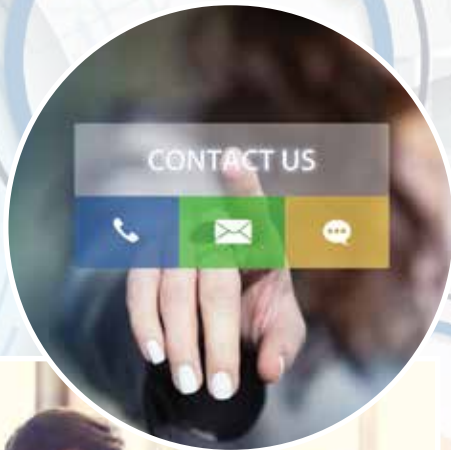


Lakeland

COMMUNITY COLLEGE

INFORMATION TECHNOLOGY
AND COMPUTER SCIENCE

CAREER SKILLS FOR IT Support Analyst



Opportunity
starts **HERE**

ADDITIONAL RESOURCES

Association for Information Systems (AIS)

aisnet.org

Association of Information Technology Professionals
(AITP)

aitp.org

CompTIA, Network and A+

comptia.org

Information Technology Association of America (ITAA)

itaa.org

Microsoft (MOS, MCTS, MCITP)

microsoft.com/learning

PROFESSIONAL ASSOCIATIONS

Help Desk Institute (Cleveland Chapter)

thinkhdi.com/chapters/northcoast

OHTEC

cose.org/ohtec

VENDOR CERTIFICATIONS

Vendor certifications are an important extra for entry-level positions. Earning a vendor certification demonstrates a minimum level of technical knowledge and competence. Some relevant certifications are:

CompTIA A+

CompTIA Network +

CompTIA Project+

CompTIA Security+

Google IT Support Specialist Certificate

HDI Help Desk Analyst Certification

Microsoft Certified IT Professional (MCITP)

Microsoft Office Specialist (MOS)

Microsoft Certified Technology Specialist (MCTS)

The Internet and Computer Core Certification (IC3)

FOR MORE INFORMATION CONTACT:

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IT support analysts provide help and advice to people and organizations using computer software or equipment, responding to phone and email requests for help. They can often help users remotely, but may also make site visits so that they can solve a problem in person. Use this fact sheet to investigate your academic and career options, and to master your job search.

JOB-SPECIFIC SKILLS

Skills and knowledge you will obtain at Lakeland to prepare for a successful career in the field.

HARDWARE/SOFTWARE SKILLS:

- Computer maintenance and optimization
- Hardware operation and troubleshooting
- Interface workstation on a network
- Knowledge and application of Microsoft Office Applications to test at expert level (Word, Excel and Access)
- Microsoft Project to manage costs, resources, equipment, time and people involved in a project
- Understand the hardware and software used in a network (servers, switches and routers)
- Write basic reports using Structured Query Language (SQL)

PROGRAMMING SKILLS:

- Systems analysis and design
- Use logic and problem-solving
- Basic programming skills

HELP DESK MANAGEMENT SKILLS:

- Apply customer service skills
- Maintain record of calls and actions taken to manage incoming calls manually or using a software system
- Use knowledge and troubleshooting skills to resolve end user problems, such as telephone, phone mail, LAN, operating systems and software applications

DESKTOP OPERATING SYSTEMS AND NETWORK SKILLS:

- File management (organize, file and store)
- Install and troubleshoot, set up network clients
- Knowledge of how specific operating systems work (Windows, UNIX and Linux)
- Set up and connect client to Windows server
- Knowledge of local area networking (LAN), wide area networking (WAN), wireless and telecommunications protocols
- Support Windows environments

GENERAL MANAGEMENT SKILLS:

- Decision making
- Leadership
- Presentation preparation
- Project management
- Understand core business functions and how information technology interrelates with business

TRANSFERABLE SKILLS

Skills you have acquired throughout your life that will help you excel in the field include:

- Ability to multitask
- Leadership
- Logical thinking
- Organizational proficiency
- Penchant for learning
- Problem-solving
- Verbal and written communication



PERSONAL ATTRIBUTES

These nontechnical attributes will enable you to be a competent, reliable employee in any company.

- Accurate
- Adaptable
- Analytical
- Collaborative
- Creative
- Critical thinker
- Customer-focused
- Deadline-oriented
- Detail-oriented
- Demonstrate initiative
- Efficient
- Ethical
- Flexible
- Honest
- Independent
- Investigative
- Logical
- Organized
- Patient
- Personable
- Problem solver
- Professional presence
- Questioning
- Quick learner
- Respectful
- Self-motivated



RELATED JOB TITLES

Note: This is only a representative list and does not exhaust all possible titles in the field.

- Applications support specialist*
- Client support specialist
- Computer electronics technician
- Computer sales*
- Computer support technician
- Configuration center technician
- Data communications analyst
- Data security analyst*
- Database analyst
- End-user support specialist
- Help desk specialist
- Information systems manager*
- Installation technician
- IT project manager*
- LAN administrator
- Microcomputer consultant*
- Microcomputer marketer*
- Microcomputer operator
- Microcomputer specialist
- Network administrator*
- Network/technical coordinator*
- Office manager
- Office technician
- PC specialist/technician
- PC support specialist
- Software specialist*
- Software tester*
- Software trainer
- Systems analyst*
- Systems designer*
- Technology consultant*
- Trainer*

**Position may require a bachelor's degree or higher.*

POSSIBLE EMPLOYERS

Note: This is only a representative list and does not exhaust all types of employers.

- Banks and financial institutions
- Consulting companies
- Education
- Government agencies
- Health care
- Insurance companies
- Manufacturing
- Nonprofit organizations
- Public accounting
- Real estate
- Research
- Retail
- Self-employment
- Service
- Technology
- Wholesale

QUICK FACTS

Computer Support Specialist Labor Statistics (national averages)

2020 Median Pay	\$55,510 per year/\$26.69 per hour
Typical Entry-Level Education	See How to Become One
Work Experience in a Related Occupation	None
On-the-job Training	None
Number of Jobs, 2019	882,300
Job Outlook, 2019-29	8% (Much faster than average)
Employment Change, 2019-29	67,300

Source: Bureau of Labor Statistics, U.S. Department of Labor, Occupational Outlook Handbook, Computer Support Specialists, at <https://www.bls.gov/ooh/computer-and-information-technology/computer-support-specialists.htm> (visited April 14, 2021).

