

**Computer Repairers**, also known as **Data Processing Equipment Repairers**, service mainframe, server, and personal computers; printers; and disc drives. These repairers primarily perform hands-on repair, maintenance, and installation of computers and related equipment. Workers who provide technical assistance, in person or by telephone, to computer system users are known as computer support specialists.

**Computer Support Specialists** provide technical assistance, support, and advice to customers and other users. This group includes **Technical Support Specialists** and **Help-desk Technicians**. These troubleshooters interpret problems and provide technical support for hardware, software, and systems. They answer phone calls, analyze problems using automated diagnostic programs, and resolve recurrent difficulties. Support specialists may work either within a company that uses computer systems or directly for a computer hardware or software vendor. Increasingly, these specialists work for help-desk or support services firms, where they provide computer support on a contract basis to clients. Technical support specialists install, modify, clean, and repair computer hardware and software. They also may work on monitors, keyboards, printers, and mice.

**Systems Analysts** solve computer problems and enable computer technology to meet individual needs of an organization. Analysts, who do more in-depth testing of products, may be referred to as **Software Quality Assurance Analysts**. Networks come in many variations and **Network Systems** and **Data Communications Analysts** design, test, and evaluate systems (Local Area Networks/LAN, Wide Area Networks/WAN, Internet/Intranet).

**Network Systems Administrators** design, install, and support an organization's LAN, WAN, network segment, Internet or Intranet system. They maintain network hardware and software, analyze problems, and monitor the network to ensure availability to system users. **Webmasters** are responsible for all technical aspects of a website (performance issues, speed of access, approving site content, etc.). **Database Administrators** work with database management systems software and determine ways to organize and store data.

### Salary Information:

- Computer Technology, Associate in Applied Science  
\$28,000 Median Salary (Follow-up Study, Monroe Community College Graduates, 2006)
  - Computer Support Specialist, Systems Analyst, Computer Repairer  
\$31,430-\$44,680 Entry Salary (Finger Lakes Region, NYS Department of Labor, 2007)  
\$40,430 Median Salary (U.S. Bureau of Labor Statistics, 2007)
- [\*Salary varies based on education/advanced degree, work-experience & setting/location.]

### Additional Information:

- Computer Careers Planning Information: [www.itsworking.org/home.html](http://www.itsworking.org/home.html)

