pass several tests that assess computer repair skills. Repairers may specialize in computer repair or a variety of other skills. Tyler Junior College offers both a certificate and an Associate in Applied Science degree preparing students for entry-level PC support positions and success on certification tests.

### **Working Conditions:**

Most computer technicians work in service departments of computer companies or companies specializing in personal computer service and support. Technicians generally work in service shops but may perform service calls at other locations. Technicians who visit several customers each day carry the necessary tools and testing equipment with them. The normal work week is 40 hours, but computer technicians often work overtime and on weekends to make emergency repairs. Due to the heavy emphasis on helping all types of computer users, computer support specialists constantly interact with customers and fellow employees as they answer questions and give valuable advice. As computer networks expand, more computer support specialists may be able to connect to a customer's computer remotely, using modems, laptops, e-mail, and the Internet, to provide technical support to computer users. This capability would reduce or eliminate travel to the customer's workplace.

### **Salary Range:**

\$23,000 - \$50,000 per year.

### **Employment Outlook:**

Employment of computer support specialists is expected to increase 13 % for all occupations through 2016. Job growth will continue to be driven by the ongoing expansion of the computer system design and related services industry, which is projected to remain one of the fastest-growing industries in the U.S. economy.

Note: Information and data obtained from Occupational Outlook Handbook; TWC and CareerOneStop.

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**TYLER JUNIOR COLLEGE  
2009-2010 CATALOG  
PC SUPPORT SPECIALIST – PCSS\_AAS**

(Associate of Applied Science)

**First Year**

**Fall Semester**

CETT	1407	Fundamentals of Electronics
CPMT	1411	Introduction to Computer Maintenance
ITNW	1425	Fundamentals of Networking Technologies
BCIS	1405	Business Computer Applications
ITSC	1305	Introduction to PC Operating Systems

**Spring Semester**

ITMT	1400	Implementing & Supporting Microsoft Windows XP Professional
ITNW	1408	Implementing & Supporting Client Operating Systems
CPMT	1347	Computer Systems Peripherals
EECT	1300	Technical Customer Service

**Second Year**

**Fall Semester**

ITSC	1416	Linux Installation and Configuration
ITSY	1300	Fundamentals of Information Security
<b>ENGL</b>	<b>1301</b>	<b>Composition I</b>
<b>SPCH</b>	<b>1321</b>	<b>Business and Professional Communication</b>
<b>MATH</b>	_____	<b>College-Level Mathematics Elective</b>

**Spring Semester**

ITSY	2401	Firewalls and Network Security
ITSC	2386	Internship-Computer Information Systems
<b>ENGL</b>	<b>2311</b>	<b>Technical and Business Writing</b>
_____	_____	<b>Social/Behavioral Science Elective</b>
_____	_____	<b>Humanities/Fine Arts Elective</b>

**Total Semester Hours – 65**

**Bold courses represent general education requirements.**

**FOR MORE INFORMATION, CONTACT:**

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