Occupation Sector - ICT

Name of the Occupation/ Job
IT Support Specialists

Occupation/ Job description
IT/ Computer support specialist is a person who provides help and advice to computer users and organizations. These specialists either support computer networks or they provide technical assistance directly to computer users.

Duties of the Occupation/Job
- Provide Technical help to non IT computer users
- Pay attention to customers' descriptions of their computer problems
- Verify with customers by raising questions for proper diagnose the problem
- Aware the customers through the recommended problem-solving steps
- Set up or repair computer equipment and related devices
- Train users to work with new computer hardware or software, such as printers, word-processing software, and email
- Provide other team members and managers in the organization with information about what gives customers the most trouble and about other concerns customers have
- Test and evaluate existing network systems
- Perform regular maintenance to ensure that networks operate correctly
- Troubleshoot local area networks (LANs), wide area networks (WANs), and Internet systems

Expected Income per Month
Average salaries of various positions as Software Developers are as follows. But the payments are subject to the level of knowledge, skills and competencies
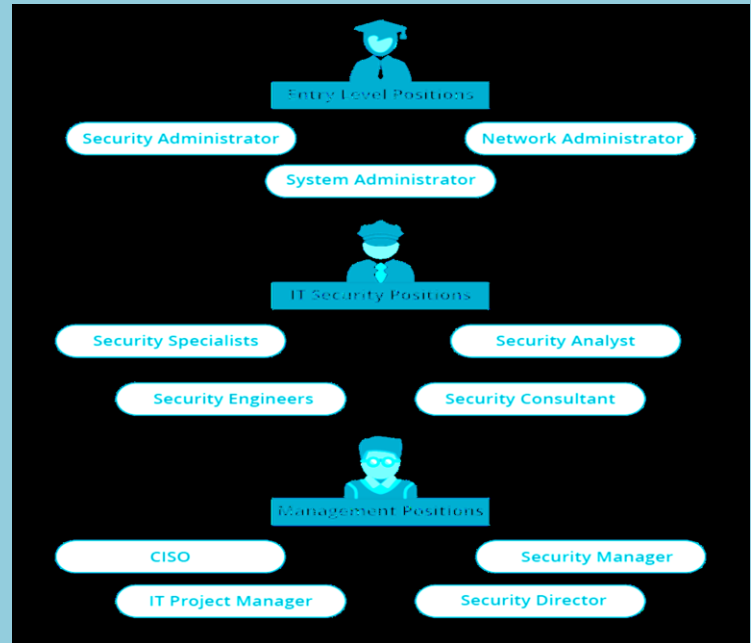- Intern -20,000-40,000
- Junior Administrator – 40,000-75,000
- Administrator -75,000-125,000
- Specialists –above 125,000

Working Environment

Worksite, computer lab or places with customer requirements.

Available Career Paths
Many computer support specialists advance to other information technology positions, such as network and computer systems administrators and software developers. Some become managers in the computer support services department. Some organizations provide paths for support specialists to move into other parts of the organization, such as sales.

Skills/Attributes and training needed

Knowledge
- Technical Writing
- Hardware and software certification.
- Program certifications from Cisco, Microsoft, Apple or others
- Software and hardware installations,
- Operating systems,
- Spreadsheet applications,
- Troubleshooting, networking, and advanced database manipulation
- Scripting skills, such as Perl, Python Or BASH

Technical Skills
- **Outstanding knowledge of computer hardware and systems:** Being able to understand how hardware pieces work together; and understanding the basics of software programming and functions.

- **Excellent problem-solving and analytical skills: and outside the box.** Having a logical and analytical approach to problem-solving; taking special care of small details; and finding the right solutions by thinking creatively

- **Good communication skills:** Having excellent listening and enquiring skills to be able to understand issues when explained by someone without technical knowledge; having excellent manners when speaking with clients in person or over the phone; and being able to explain issues to coworkers, staff members, or clients in a clear and concise manner, using non-technical language.

- **Great teamwork skills:** Being able to help coworkers when needed; and working in tandem with coworkers on big projects. Good memory to remember hardware and systems specifications and procedures.

- **Excellent time management skills and ability to work under pressure:** Being able to work in stressful environments; assessing issues in a timely manner; and meeting deadlines.

Other attributes

- Ability to Diagnose Problems
- Ability to quick examine and deal with multiple sceneries
- Updated IT knowledge with right solution
- Familiar with major operating system and ongoing research and development
- Analytical skills/ Analytical thinker

Employment Opportunities available areas-
Government/Public/ Self/Private

Entry Qualification for the Occupation/Job
A/L Maths/ Science subjects, Diploma

Available Training paths
University Degree or NVQ Level 7 in computer science

No. of Local Jobs Available (Last Year)
Depends with demand

Regions or countries of job availability
Depends with demand

On the Job Training (OJT)
At the Industry

For More Information
Industry Experts/ ICT Council/ IT Associations/ CG Officers

Related Occupations
- Computer network support specialists
- Computer user support specialists
- Computer and information systems managers
- Computer network architects
- Computer systems analysts
- Customer service representatives
- Database administrators
- Information security analysts
- Network and computer systems administrators

Benefits
- Recognition with attractive salary
- Laptop, phone, devises and accessories
- Incentives and bonuses
- Travelling and meals (Not applicable to all positions)