



Computer Support Specialists

What do they do?

- Oversee the daily performance of computer systems.
- They often answer user inquiries, set up equipment for employee use, and install and perform minor repairs to hardware or software.
- They maintain records of daily data communication transactions and sometimes develop training materials and procedures.

What qualifications do they need?

Typically, computer support specialists need previous computer-related skills, knowledge, and/or experience. In addition, it may help to have one to two years of on-the-job experience or informal training with experienced workers.



Wages and Job Growth

| | NYC JOBS IN 2008 | EXPECTED GROWTH TO 2018 | AVERAGE OPENINGS PER YEAR |
|------------------------------|------------------|-------------------------|---------------------------|
| Computer Support Specialists | 18,930 | 2.3% | 560 |
| All NYC Occupations | 3,586,410 | 1% | 238 |

| | ENTRY LEVEL | MID-LEVEL | EXPERIENCED |
|----------------------|-------------|-----------|-------------|
| Hourly Wage | \$17.97 | \$26.27 | \$32.95 |
| Annual FT Equivalent | \$37,378 | \$54,642 | \$68,536 |

SOURCE | NYCLMIS analysis of New York State Department of Labor, Occupation Employment Statistics.

■ Better than average
 ■ About average
 ■ Worse than average

Where would I go to get training?

Certified training providers in New York City include: Compu21 Corporation (Flushing), New York Business Institute, ACE Computer Training Center – Queens, SAM Consulting Services Inc., PRO DATA INC., NetCom Information Technology Inc.

For more information, see www.nyc.gov/trainingguide.

What kinds of companies do they work for?

Hospitals, colleges and universities, elementary and secondary schools, city government, corporate headquarters.

Who are some of the largest employers in New York City?

- **Bronx.** H W Wilson Co, Best Buy, Verizon Telecom, Summit Appliances, Ponce De Leon Federal Bank, Stericycle
- **Brooklyn.** Sovereign Bank, Mini-Circuits, HSBC Bank, Maramont Corp, Everyday Health, New York Entertainment Corp
- **Manhattan.** Capital Brokers Corp, Time Inc, Goldman Sachs & Co, Mc Graw-Hill Co Inc, Bloomberg LP, News Corp
- **Queens.** Queens Library Gallery, J & R Music World, TVR Communications Tchncl, A Advanced Satellite TV, Netex Software
- **Staten Island.** Advance Publications Inc, Nationwide Publications, Richmond County Savings Bank, Celerant Technology Corp

SOURCE | New York State Department of Labor.

What job titles might employers use in help-wanted ads?

Information Technology Specialist (IT Specialist), Support Specialist, Computer Technician, Computer Support Specialist, Help Desk Analyst, Technical Support Specialist, Network Support Specialist, Electronic Data Processing Auditor (EDP Auditor), Network Technician, Computer Specialist.