

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

	Employment			Average annual openings		
	2016 estimate	2026 projection	Percent change	Labor force exits	Occupation transfers	Total
Alaska	996	1,027	3.1	21	52	76
United States	636,600	708,700	11.3	13,700	34,600	55,510

Job outlook

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

2018 Wages ?

	Mean Wage	Wage by Percentile				
	Mean	10th	25th	Median	75th	90th
United States	26.46	15.01	18.90	24.51	31.56	40.63
Alaska	27.54	18.15	21.73	26.48	32.20	38.65
Anchorage/Mat-Su Area	27.95	18.28	21.82	26.55	32.30	38.75
Fairbanks North Star Borough	29.33	19.93	22.45	26.52	36.04	44.63
Balance of State	26.33	15.92	21.31	26.27	31.17	37.50

Labor Force Indicators

2016 Worker Characteristics

Total workers	Nonresident workers	Percent nonresident	Percent age 45 plus	Percent age 50 plus
1,086	100	9.2	29.7	20.9

2016 Potential Supply

Qualified but working in another occupation	265
Currently employed in a lower paid occupation	83
UI claimants previously working in occupation	61

2016 ALEXsys Employment Data

Number of registrants	745
Number of job position postings	128
Ratio of registrants to job position postings	5.8

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
Iisagvik College (Barrow)	
Information Technology Support Specialist I	Certificate
Information Technology Support Specialist II	Certificate
	Degree
WinCertification (Red Devil)	
Microsoft: Installation of Windows 7	

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