



# USER SUPPORT TECHNICIANS

NOC 22221

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



## 3-YEAR OUTLOOK



Moderate

## 3-YEAR JOB OPENINGS

88

## MEDIAN HOURLY WAGE

\$25.00

\$16.74 \$42.43  
LOW HIGH

## TYPICALLY REQUIRED



College or apprenticeship

## EMPLOYED

1,726

## AVERAGE SALARY

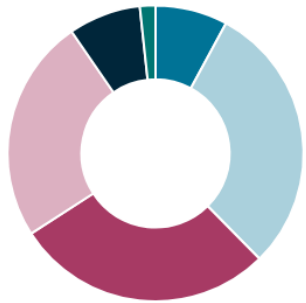
\$56,500

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



### EMPLOYMENT BY INDUSTRY

<b>24.3%</b>	Information and cultural industries
<b>20.5%</b>	Professional, scientific and technical services
<b>15.2%</b>	Public administration
<b>39.9%</b>	All Other Industries



### EMPLOYMENT BY AGE

<b>7.9%</b>	15-24
<b>29.7%</b>	25-34
<b>28.3%</b>	35-44
<b>24.5%</b>	45-54
<b>7.9%</b>	55-64
<b>1.7%</b>	65+

### ALSO KNOWN AS

- Call Centre Agent - Technical Support
- Client Support Representative - Systems
- Computer Help Desk Representative - Systems
- Computer Help Desk Supervisor
- Hardware Installation Technician
- 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
  - Provide business systems, network and Internet support to users in response to identified difficulties
  - Collect, organize and maintain a problems and solutions log for use by other technical support analysts.

