

Computer User Support Specialists

Computer User Support Specialists provide technical support to computer users by answering questions or resolving computer problems for clients. Assistance may be provided in person, via telephone, or electronically and is likely concerning the use of computer hardware and software. Common job titles include: Computer Specialist, Computer Technician, Help Desk Analyst, and IT Specialist. *Source: O*Net Online*



CERTIFICATIONS

Relevant certifications sought within the DC Metro Area include:

- ✓ DoD 8570 Certification
- ✓ CompTIA+ Security, CompTIA A+
- ✓ Microsoft Certified Professional (MCP), Systems Administrator, Systems Engineer
- ✓ Cisco Certified Network Associate



COST OF LIVING

Within the Washington, DC metro area, an individual needs to make approximately **\$42,000*** annually to sustain a modest, yet adequate standard of living. The median income for individuals (aged 25+) in the region is **\$52,468****. People working as Computer User Support Specialists have a median income of **\$58,150** and can typically make anywhere from \$33,120 to \$94,100***.

**Economic Policy Institute Family Budget Calculator,
**2015 American Community Survey,*

****Bureau of Labor, 2015 Statistics Occupational Employment Statistics.*

EDUCATIONAL ATTAINMENT PROFILE FOR COMPUTER USER SUPPORT SPECIALISTS (WORKERS AGE 25+)



