

# Can Women be Computer Support Technicians? **YES!**



**Idaho Wages**  
**Hourly Range** \$9.92 to \$28.02  
**Median Wage** \$17.06

## Preparation

To work as an Computer Support Technician, you must:

- have a high school diploma or GED;
- complete training beyond high school;
- have an eye for detail; and be able to work accurately and neatly.
- **Technical Certificate is offered at the College of Southern Idaho.**

## Idaho Employment

1956 jobs— Very Large occupation  
30.7% —annual growth  
84—annual jobs open

Nationally, women make up 28.9% of the labor force.

Source: *US Dept of Labor (2006)*

## Job Outlook

The number of businesses using computers continues to grow. With more staff using computers, companies are hiring on-site support specialists to solve problems. Also, more complex software is available for people to use on their home computers. These users also need support staff to answer their questions. In addition, new programs are being created for wireless Internet. Additional specialists will be needed to teach people how to use these programs.

*"Of course they can. I think that women are a great and underestimated asset to computer related fields. Among other things, they offer a different (and perhaps new) way of thinking to the same subject."*—Brandy Miller

## Regardless of Gender Computer Support Technicians need to:

- Research and help computer users solve software and hardware problems.
- Install software or make minor repairs to computers following design or installation directions.
- Set up computer equipment for people. Make sure the system runs correctly.
- Maintain record of telephone calls and e-mails. Track what types of problems, what they did to help, and what software they installed.
- Read technical manuals, talk with users, and conduct computer tests. Learn what the problem is and find ways to solve it.
- Talk with staff and managers to learn what new equipment is needed or what changes need to be made to computers.
- Supervise other computer support workers.
- Develop training materials and train staff on company procedures.
- Refer major hardware or software problems to the company who made it or to service technicians.
- Evaluate new software and hardware.
- Evaluate if customers are using the proper software and hardware for their needs.
- Test and monitor software, hardware, and connected equipment.
- Read trade magazines and attend conferences to build knowledge and keep current about hardware and software.

## Computer support specialists frequently:

- Are the first line of support to end users.
- May be required to sit at a computer terminal for extended periods of time.
- Discover new ways to solve problems.
- Research solutions.
- Get to play on the latest computer equipment.

**College of Southern Idaho**  
**Center for New Directions**  
**Non Traditional Occupations Program—732-6688.**  
**Computer Support Tech Program**  
**Contact Kirk Ruby—732-6316**