Career Cluster:
Information Technology

Computer User Support Specialists

Standard Occupational Code 15-1232

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:

Conventional (Organizers) —Detail oriented and organized. They like to analyze data, keep financial records and do research. They can be counted on to be accurate and enjoy structure and closure.

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.

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
- Written Expression
- Deductive Reasoning
- Information Ordering

Basic Skills You Need

- Active Listening
- Reading Comprehension
- Speaking
- Critical Thinking
- Complex Problem Solving

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.

A registered apprenticeship is another option for preparing for this occupation. To learn more, visit StartTodaySD.com or contact your local Job Service office to get started.

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:

- Computer Systems Design and Related Services
- Colleges, Universities, and Professional Schools
- Credit Intermediation and Related Activities

South Dakota Employment & Wages

2022 Employment	2032 Employment	Numeric Change	Percent Change	Average Annual Openings	Annual Median Wage	Annual Average Wage
1,620	1,682	62	3.8%	114	$46,280	$47,440

Additional References

Labor Market Information Center
www.dlr.sd.gov/lmic

Career OneStop
www.careeronestop.org
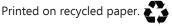
O*Net Online
www.onetonline.org

mySkills myFuture
https://www.myskillsmyfuture.org/

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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