



CAREER PATH

# Business, Management & Technology

CAREER CLUSTER  
Information Technology

CAREER PATHWAY  
Information Support and Services



## COMPUTER SUPPORT SPECIALIST

Provide technical assistance to computer system users. Answer questions or resolve computer problems for clients in person, via telephone or from remote location. May provide assistance concerning the use of computer hardware and software, including printing, installation, word processing, electronic mail, and operating systems.

### Knowledge and Skills Needed for this Career

In addition to courses required for high school graduation, essential skills and knowledge needed for a career as a computer support specialist are reinforced by taking rigorous and relevant courses, as well as participating in work-based experiences and student organization activities.

*(See the Sample Personal Plan of Study for suggested coursework, activities, and knowledge and skills to pursue in preparation of an occupation in this Career Cluster.)*

### Education Requirements

Occupation	Percent of Missouri employees aged 25 to 44 in the occupation whose highest level of educational attainment is:		
	High School or Less	Some College	Bachelor Degree or More
Computer Support Specialists	13.4%	44.0%	42.6%
Computer Specialists	6.5%	26.6%	66.9%
Computer Systems Analysts	7.0%	24.6%	68.4%

Most Common Educational/Training Level: Associate degree  
Apprenticeships are available for more than 240 occupations. Visit [www.oe.doleta.gov/bat.cfm](http://www.oe.doleta.gov/bat.cfm)  
Note: Be sure to learn whether your occupation has a specific requirement for education or licensing.

### National and State Wage Information

Location	Pay Period	2007		
		Entry*	Median	Experienced**
United States	Hourly	\$15.80	\$20.39	\$26.30
	Yearly	\$32,900	\$42,400	\$54,700
Missouri	Hourly	\$15.36	\$19.14	\$23.79
	Yearly	\$31,900	\$39,800	\$49,500

Based on (\*) lower 25% and (\*\*) upper 25% percentile of wages

### National and State Employment Trends

Computer Support Specialist	Employment		Percent Change	Job Openings*
	2006	2016		
United States	552,500	623,600	+ 13%	24,180
Missouri	9,070	10,270	+ 13%	230

\*The estimate for Job Openings includes both turnover that results from people who leave the occupation (e.g. quit, retire, death) and new jobs that are created.

### Educational Opportunities

*Note: This list may not be all inclusive. For more information about Missouri schools and programs, visit [www.dhe.mo.gov](http://www.dhe.mo.gov)*

#### Jefferson College

Hillsboro, MO  
(636) 797-3000  
[www.jeffco.edu](http://www.jeffco.edu)

#### Kirkville Area Technical Center

Kirkville, MO  
(660) 665-2865  
[www.kirkville.k12.mo.us](http://www.kirkville.k12.mo.us)

#### Lindenwood University

Saint Charles, MO  
(636) 949-2000  
[www.lindenwood.edu](http://www.lindenwood.edu)

#### Linn State Technical College

Linn, MO  
(573) 897-5196  
[www.linnstate.edu](http://www.linnstate.edu)

#### Metropolitan Community College - Blue River

Blue Springs, MO  
(816) 220-6500  
[www.mcckc.edu](http://www.mcckc.edu)

#### Metropolitan Community College - Business & Technology

Kansas City, MO  
(816) 482-5200  
[www.mcckc.edu](http://www.mcckc.edu)

#### Metropolitan Community College - Longview

Lee's Summit, MO  
(816) 672-2000  
[www.mcckc.edu](http://www.mcckc.edu)

#### Metropolitan Community College - Maple Woods

Kansas City, MO  
(816) 437-3000  
[www.mcckc.edu](http://www.mcckc.edu)  
(more-over)

**Metropolitan Community College  
- Penn Valley**  
Kansas City, MO  
(816) 759-4000  
[www.mcckc.edu](http://www.mcckc.edu)

**Midwest Institute**  
Kirkwood, MO  
(314) 965-8363  
[www.midwestinstitute.com](http://www.midwestinstitute.com)

**Missouri College**  
Saint Louis, MO  
(314) 821-7700  
[www.missouricollege.com](http://www.missouricollege.com)

**North Central Missouri College**  
Trenton, MO  
(660) 359-3948  
[www.ncmissouri.edu](http://www.ncmissouri.edu)

**Saint Louis Community College  
- Florissant Valley**  
Saint Louis, MO  
(314) 513-4200  
[www.stlcc.edu](http://www.stlcc.edu)

**Saint Louis Community College  
- Forest Park**  
Saint Louis, MO  
(314) 644-9100  
[www.stlcc.edu](http://www.stlcc.edu)

**Saint Louis Community College  
- Meramec**  
Kirkwood, MO  
(314) 984-7500  
[www.stlcc.edu](http://www.stlcc.edu)

**State Fair Community College**  
Sedalia, MO  
(660) 530-5800  
[www.sfccmo.edu](http://www.sfccmo.edu)

**Texas County Technical Institute**  
Houston, MO  
(417) 967-5466  
[www.texascountytech.edu](http://www.texascountytech.edu)

**Three Rivers Community College**  
Poplar Bluff, MO  
(877) 879-8722  
[www.trcc.edu](http://www.trcc.edu)

**University of Central Missouri**  
Warrensburg, MO  
(660) 543-4111  
[www.ucmo.edu](http://www.ucmo.edu)

**University of Missouri - Rolla**  
Rolla, MO  
(573) 341-4111  
[www.umar.edu](http://www.umar.edu)  
[www.umsl.edu](http://www.umsl.edu)

**Vatterott College**  
Saint Ann, MO  
(314) 428-5900  
[www.vatterott-college.edu](http://www.vatterott-college.edu)

**Vatterott College**  
Sunset Hills, MO  
(314) 843-4200  
[www.vatterott-college.edu](http://www.vatterott-college.edu)



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ELEMENTARY AND SECONDARY  
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[www.dese.mo.gov](http://www.dese.mo.gov)

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