

USER SUPPORT TECHNICIANS

NOC 22221

Provide technical support to users experiencing difficulties with computer hardware, computer applications and communications software.



3-YEAR OUTLOOK



3-YEAR JOB OPENINGS

88

MEDIAN HOURLY WAGE

\$25.24

\$15.00 \$38.40 LOW HIGH

TYPICALLY REQUIRED

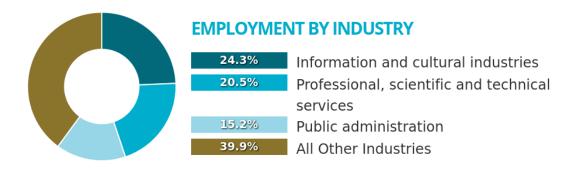


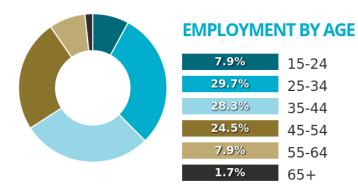
EMPLOYED

AVERAGE SALARY

1,726 \$56,500

The information presented is based on data for New Brunswick. To learn more about the data provided, visit www.nbjobs.ca/occupations.





ALSO KNOWN AS

- Call Centre Agent -Technical Support
- Computer Help Desk Supervisor
- Client Support Representative -Systems
- Hardware Installation Technician
- Computer Help Desk Representative -Systems
- Hardware Technical Support Analyst

MAIN DUTIES:

This group performs some or all of the following duties:

- 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
- Reproduce, diagnose and resolve technical problems encountered by users
- Provide advice and training to users in response to identified difficulties



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