



# 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 \$40.87  
LOW HIGH

### TYPICALLY REQUIRED



College or apprenticeship

### EMPLOYED

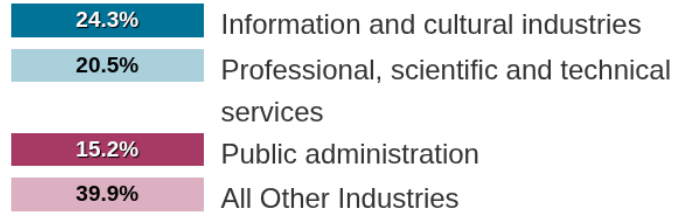
1,846

### AVERAGE SALARY

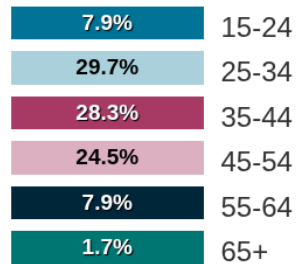
\$56,500



## EMPLOYMENT BY INDUSTRY



## EMPLOYMENT BY AGE



## 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.

