

< TECH/HIRE >_



COMPUTER USER SUPPORT SPECIALIST

Career Pathway

Computer User Support Specialists provide technical assistance and support for incoming queries and issues related to computer systems, both hardware and software. These professionals respond to both users and fellow staff, requiring skills in both IT and customer service. A Computer User Support Specialist is thus the “middle-man” between technology and users. They may be required to respond to requests for technical assistance in person, via phone, or electronically, and diagnose and resolve any hardware and software issues.

Targeted Credentials



Note: (ICT) Individualized Certification Training Program allows the selection of (1) one **additional** credential to study / obtain.



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COMPUTER USER SUPPORT SPECIALIST

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PROGRAM CONTENT

- Help Desk Essentials
- Computer Installations
- Workstation Optimization
- Software Essentials
- Operating Systems
- Database Essentials
- Diagnostic Tools
- Networking Fundamentals
- IT Troubleshooting

Targeted Credentials

- CompTIA: A+
- MOS: Microsoft Word
- IC3 GS5

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