# SKILLS IN SCRANTON
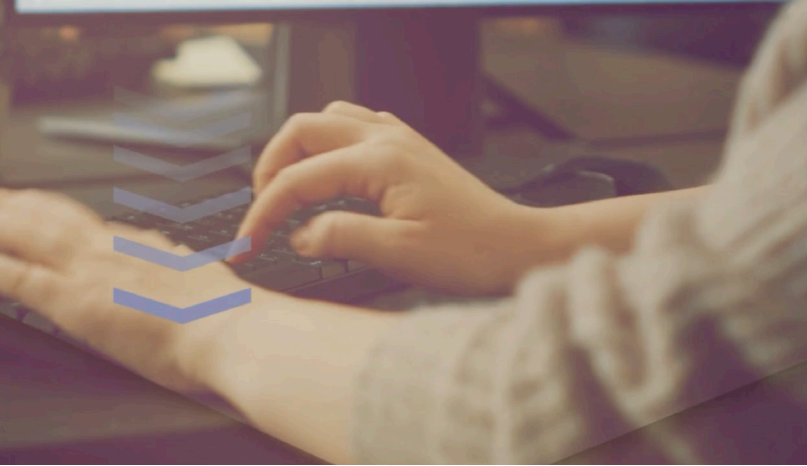*Greater Scranton Chamber of Commerce*

## *Career Pathways:*
# Information Technology Support Specialist

Information Technology support or technical support staff usually refers to the employees from the technology department who maintain and manage computer systems, hardware and software and provide troubleshooting. Their job duties include aiding technical support to staff, clients, and customers for all technical challenges they may face, along with conflict resolution for IT problems and excellent customer experience.

## About IT Support

IT support is a form of technical support that helps with various technological issues like computers, printers, networks, and devices.

## Key Tasks

- Analyze customers' computer problem to diagnose it and determine the cause
- Document customers' descriptions of their computer problems
- Guide customers through the recommended problem-solving steps
- Set up or repair computer equipment and related devices
- Install and train users on new hardware or software
- Inform team members and managers of major problems or of customers' recurring concerns

## Key Skills

- Technical knowledge of computer systems, hardware, software and operating systems
- Analytical and mechanical reasoning
- Troubleshooting
- Adaptability to new software and hardware
- Technical writing
- Data analysis
- Project management
- Communication skills
- Multi-tasking and time management
- Attention to detail
- Teamwork
- Leadership
- Conflict resolution

## Education & Certifications

Education requirements for IT Support specialists vary. Jobs require some computer knowledge but not necessarily a college degree. Applicants who have taken courses in areas such as networking, server administration, and information security may qualify for these jobs. Employers may accept applicants who have an associate degree, although some prefer that applicants have a bachelor's degree.

Large software companies that provide support to business users who buy their products or services may require applicants to have a bachelor's degree. Positions that are more technical are likely to require a degree in a field such as computer and information technology or engineering.

Certification programs are generally offered by vendors or from vendor-neutral certification providers. Certification validates the knowledge of and best practices. Companies may require their support specialists to hold certifications in the products the companies use. Other types of certifications, such as CompTIA A+, may be a helpful starting point for workers seeking entry into the occupation.

## Local College/ University Programs

- University of Scranton
- Penn State Scranton
- Johnson College
- Lackawanna College
- Marywood University
- Misericordia University
- Keystone College
- King's College
- Wilkes University
- Luzerne County Community College

## Industry Sector Employers

- Geisinger
- I.D. Logistics
- University of Scranton
- Toyota of Scranton
- Tobyhanna Army Depot
- MetLife
- Prudential

*List above shows a sampling of sector employers and is not limited to the list above.*

Learn more about chemical engineering and other career pathways at **ScrantonChamber.com**

**Sources:**
www.indeed.com
www.bls.gov