

TECH SUPPORT SPECIALIST



What does a Tech Support Specialist do?

Tech Support Specialists can manage an organization's servers and desktop and mobile equipment. They ensure that email and data storage networks work properly. They also make sure that employees' workstations are working efficiently and stay connected to the central computer network. Some administrators manage telecommunication networks. Tech Support Specialists may also train users in the proper use of hardware and software.

How will Asher College prepare me for this career?

The Tech Support Specialist will learn:

- How to install, configure, and maintain Windows 10 in a stand-alone, workgroup, and domain environment
- Use current cybersecurity practices to analyze and differentiate malware, social engineering, wireless and application attacks along with the use and application of cryptography concepts, tools, and products
- Students will be taught to design and configure the appropriate system architecture and install the Linux operating system and packages using both GNU and Unix commands. Students will also configure shells and create scripts to manage user interfaces better, customize administrative tasks, and manage networking and security

What characteristics are important in this field?*

- **Customer-service skills:** Computer support specialists must be patient and sympathetic. They often help people who are frustrated with the software or hardware they are trying to use.
- **Listening skills:** Support workers must be able to understand the problems that their customers are describing and know when to ask questions to clarify the situation.
- **Problem-solving skills:** Support workers must identify both simple and complex computer problems, analyze them, and solve them.
- **Speaking skills:** Support workers must describe the solutions to computer problems in a way that a nontechnical person can understand.
- **Writing skills:** Strong writing skills are useful for preparing instructions and email responses for employees and customers, as well as for real-time web chat interactions.

What are the job opportunities in this Career?

- Desktop Support Specialist
- Tech Support Specialist
- Help Desk Support
- Data Center Specialist
- Computer Support Tech

What are the Salary Potentials and the job outlooks in this field?

Asher College provides career-training programs for entry-level positions. Salaries vary depending on geographical location, economic conditions, and willingness to relocate. Salaries by occupation and specific location can be found at www.onetonline.org. National figures for labor market activity, working conditions, and price changes in the economy are available at www.bls.gov/ooh/ or you can visit the campus career services department to learn where Asher graduates work and the beginning salaries in their respective careers.

What are the typical working hours for this career?*

Most Tech Support Specialists work full time. Organizations depend on their computer networks, so support specialists may need to work overtime to ensure that the systems and equipment are operating properly around the clock.

What is the job outlook for the next 10 years?*

Employment of computer support specialists is projected to grow 8 percent from 2019 to 2029, much faster than the average for all occupations. More support services will be needed as organizations upgrade their computer equipment and software. Computer support staff will be needed to respond to the installation and repair requirements of increasingly complex computer equipment and software.

*Reference: <https://www.bls.gov/>



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ASHER ID	COURSE NAME	CERTIFICATION OR SKILL
NET102	Introduction to Networking	CompTIA Network+ or Microsoft MTA
MOS102	Windows OS	Microsoft MD-100 Exam
OSL200	Administering Linux	CompTIA Linux+
SEC101	Network and Operational Security	CompTIA Security+
CD100	Career Success	Soft Skill Development
CD201	Advanced Career Development	Soft Skill Development

What Certification and Exam options do I have with this program?

CompTIA Network+ or Microsoft MTA
 Microsoft OS Operating System
 CompTIA Linux+
 CompTIA Security+



How long will it take to complete my education?

Full time = 6 months (24 hours per week)
¾ time = 8 months (18 hours per week)
Half Time = 12 months (12 hours per week)

For more information on our programs, our catalogs can be viewed at <https://asher.edu/disclosures/>

www.Asher.edu

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