

# TECHNICAL SUPPORT SPECIALIST



## AVERAGE SALARY

\$60,000+

## JOB GROWTH

5%

## DEGREE

Not Required

## SKILLS

- Strong communication
- Ability to apply lessons learned from past experiences

## TASKS

- Evaluate customers' computer problems and determine cause
- Record customer-reported descriptions of technical problems
- Guide customers through problem-solving steps and offer suggestions based on experience
- Install or repair computer hardware and software
- Report major problems or customer concerns to management and team members

EXPLORE



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