

# 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:

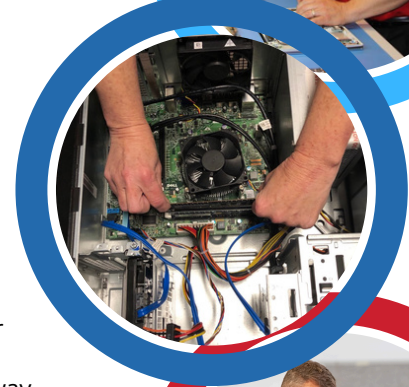
- Desktop Support Specialist
- Help Desk
- Technical Support Specialist
- PC Technician

## 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](http://www.onetonline.org). National figures for labor market activity, working conditions, and price changes in the economy are available at [www.bls.gov/ooh/](http://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.



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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**

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