Source: Chmura Economics, JobsEQ

PROGRAM

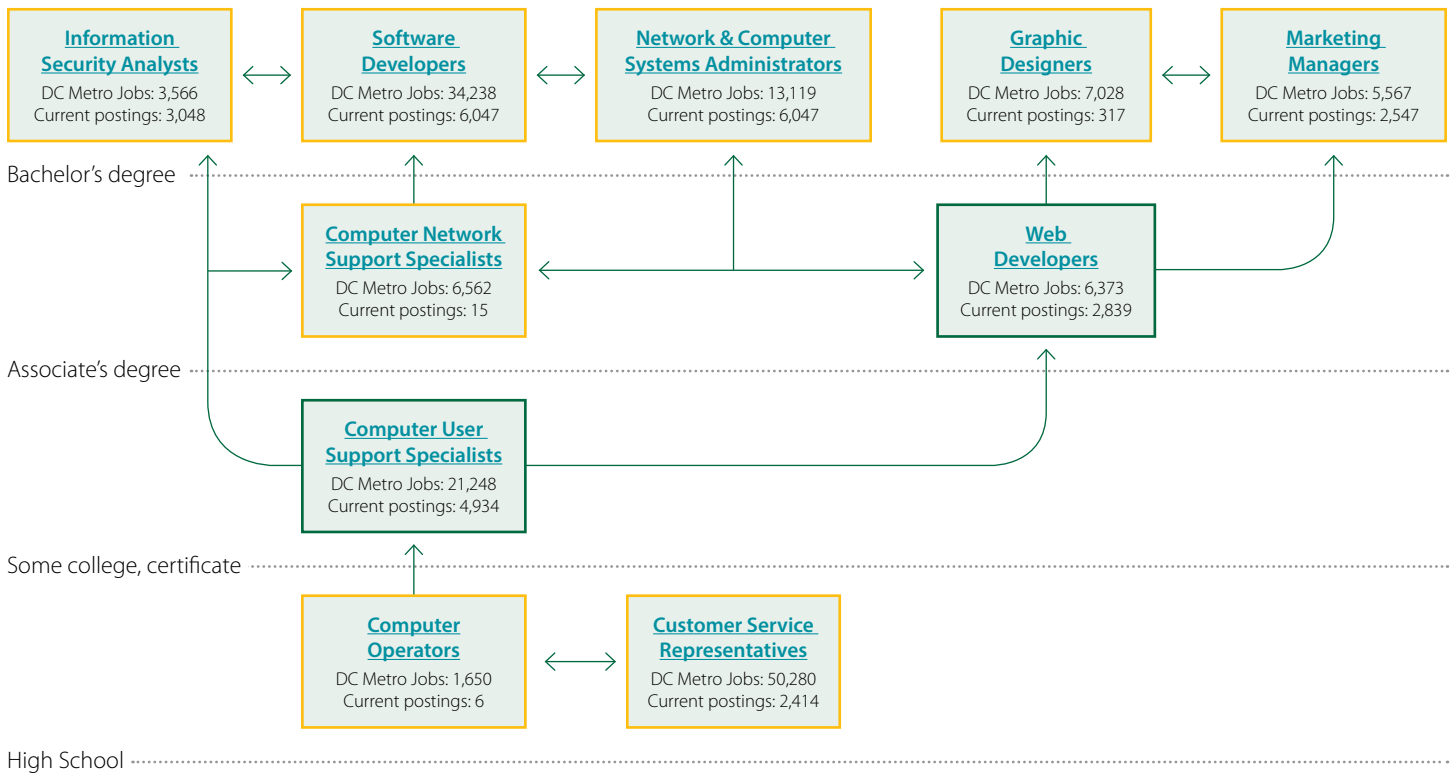
DC METRO AREA HIGHER EDUCATION CENTERS

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|---------------|---|
| Certificates | NoVA CC , Montgomery College , Strayer , Brightwood College , CTI |
| 2-Year Degree | NoVA CC , Montgomery College , Strayer , Brightwood College , CTI |
| 4-Year Degree | GMU , UMD |

PROMINENT EMPLOYERS INCLUDE

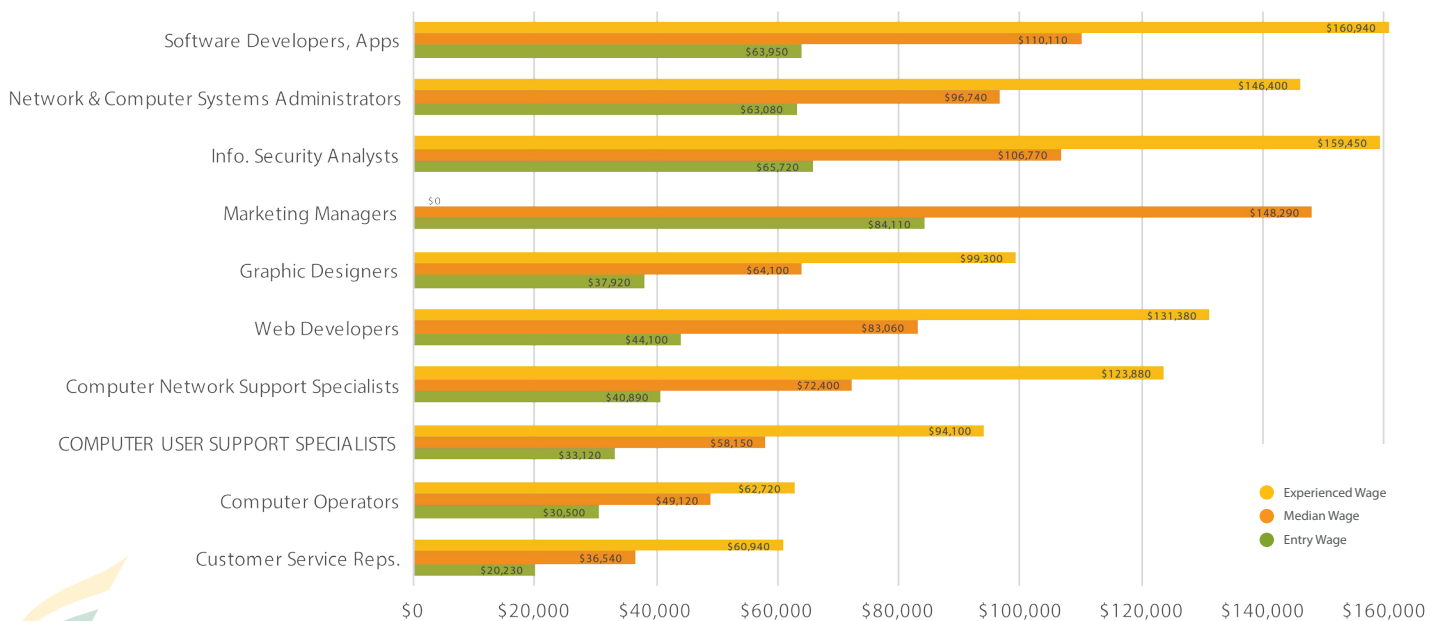
General Dynamics, Best buy, CACI, SRA International, Booz Allen Hamilton, Fannie Mae, Raytheon

Career Pathways for Computer User Support Specialists / Web Developers



Source: O*Net; Employment from Chmura Economics JobsEQ Average of 4 quarters ending in Q4 2016, Current postings represent online ads in 30 Days between 2/15/2017 and 3/16/2017.

Occupational Wage Estimates (2015)



Source: BLS Occupational Employment Statistics, 2015