

Choose Your Career Path . . .

There are 16 Career Clusters in the National Career Clusters Framework, representing more than 79 Career Pathways to help students navigate their way to greater success in college and career! With so many options to consider, where do you start?

First, take a career assessment at your school, to help narrow down the choices that could be a great fit for you. Then start learning about those careers. What are the opportunities? The work environments?

Next, look at what kind of training you need to prepare for that career. Some positions offer on-the-job training. Others require some type of industry credential. Still others may require a post-secondary certificate or degree. What training do you need **to get the career you want?**

Computer user support specialists typically do the following:

- Pay attention to customers' descriptions of their computer problems
- Ask customers questions to properly diagnose the problem
- Walk customers through the recommended problem-solving steps
- Set up or repair computer equipment and related devices
- Train users to work with new computer hardware or software, such as printers, word-processing software, and email
- Provide other team members and managers in the organization with information about what gives customers the most trouble and about other concerns customers have

Computer user support specialists, also called help-desk technicians, usually provide technical help to non-IT computer users. They respond to phone and email requests for help. They can usually help users remotely, but they also may make site visits so that they can solve a problem in person.

Computer, Automated Teller, and Office Machine Repairers - Repair, maintain, or install computers, word processing systems, automated teller machines, and electronic office machines, such as duplicating and fax machines. (There is no video available for Computer, Automated Teller, and Office Machine Repairers.)

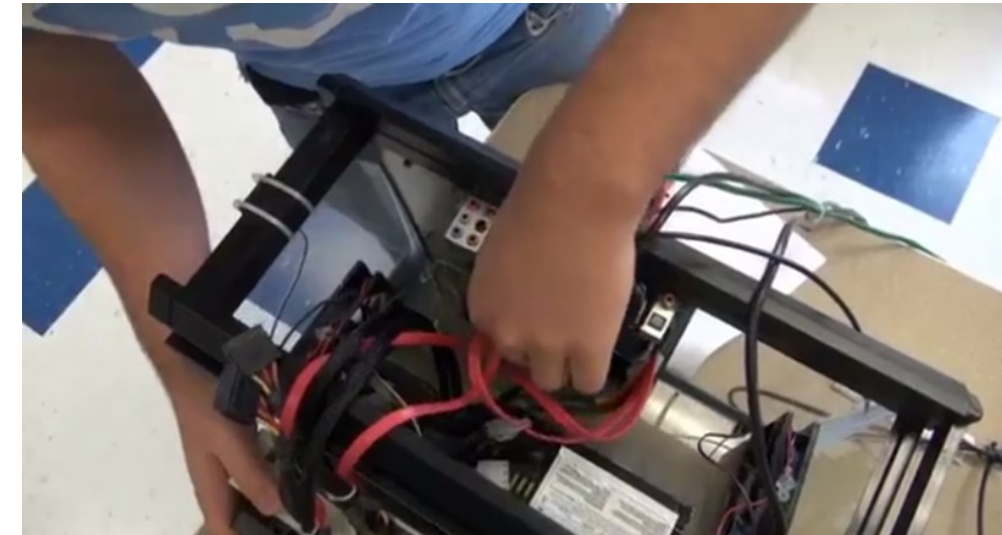
Credits

[https://illinois.virtuallmi.com/vosnet/lmi/profiles/profileDetails.aspx?](https://illinois.virtuallmi.com/vosnet/lmi/profiles/profileDetails.aspx?session=occdetail&valueName=occupation&cbooccupation=15115100&cbooccupationTYPES=12§ion=employmentWage)

[session=occdetail&valueName=occupation&cbooccupation=15115100&cbooccupationTYPES=12§ion=employmentWage](https://careertech.org/information-technology)

<https://careertech.org/information-technology>

Find Your Future!



Information Technology—A + Microcomputer

Triton College has several options for Degree and Certificate programs in the Computer Information Systems Career field. With an Industry Certified program, you know you are getting the highest quality industry-recognized training.

