



White Paper

PC Repair & Support -
Keeping A Company
Connected To The World

PC Repair and Support

You've seen the classifieds, searched the job sites and you know they're full of jobs in the field of Information Technology. The facts and figures of the number of open IT jobs are very encouraging. Now you're ready to find out how to turn your interest in computers into a lucrative IT career. You've come to the right place to find out more about Information Technology jobs.



At the base of nearly all organizations is the Information Technology Department - they run the world as we know it. Industries such as Health Care, Federal Government, Retail, Manufacturing, Automotive, Insurance, and so many more all require computer support, help desk support, and computer repair technicians. These positions are only the tip of the pyramid - the entry level IT jobs. The supply of qualified computer technicians has dwindled, but the demand for them is incredibly high. While many industries are cutting expenses and downsizing, jobs in the Information Technology industry are increasing.

Healthcare alone makes up for a vast portion of all the industries in need of filling computer jobs. It is the fastest growing industry in the US, and a major part of that rapid growth is due to the necessary IT jobs it must fill. The US government is requiring medical records be converted to a digital format. The need for computer technicians to maintain the industry's computer networks is on the rise.

When starting your career in PC Repair and Support, there are essentially four levels of career advancement: Level 1- Help Desk Support or PC Technician. Level 2- Field Service Technician Level-3 or Computer Technician Level-3; requiring at least one to two years of experience in the Information Technology industry. Level 3- Senior Help Desk Support or Senior Field Service Technician; requiring three or more years of experience. Level 4-

Help Desk Support Manager or Customer Support Manager. This is your first level of management in the Information Technology industry, requiring three or more years of experience. As you continue to advance in your technology career, the paths available to you begin to branch out and your career in IT can become limitless.

Most Information Technology professionals start their technology career in the PC Repair and Computer Support Services area. The starting salaries for these computer support specialists are quite appealing and often are the first reason people decide to pursue a career as an IT technician.

Another reason for looking at a career in IT is job security. As other industries reduce their numbers, the Information Technology industry is expanding. A productive individual that is willing to put in the time to broaden his/her knowledge in Information Technology will be in high demand.

There is remarkable flexibility, stability, and growth when it comes to Information Technology jobs, not to mention a multitude of benefits. Your technology career can take you as far as you want to go. There is no glass ceiling and your only limits are the ones you set for yourself. Your future in IT is wide open! Your earning potential is unlimited! This site will help you answer many questions, but the next one is entirely up to you. How far do you want to go?

Once you begin your IT career, you will find that your increased knowledge in Information Technology is priceless, highly respected, and rewarding. It will enable you to choose from an enormous amount of positions in high demand.

Legend

The Education/Credential requirements are color coded to match the job categories.

Blue = PC Repair & Support

Green = Network Administration

Red = Security

Brown = Database Administration

Purple = Web Design & Development

IT Career level 1

Here is where your career path in the PC Repair and Support Services starts. With an entry level IT job, as a productive Help Desk Support Representative, PC Technician, Computer Technician, or Field Service Technician team member, you will be able to use your computer repair skills and increase your knowledge of the Information Technology industry.

Job Title:

**Help Desk Support
PC Technician**

**Field Service Technician
Service Center Technician**

Job Description:

PC Technicians respond to inquiries from their organization's computer users and may run automatic diagnostics programs to resolve problems. They also install, modify, clean, and repair computer hardware and software. In addition, they may write training manuals and train computer users in how to use new computer hardware and software. These workers also oversee the daily performance of their company's computer systems and evaluate how useful software programs are.

The explosive use of computers has created demand for PC Technicians who provide advice to users, as well as for the day-to-day administration, maintenance, and support of computer systems and networks. These troubleshooters interpret problems and provide technical support for hardware, software, and systems.

IT career goal-setters interested in becoming a Computer Technician or PC Support Specialist must have strong problem-solving, analytical, and communication skills because troubleshooting and helping others are vital parts of the job. The constant interaction with other computer personnel, customers, and employees requires Computer Technicians to communicate effectively on paper, via email, over the phone, and in person. Strong writing skills are useful in preparing manuals for employees and customers.

They need to be able to document and communicate problems, solutions, and the implementation process, in a clear and concise manner. They will create contingency plans, following the organization's format and procedures.

PC Technicians may advance into positions in which they use what they have learned from their experiences to improve the design and efficiency of the company's computer systems. As technology continues to improve, PC Technicians and Hardware Installation Technicians must strive to acquire new skills. IT Job promotions usually depend more on performance than on formal education. Eventually, some computer technicians become Network Administrators, designing and maintaining the network infrastructure rather than assisting users. PC Technicians in hardware and software companies often enjoy great upward mobility early in their IT career; advancement sometimes comes within months of becoming employed.

