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.

Basic Skills:
- Reading Comprehension
- Active Listening
- Speaking

Social Skills:
- Social Perceptiveness
- Instructing
- Service Orientation

Problem Solving Skills:
- Complex Problem Solving

Technical Skills:
- Troubleshooting
- Operation Monitoring

System Skills:
- Judgment and Decision Making
- Systems Analysis
- Systems Evaluation

Resource Management Skills:
- Time Management
- Management of Personnel Resources
- Management of Financial Resources

HOW MUCH DO THESE JOBS PAY IN OHIO?
AVERAGE: $45,090

CAREER PATHWAY AND EDUCATIONAL REQUIREMENTS

Junior Support Specialist
- REQUIRED FOR ENTRY: High School Diploma, OTJ Training

Specialist ($30,000–$75,000)
- REQUIRED FOR ADVANCEMENT: Bachelor’s Degree or Equivalent Work Experience, Professional Certifications

Managerial ($50,000–$100,000)
- REQUIRED FOR ADVANCEMENT: Bachelor’s Degree, Multiple Years Work Experience, Professional Certification

Chief Information Officer/Chief Technology Officer
- REQUIRED FOR ADVANCEMENT: Bachelor’s Degree, Many Years Work Experience, Professional Certification

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
- CompTIA A+ | CompTIA Network+ | CompTIA Security+ | CompTIA
- Microsoft Technology Associate | Microsoft Certified Technology Specialist | Microsoft Certified Systems Engineer
  Microsoft

Visit insurancecareers.org to learn about the many career opportunities available in the insurance industry!