USER SUPPORT TECHNICIANS
(NOC: 2282)

Technicians in this group provide first-line technical support to computer users experiencing difficulties with computer hardware and with computer applications and communications software. They are employed by computer hardware manufacturers and retailers, software developers, in call centres and in information technology units throughout the private and public sectors.

Completion of a **college** program in computer science, computer programming or network administration is usually required.
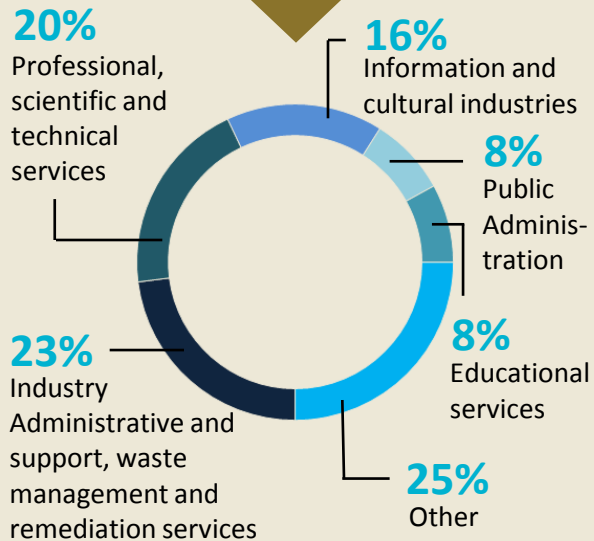
Work Prospects
(2018- 2020):   **Good**

Computer network technicians
(NOC: 2281)

Computer programmers and interactive media developers
(NOC: 2174)

Related Occupations

Information systems analysts and consultants
(NOC: 2171)

Employment by Industry

20%
Professional, scientific and technical services

16%
Information and cultural industries

8%
Public Administration

8%
Educational services

25%
Other

23%
Industry Administrative and support, waste management and remediation services

Examples of duties performed

- Communicate electronically and in person with computer users experiencing difficulties to determine and document problems experienced.
- Consult user guides, technical manuals and other documents to research and implement solutions.
- Emulate or reproduce technical problems encountered by users.
- Provide advice and training to users in response to identified difficulties.

Sample Job Titles

Systems support representative

Software installation technician

User support technician

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**Job Openings
2017-2026**

$19.65

**Average
Wage
(per hour)**

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