

PC SUPPORT SPECIALIST

QUARTER CREDIT HOURS: 47.5



What does a PC Support Specialist do?

PC Technicians provide help and advice to computer users and organizations. These technicians either support computer networks or they provide technical assistance directly to computer users.

How will Asher College prepare me for this career?

Students who enroll in the PC Support Specialist program will have the opportunity to learn:

- Computer and mobile device hardware, including storage devices, backup media, power supplies, CPUs, memory, display devices, adapter cards, cooling methods, install and configure peripherals, and maintenance
- The ability to design and implement small office-home office networks
- The basics of Microsoft Office with Word, Excel, and Outlook
- How to navigate networking technology, hardware, virtualization, cloud computing, and network troubleshooting

What characteristics are important in this field?

- **Customer-service skills:** 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?

The PC Tech certification is appropriate for job roles including:

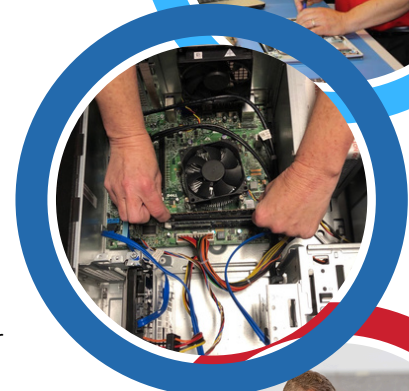
- Desktop Support Specialist
- Help Desk
- Technical Support Specialist
- PC Technician

What is the Salary Potential and the job outlook in this field?

Asher College provides career-training programs for entry and mid-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 PC Technicians have full-time work schedules; however, many do not work typical 9-to-5 jobs. Because computer support is important for businesses, support services may need to be available 24 hours a day. As a result, many PC Technicians must work nights or weekends.



PC SUPPORT SPECIALIST



ASHER ID	COURSE NAME	CERTIFICATION EXAM OR SKILL
PCS110	PC Support Level 1	CompTIA A+ Part 1 of 2
PCS111	PC Support Level 2	CompTIA A+ Part 2 of 2
NET103	Introduction to Networking	CompTIA Network+
MOE100	Microsoft Essentials	Skill Development
CD101	Career Success	Soft Skill Development
CD201	Advanced Career Development	Soft Skill Development

What Certification options do I have with this program?

CompTIA A+
CompTIA Network+



Earn the following credentials by stacking multiple CompTIA certifications:

Infrastructure Specialist – **CIOS** – **CompTIA IT Operations Specialist** (A+ and Network+)



How long will it take to complete my education?

Full time = 7 months (24 hours per week)

¾ time = 10 months (18 hours per week)

Half Time = 14 months (12 hours per week)

Program Accredited By:



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

www.Asher.edu

DALLAS

9330 Lyndon B. Johnson Fwy, Ste. 650
Dallas, TX 75243 • 970-600-2818

LAS VEGAS

6029 W Charleston Blvd
Las Vegas, NV 89146 • 702-323-0853

SACRAMENTO

1215 Howe Ave
Sacramento, CA 95825 • 916-900-2850