

# CAREER PATHWAY: 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.



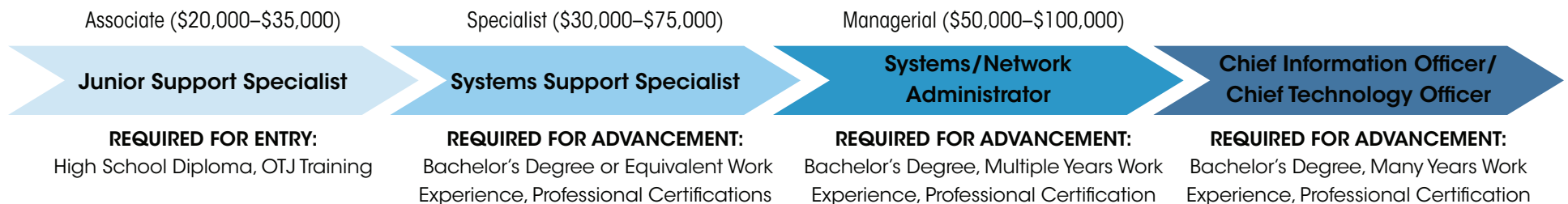
## HOW MUCH DO THESE JOBS PAY IN OHIO?

**AVERAGE:**  
**\$45,090**

## MOST IMPORTANT OCCUPATIONAL SKILLS

- 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

## CAREER PATHWAY AND EDUCATIONAL REQUIREMENTS



**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