Available 2-Year Degrees include:

- ➡ • Computer Information Systems
- ➡ • Computer Network and Telecommunications Systems
- Cybersecurity and Information Assurance

Triton Certificates include:

- ➡ • A+ Microcomputer Technician (A+ industry certification)
- ➡ • Cloud Computing Systems
- Cybersecurity and Information Assurance (CCNA, CISSP, SANS industry certification preparation)
- Database Systems
- Geographic Information Systems
- Mobile, Web & Data Science App Development
- Network Management (CISCO CCENT, CISCO CCNA industry certification preparation)
- Systems Administration (MTA, MCSA/Server, MCSA/Linux industry certification preparation)
- Web Technologies (CIW industry certification preparation)
- Windows Programming Advanced

Can I See Myself Doing This?



Complete 4 classes towards A+ Microcomputer Technician Certificate

	Course 1	Course 2	Course 3	Course 4
Course	CIS 101 Computer Systems & Business Applications	CIS 105 A+ PC Hardware & Software	CIS 106 A+ PC Maintenance & Repair	CIS 174 Windows Client Server System Admin
Triton Credentials	Pre-Req A+ Microcomputer Technician Certificate	A+ Microcomputer Technician Certificate	A+ Microcomputer Technician Certificate	A+ Microcomputer Technician Certificate
	Pre-Req Cloud Computing Systems Certificate			Cloud Computing Systems Certificate
	C.I.S. AAS. Degree			C.I.S. AAS. Degree
	Computer Network/ Telecommunications Systems Degree			Computer Network/ Telecommunications Systems Degree

Get started in A+ Microcomputer in your Junior and Senior years of high school with these four courses required for the A+ Microcomputer Technician Certificate at Triton College. All four of the above listed courses qualify for dual credit!

Q: How does this help me?

A: This means you can request electives at Triton College that will:

1. Earn elective credit at your high school, AND
2. Earn college transcript credit at Triton, AND
3. Complete Pre-req plus 3 of 4 courses for A+ Microcomputer Certificate, AND
4. Complete 2 courses towards Cloud Computing Certificate, AND
4. Complete 2 courses of degree requirements at Triton in two CIS A.A.S. Degree programs—while you are in high school!

Ask your counselor about making space in your schedule to take dual credit classes that can help move you closer to your career goals!!

JOB ZONE Computer User Support Specialist

Education— Most occupations in this zone require training in vocational schools, related on-the-job experience, or an associate's degree.

Experience— Previous work-related skill, knowledge, or experience is required for these occupations. For example, an electrician must have completed three or four years of apprenticeship or several years of vocational training, and often must have passed a licensing exam, in order to perform the job.

Training— Employees in these occupations usually need one or two years of training involving both on-the-job experience and informal training with experienced workers. A recognized apprenticeship program may be associated with these occupations.

EARNINGS— Computer User Support Specialist

	Entry	Median	Experienced
Annual Wage	\$31,838.	\$51,957.	\$65,457.
Hourly	\$15.31	\$24.98	\$31.47

Computer Repair—Median Annual Wage \$38,181.

Computer Systems Design & related—Median Annual Wage \$86,531.

Computer User Support Specialist—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.

Typical Technology

Access software

- Citrix
- Mac HelpMate

Accounting software

- Fund accounting software
- Sage 50 Accounting Tax software

Administration software

- Element management software
- SolarWinds

Analytical or scientific software

- SAS
- StataCorp Stata
- The MathWorks MATLAB

Application server software

- Docker
- GitHub
- Oracle WebLogic Server
- Red Hat WildFly
- Spring Boot

Source: This information is based on O*NET™ data. O*NET is a trademark registered to the U.S. Department of Labor, Employment and Training Administration.

What Will Your Story Be?

“Find something that captures your attention and go for it.”

Are you ready to commit to building your future?