

INFORMATION TECHNOLOGY TECHNICIAN



Summary of profession

IT technicians advise people in computer installation processes and troubleshooting and also maintain company systems. IT technicians provide technical support and teach their clients the basic skills they need to operate newly installed programs. They set up computer equipment, diagnose computer problems, monitor computer-processing systems, install software and perform tests on computer equipment and programs.

Working hours, patterns and environment

They usually work 35 to 40 hours a week by way of shifts, including evenings and weekends. Technicians work in an office and spend a lot of time at a computer. They may have to travel to different sites to help users.

Education and skills

They should have an associate's degree, bachelor's degree, or certificate in a computer field. IT technicians need strong knowledge of computers and how they operate, which includes having a broad understanding of hardware and software, operating systems and basic computer programming. Familiarity with electronic equipment, Internet applications and security may also be required.

Job growth and opportunities

Computer support specialists could see employment growth between 2014 and 2024. Upgrades to existing systems should play a major part in this employment growth.