

More South Dakota Hot Careers

Beyond the
Top **30**



High Demand & High Wage Career

Career Cluster:
Information Technology

Computer User Support Specialists

Standard Occupational Codes 15-1232, 15-1151

What 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 on the use of computer hardware and software, including installation, printing, electronic mail and operating systems.

Is This For You?

Work Interests are described in the following categories (compatible with Holland's Model). People who tend to succeed in this career are:

Realistic (Doers) — Prefer to work with objects, things, machines, tools, plants or animals. They have mechanical ability, enjoy being outdoors and working with their hands.

Investigative (Thinkers) — Interested in science and logic. They like to analyze, evaluate and solve problems, and enjoy learning and understanding the causes of events.

Work Values are aspects of work that are satisfying to you. The following work values are generally associated with this career.

Relationships — Allow employees to provide service to others and work with co-workers in a friendly non-competitive environment.

Working Conditions — Offer job security and good working conditions.

Achievement — Results oriented, allow use of strongest abilities and provide feeling of accomplishment.

Abilities reflect a person's aptitude to acquire skills and knowledge. The following abilities are important for success in the career:

- Oral Comprehension
- Oral Expression
- Written Comprehension
- Near Vision
- Information Ordering
- Speech Clarity
- Deductive Reasoning

Basic Skills You Need

- Active Listening
- Reading Comprehension
- Speaking
- Complex Problem Solving
- Critical Thinking
- Writing
- Judgment and Decision Making
- Active Learning

Education & Training

Some postsecondary education in computer science, information systems or a related program is recommended for computer user support specialists. Familiarity with computers and the latest, commonly used software and systems is the most important qualification.

South Dakota Employment & Wages

2020 Workers	2030 Workers	Numeric Change	Percent Change	Average Annual Demand for Workers	Annual Median Wage	Annual Average Wage
1,498	1,596	98	6.5%	121	\$38,026	\$42,460

Additional References

Labor Market Information Center

www.dlr.sd.gov/lmic

Career OneStop

www.careeronestop.org

O*Net Online

www.onetonline.org

mySkills myFuture

<https://www.myskillsmyfuture.org/>

Recommended Levels* for the National Career Readiness Certificate

Applied Math	4
Workplace Documents	4
Graphic Literacy	4

*Using the median skill level.

Where They Work

The South Dakota industries which employ the largest number of computer user support specialists are:

- Educational Services
- Professional, Scientific and Technical Services
- Hospitals
- Credit Intermediation and Related Activities

Provided By

Labor Market Information Center
South Dakota Dept. of Labor and Regulation
605.626.2314

Visit dlr.sd.gov/hotcareers to obtain the most recent workforce data and trends and more resources, including this document. Also available are explanations of the terms used in this occupational profile.

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