

# Computer Support Specialists in California

**May also be called:** Information Technology (IT) Specialists; Electronic Data Processing (EDP) Auditors; Help Desk Analysts or Technicians; Computer Technicians; Desktop Support Technicians; Office Systems Coordinators; Customer Support Analysts; and Work Station Support Specialists.

## What Would I Do?

Computer Support Specialists provide technical assistance to computer system users. These troubleshooters help clients use computer hardware and software, including printing, installation, word processing, e-mail, and operating systems. They answer phone calls, use automated diagnostic programs to analyze problems, and resolve recurrent difficulties.

Computer Support Specialists usually work 40 hours a week, but that may include evening or weekend work if the employer requires computer support during those hours. Overtime may be necessary when unexpected technical problems arise.

## Will This Job Fit Me?

The job of Computer Support Specialist will appeal to those who enjoy activities that involve following set procedures and routines as well as working with ideas, and activities that require an extensive amount of thinking.

## What Wages and Benefits Can I Expect?

The median wage in 2008 for Computer Support Specialists in California is \$48,372 annually or \$23.26 hourly. The median is the point at which half of the workers earn more and half earn less.

### Change to Hourly Wages

Annual Wages for 2008	Low (25th percentile)	Median (50th percentile)	High (75th percentile)
California	\$37,440	\$48,372	\$62,031

Source: EDD/LMID [Occupational Employment Statistics Survey, 2008](#)

[View Wages for All Areas](#)