Education/Credential Requirements:

(Required): [High School Diploma or Equivalent]; [IT Infrastructure Library]; [Basic Linux]; [Microsoft Certified Desktop Support Technician (MCDST)]; [CompTIA A+ Certification]; [EMC Proven Professional Storage Technologist Associate Certification]; [Soft Skills in Communications]

(Recommended): Working Towards [CompTIA Server+ Certification]; [CompTIA Network+ Certification]; [CompTIA Linux+ Certification]; [Junior Level Linux Professional (LPIC-1)]; [Microsoft Certified Technology Specialist (MCTS): Windows Vista, Configuration]; [Microsoft Certified Technology Specialist (MCTS): Business Desktop Deployment]; [Novell SUSE Linux Fundamentals]

Salary information:

National Average Salary: *\$25,390.00

Note: The education/credential requirements listed to the right were assembled based on the most popular IT job titles and company expectations. We have listed the most likely requirements. You may not need them all, but you will certainly be required to have some of them. One of our Network Administration training advisors will contact you to answer any questions and guide you to the right path.

* Salary information has been compiled from statistics provided by the U.S. Bureau of Labor Statistics (Website: <http://www.bls.gov>).

IT Career level 2

At this IT career level, you should have a year or two of work experience in the PC Repair and Support area. Your knowledge as an IT technician is necessary if you are to advance to the Help Desk Support Tier-3, PC Technician Level-3, Field Service Technician Level-3, or Computer Technician Level-3 levels in your IT career.

Following are some of the most popular IT job titles that companies are looking for, as well as their job description, salary and education/credential requirements. There are many more IT job titles than what you see below; we have only listed a few of the most popular in each sector.

Job Title:

Help Desk Support Tier-3

Computer Technician Level-3

Field Service Technician Level-3

PC Technician Level-3

Job Description:

You should have one to two years of IT job experience and the ability to handle more complex problems and calls. PC Technicians respond to inquiries from their organization's computer users and may run automatic diagnostics programs to resolve problems. They also install, modify, clean, and repair computer hardware and software. In addition, they may write training manuals and train computer users on how to use new computer hardware and software. These workers also oversee the daily performance of their company's computer systems and evaluate how useful software programs are.

You must have strong problem-solving, analytical, and communication skills because troubleshooting and helping others are vital parts of the job. The constant interaction with other computer personnel, customers, and employees requires Computer Technicians to communicate effectively on paper, via email, over the phone, and in person. Strong writing skills are useful in preparing manuals for employees and customers.

PC Technicians may advance into positions in which they use what they have learned from their experiences to improve the design and efficiency of the company's computer systems. As technology continues to improve, PC Technicians and Hardware Installation Technicians must strive to acquire new skills in IT. Job promotions usually depend more on performance than on formal education. Eventually, some computer technicians become Network Administrators, designing and maintaining the network infrastructure rather than assisting users. PC Technicians in hardware and software companies often enjoy great upward mobility early in their IT career; advancement sometimes comes within months of becoming employed.

Education/Credential Requirements:

(Required): [High School Diploma or Equivalent]; [IT Infrastructure Library]; [Basic Linux]; [Microsoft Certified Desktop Support Technician (MCDST)]; [CompTIA A+ Certification]; [EMC Proven Professional Storage Technologist Associate Certification]; [CompTIA Server+ Certification]; [CompTIA Network+ Certification]; [CompTIA Linux+ Certification]; [Junior Level Linux Professional (LPIC-1)]; [Microsoft Certified Technology Specialist (MCTS): Windows Vista, Configuration]; [Microsoft Certified Technology Specialist (MCTS): Business Desktop Deployment]; [Novell SUSE Linux Fundamentals]; [Soft Skills in Communications]

(Recommended): Working Towards [Intermediate Level Linux Professional (LPIC-2)]; [CompTIA Security+]

Salary information:

National Average Salary: *\$31,059.00

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IT Career level 3

At this IT career level, companies are looking for an individual with three or more years of experience in the PC Repair and Support area. To advance to this level, you will possess comprehensive knowledge of design, management, and operation of managed IT systems, ability to analyze and resolve complex issues, both logical and interpersonal. Following are some of the most popular IT job titles that companies are looking for, as well as their job description, salary and education/credential requirements. There are many more computer job titles than what you see below, we have only listed a few of the most popular in each sector.

