

Computer User Support Specialists (15-1151)

Occupation description: Provide technical assistance to computer users. Answer questions or resolve computer problems for clients in person, or via telephone or electronically. May provide assistance concerning the use of computer hardware and software, including printing, installation, word processing, electronic mail, and operating systems. Excludes Network and Computer Systems Administrators (15-1142).

Employment and Job Openings

	Average employment			Average annual openings		
	2014 estimate	2024 projection	Percent change	Growth	Replacement	Total
Alaska	999	1,053	5.4	5	13	19
United States	585,900	661,000	12.8	7,510	7,540	15,050

Job outlook

Alaska: Alaska's employment growth is low with high employment opportunities. [Read more.](#)

2015 Wages ?

	Mean Wage	Wage by Percentile				
	Mean	10th	25th	Median	75th	90th
United States	25.21	13.94	17.93	23.38	30.30	39.07
Alaska	27.74	18.98	22.31	27.20	32.36	38.55
Anchorage/Mat-Su Area	27.23	17.42	21.61	26.52	31.40	39.65
Fairbanks North Star Borough	32.31	22.17	26.90	32.58	37.30	43.51
Southeast Region	26.00	17.33	22.45	26.49	30.15	34.25
Balance of State	28.49	20.78	23.65	27.80	32.65	36.81

Labor Force Indicators

2014 Worker Characteristics

Total workers	Nonresident workers	Percent nonresident	Percent age 45 plus	Percent age 50 plus
1,101	89	8.1	29.8	21.4

2014 Potential Supply

Qualified but working in another occupation	267
Currently employed in a lower paid occupation	62
UI claimants previously working in occupation	64

2014 ALEXsys Employment Data

Number of registrants	809
Number of job position postings	240

Typical Entry-level Education, Experience, and/or On-the-job Training

Education: Some college, no degree

Work experience: None

On-the-job training: None

Training Resources

Degree

AVTEC (Seward)

Information Technology

Certificate

Degree

Ilisagvik College (Barrow)

Information Technology Support Specialist I

Certificate

Information Technology Support Specialist II

Certificate

Degree

North Star Computing (Fairbanks)

CompTIA A+ Certification Prep

Certificate

Degree

WinCertification (Red Devil)

Installation of Windows 7 (MCP/MCITP)

Microsoft: Installation of Windows 7 (internet)