

Computer Support Specialist

Beginning salary:
\$29,200

Median annual earnings:
\$41,470

Current employment in the DC metro area:
3900

Predicted growth:
25%, approximately
1000 new jobs

Occupation Description

Computer Support Specialists provide assistance to computer system users. They answer questions or resolve computer problems for clients in person, via telephone or from a remote location. They also may provide assistance about the use of computer hardware and software, including printing, installation, word processing, electronic mail, and operating systems.

General Knowledge, Skills and Abilities Required for Success on the Job

- Computers and Electronics
- Customer and Personal Service
- Engineering and Technology
- Telecommunications
- Troubleshooting

Education and Training Needed

- Most Common Educational/Training Level: Associate's Degree
- Related Instructional Programs:
 - Accounting and Computer Science
 - Agricultural Business Technology
 - Computer Hardware Technology/Technician
 - Computer Software Technology/Technician
 - Data Processing and Data Processing Technology/Technician
 - Medical Office Computer Specialist/Assistant

Training Providers

Capitol Hill Computer Corner

1500 D St., SE
Washington, DC 20003
(202) 548-0254

The Computer Corner offers four programs for youth in grades 4-12 and two programs for adults that allow students to explore, master or apply technology based on their skills and experience. Classes rotate regularly and cover a range of applications in the Microsoft Office Suite. The ICC program prepares trainees to earn their Internet and Core Computing Certification (IC3) credential. Certification covers your training in the three units: Computer Fundamentals, Key Applications and Living Online. A fee of \$25 is required to attend classes, which covers the cost for one exam voucher and a retake for one unit. Full certification will cost \$75. The facility is not handicapped-accessible, but is public transportation-accessible.

Carlos Rosario International Career Center

1100 Harvard St., NW
Washington, DC 20009
(202) 797-4700

A+ Technology Certificate Program

Carlos Rosario offers the A+ Technology Certificate Program and classes in Computer Literacy and Workplace Computers. Day and evening classes are available. All computer classes are in English. Job developers are available on site to provide one-on-one advising and workshops that advise resume and cover letter writing. Carlos Rosario is a WIA Training Vendor; so the government may pay for all or part of this training. The Center is handicapped- and public transportation-accessible. Registration for the fall semester takes place in August and for the spring semester in January.

Montgomery College

900 Hungerford Dr.
Rockville, MD 20850
(301) 279-5000

Associate Degree Program in Computer Science and Technologies

Montgomery College's Associate's Degree prepares individuals to apply basic engineering principles and technical skills to support professionals who use computer systems. It includes instruction in: basic computer design and architecture; programming; problems of specific computer applications; component and system maintenance and inspection procedures; hardware and software problem diagnosis and repair; and report preparation. Upon completion of this program a student will be able to: Analyze and design computer systems; analyze, design, and implement computer programs; demonstrate working knowledge in a high level programming language; demonstrate proficiency in analysis and design techniques.

Tuition:

- In-county: \$99/credit hour
 - In-state: \$203/credit hour
 - Out-of-state: \$275/credit hour
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Northern Virginia Community College – Annandale Campus

8333 Little River Turnpike
Annandale, VA 22003-3796
(703) 323-3000

Associate's Degree in Computer and Electronics Technology

This two-year program is designed to prepare persons for employment in the computer, telecommunications, and other industries with a significant electronics component. Occupational objectives include entry-level opportunities in the computer, telecommunications, radio and television, electronics, metrology, and industrial control fields with positions involving activities such as research and development, laboratory support, electronics equipment fabrication or repair, and field test support. 67-69 credits are required for completion.

Tuition:

- In-state: \$95.60/credit
 - Out-of-state: \$273.40/credit
 - Financial aid is available
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[Northern Virginia Community College - Alexandria Campus](#)

3001 North Beauregard St.
Alexandria, VA 22311-5097
(703) 845-6200

[Annandale Campus](#)

8333 Little River Turnpike
Annandale, VA 22003-3796
(703) 323-3000

IT Technical Career Studies Certificate

The NVCC certificate in Help Desk Support is designed for persons seeking employment in a technical support center and for those presently employed who desire to update their skills in the help desk field. The curriculum prepares students for employment as help desk specialists/technicians, desktop support specialists and technical support specialists. Upon completion, graduates are prepared to study for the A+ and Microsoft Certified Desktop Support Technician (MCDST) certifications.

Tuition:

- In-state: \$95.60/credit
- Out-of-state: \$273.40/credit
- Financial aid is available