Job Title:

**Help Desk Support Tier-5
PC Technician Level-5**

**Senior Help Desk Support
Senior Field Service Technician**

Job Description:

You should have three or more years of IT job experience and be able to handle any problems or calls that come in. PC Technicians respond to inquiries from their organization's computer users and may run automatic diagnostics programs to resolve problems. They also install, modify, clean, and repair computer hardware and software. In addition, they may write training manuals and train computer users in how to use new computer hardware and software. These workers also oversee the daily performance of their company's computer systems and evaluate how useful software programs are.

You must have strong problem-solving, analytical, and communication skills because troubleshooting and helping others are vital parts of this computer job. The constant interaction with other computer personnel, customers, and employees requires Computer Technicians to communicate effectively on paper, via email, over the phone, and in person. Strong writing skills are useful in preparing manuals for employees and customers.

They need to be able to document and communicate problems, solutions, and the implementation process, in a clear and concise manner. They will create contingency plans, following the organization's format and procedures.

After gaining experience and expertise, they often are able to advance to more senior-level positions. For example, Senior Network and Computer Systems Administrators may make presentations to executives and managers on the security of the company computer network. They also may translate the needs of an organization into a set of technical requirements based on the available technology.

Education/Credential Requirements:

(Required): [High School Diploma or Equivalent]; [IT Infrastructure Library]; [Basic Linux]; [Microsoft Certified Desktop Support Technician (MCDST)]; [CompTIA A+ Certification]; [EMC Proven Professional Storage Technologist Associate Certification]; [CompTIA Server+ Certification]; [CompTIA Network+ Certification]; [CompTIA Linux+ Certification]; [Junior Level Linux Professional (LPIC-1)]; [Microsoft Certified Technology Specialist (MCTS): Windows Vista, Configuration]; [Microsoft Certified Technology Specialist (MCTS): Business Desktop Deployment]; [Novell SUSE Linux Fundamentals]; [Intermediate Level Linux Professional (LPIC-2)]; [CompTIA Security+ Certification]; [Soft Skills in Communications]

(Recommended): Working Towards towards [Microsoft Certified System Administrator (MCSA)]; [Cisco CCENT™ (Cisco Certified Entry Networking Technician) Certification]; [Soft Skills in Management]

Salary information:

National Average Salary: *\$38,804.00

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IT Career level 4

At this level, with three or more years of experience in the PC Repair and Support area, you are now eligible for a management position. To receive a promotion to this level a candidate will possess effective verbal and written communications skills and effective presentation skills, all geared toward coordination and education, ability to negotiate and defuse conflict, ability to effectively present information and respond to questions from clients, customers, and the general public. Following are some of the most popular IT job titles that companies are looking for, as well as their job description, salary and education/credential requirements. There are many more computer job titles than what you see below, we have only listed a few of the most popular in each sector.

Job Title:

Help Desk Support Manager

Customer Support Manager

Job Description:

Support Managers supervise and assist a group of Help Desk and Technical Support Representatives. This position requires three or more years of experience in both Help Desk Support and Computer Repair Services. Strong customer support, communication, interpersonal, and management skills are a must.

They assist their staff in responding to telephone calls and email messages from customers looking for help with computer problems. In responding to these inquiries, they must listen carefully to the customer, ask questions to diagnose the nature of the problem, and then patiently walk the customer through the problem-solving steps.

They also deal directly with customer issues and companies value them as a source of feedback on their products. They are consulted for information about what gives customers the most trouble, as well as other customer concerns. They also deal with their internal staff and will need to help resolve internal issues such as interviewing, hiring, and possibly terminating staff members.

They constantly interact with customers and fellow employees as they answer questions and give advice. They normally work about 40 hours a week, but if their employer requires computer support over extended hours, they may be "on call" for rotating evening or weekend work.

At this level in your IT career you must have good communication skills because the constant interaction with other computer personnel, customers, and employees requires you to communicate effectively on paper, via email, over the phone, and in person. Strong writing skills are useful in preparing communication for employees and customers. Good presentation skills are required for giving department production reports to upper management.

Education/Credential Requirements:

(Required): [High School Diploma or Equivalent]; [CompTIA A+ Certification]; [Microsoft Certified Desktop Support Technician (MCDST)]; [Basic Linux]; [EMC Proven Professional Storage Technologist Associate Certification]; [CompTIA Linux+ Certification]; [Junior Level Linux Professional (LPIC-1)]; [Microsoft Certified Technology Specialist (MCTS): Windows Vista, Configuration]; [Microsoft Certified Technology Specialist (MCTS): Business Desktop Deployment]; [Novell SUSE Linux Fundamentals]; [Soft Skills in Communications]; [Soft Skills in Management]

(Recommended): Working Towards [Soft Skills in Leadership]

Salary information:

National Average Salary: *\$48,667.00

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