

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

180

MEDIAN HOURLY WAGE

$27.69

$18.50 LOW

$40.87 HIGH

TYPICALLY REQUIRED



College or apprenticeship

EMPLOYED

1,846

AVERAGE SALARY

$56,500



EMPLOYMENT BY INDUSTRY

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



EMPLOYMENT BY AGE

7.9%	15-24
29.7%	25-34
28.3%	35-44
24.5%	45-54
7.9%	55-64
1.7%	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.

