

DISCOVERING QUALITY JOBS

COMPUTER USER SUPPORT SPECIALIST

WHAT ARE QUALITY JOBS?

Quality Jobs offer competitive wages and benefits, predictable hours, and opportunities for advancement without requiring a college degree. They exist in high-growth industries that value skills gained through alternative routes such as training programs, military service, lived experience, and more.

WHAT ARE COMPUTER USER SUPPORT SPECIALISTS?

Computer User Support Specialists assist individuals with technical issues related to computer hardware, software, and networks. They provide support in-person, over the phone, via email, or through chat. They are critical across various industries and organizational levels.

YOU MIGHT ENJOY THIS JOB IF YOU ARE:

- Good at solving puzzles and figuring out how to fix things.
- Able to explain technology simply and clearly.
- Interested in learning and sharing knowledge with others.
- Energized by making systems run smoothly.
- Interested in working in various industries.

COMPUTER USER SUPPORT SPECIALISTS WORK IN:

Healthcare
Manufacturing
Technology
Construction
Clean Energy
Early Childcare Education



THEY ARE ALSO KNOWN AS:

Help Desk Technician
Technical Support Specialist
IT Support Specialist
Desktop Support Technician

WHAT TO LOOK FOR IN A QUALITY JOB:



Living Wages: Starting pay for Computer User Support Specialists is **\$20 per hour** with increases related to experience and certifications.



Accessible Hiring Practices: **No advanced degrees required**, and occupational skills training and industry-recognized certificates are accepted in place of work experience



Comprehensive Benefits: Many employers offer a full benefit package, including medical, dental, vision, paid time off, and retirement savings, which can **increase your total compensation by up to 30%**.



Training and Advancement Opportunities: **Advancement opportunities available with or without a degree.** Leadership roles require bachelor's or master's degree in computer science or information technology.

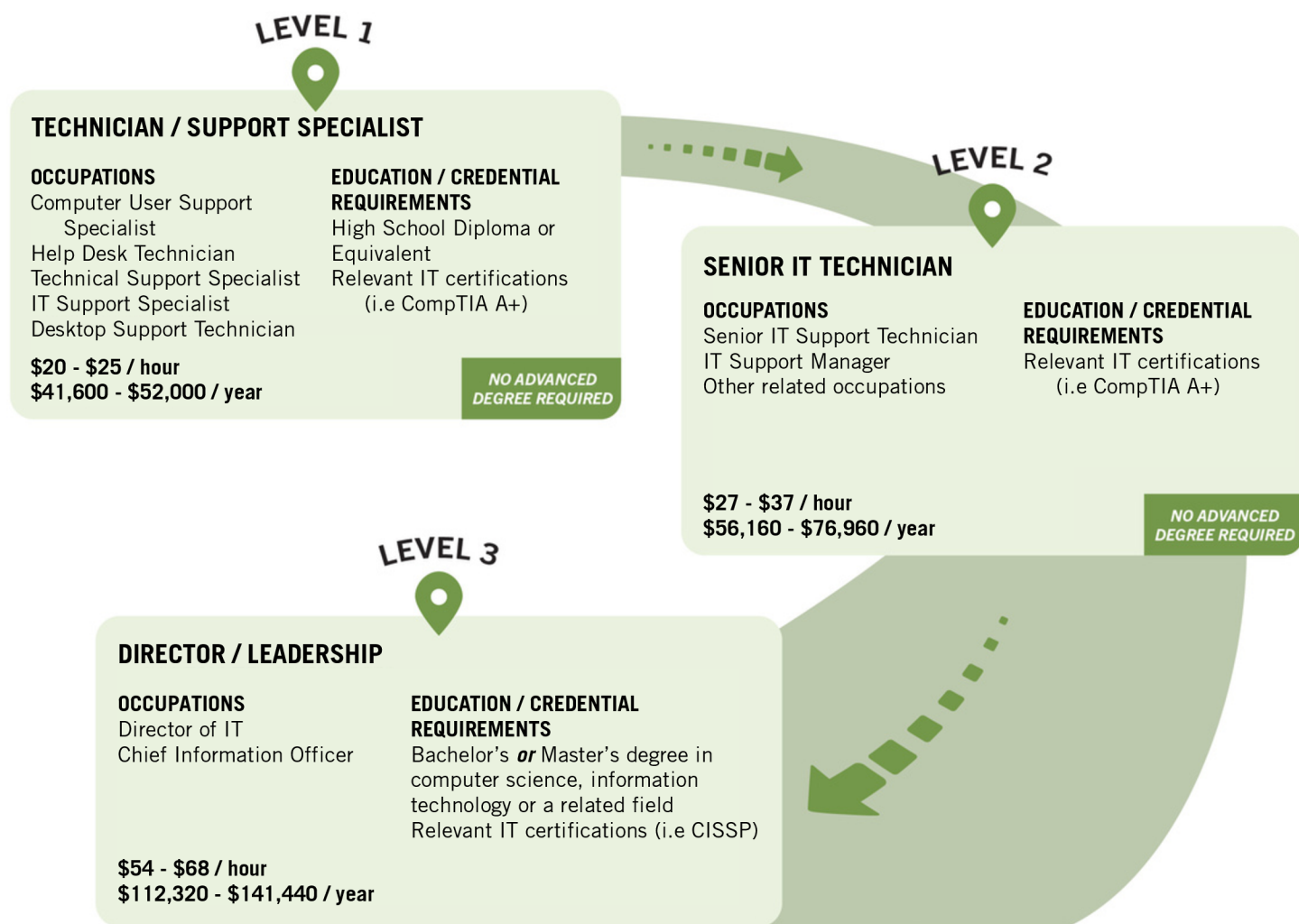


Predictable Schedule: Many employers offer **flexible hours**, including day or night shifts and full or part-time options. Variable schedules dependent on industry and type of work.



Worker Safety and Engagement: **Feedback mechanisms and worker representation** are common for jobs in Healthcare, Manufacturing, Early Childhood Education, and Construction.

CAREER PATHWAYS FOR COMPUTER USER SUPPORT SPECIALISTS



COMMON QUALIFICATIONS:

- 18 years or older
- High school diploma or GED equivalent
- Ability to work legally in the U.S.
- Ability to pass a background check
- Relevant IT certifications (e.g., CompTIA A+)

INSIDER TIPS:

- Access free self-study courses through WorkSource to build or upgrade your skills.
- Apply early and tailor your application to set you apart.
- Obtain industry-recognized certifications to demonstrate commitment and proficiency.



GET STARTED

CONNECT WITH A WORKSOURCE REP

Talk to your career coach or get in touch with a WorkSource representative today at worksourceportlandmetro.org.

GET A HEAD START

WorkSource offers scholarships for training and certification. Learn more about applying by attending a free virtual info session.

Visit worksourceportlandmetro.org/events to register.

WorkSource is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. To place a free relay call in Oregon, dial 711. This program financed in whole or in part with funds provided by the U.S. Department of Labor through Worksystems — the Portland Metro Workforce Development Board.

