



CAREER PROFILES

User Support Technicians:

User Support Technicians provide first-line technical support to computer users experiencing difficulties with computer hardware and with computer applications and communications software.

Wage/Salary Information:

\$41,250 is the median annual salary found in local job-postings.

\$22.69/hour is the median wage reported locally.

Commonly Listed Skills in Job Postings:

- Troubleshooting
- Customer service oriented
- Oral and written communication
- Microsoft office
- Bilingual
- Problem solving
- Detail oriented
- Computer use
- Work independently
- Self-motivated
- Teamwork
- Time management
- Organizational skills
- Management
- Analytical skills
- Creativity
- Interpersonal
- Marketing

Job Duties:

User Support Technicians communicate electronically and in person with computer users experiencing difficulties to determine and document problems experienced. User Support Technicians consult user guides, technical manuals, and other documents to research and implement solutions. They emulate or reproduce technical problems encountered by users and provide advice and training to users in response to identified difficulties. User support Technicians also provide business systems, network, and Internet support to users in response

to identified difficulties and collect, organize, and maintain a problems and solutions log for use by other technical support analysts.

Working Conditions:

User Support Technicians may provide services 24 hours a day or over an extended work day that includes working shifts.

User Support Technicians normally work in an office or call centre where they field calls and emails from staff or clients.

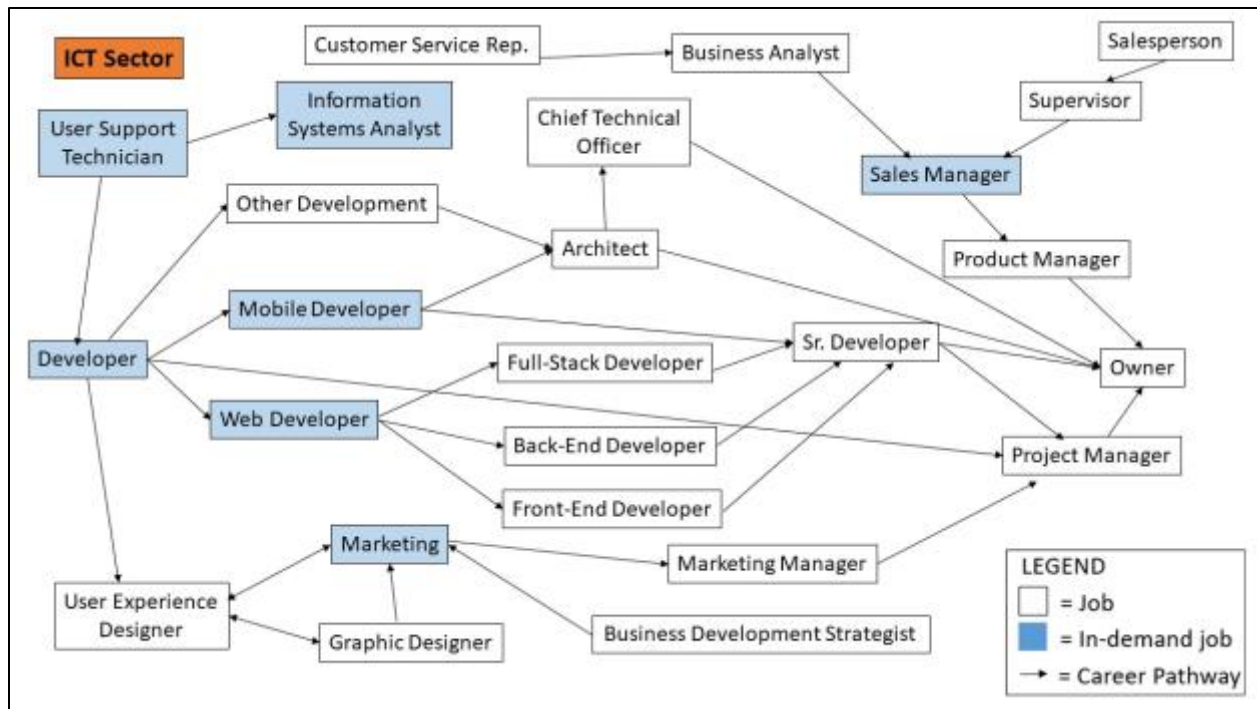
The use of well-designed work stations and safe work procedures can minimize the risks of eye, back, and hand and wrist strain or injury.

Career Pathways:

With experience and training, user support technicians can progress to supervisory positions or move into other fields such as computer programming, interactive media development, web development, or systems analysis.

User Support Technicians are employed by computer hardware manufacturers and retailers, software developers, in call centres, and in information technology units throughout the private and public sectors. Below are potential career pathways for User Support Technicians:

- Call Centre Agent – Technical Support
- Client Support Representative – Systems
- Computer Help Desk Representative – Systems
- Computer Help Desk Supervisor
- Hardware Installation Technician
- Hardware Technical Support Analyst
- Help Desk Technician
- Software Installation Technician
- Software Technical Support Analyst
- Systems Support Representative
- Technical Support Analyst – Systems
- Technical Support Supervisor
- User Support Technician



Education and Training Pathways:

If you're interested in becoming a User Support Technician, you can begin your apprenticeship or attend a local training/education program.

Apprenticeship Details:

Information Technology – Hardware Technician

- Certification: Voluntary (not required to practice this profession in Ontario)
- Red Seal: No
- On-the-job training: 6,420 hours
- In-class training: One 12-week and one 9-week technical session

Information Technology – Network Technician

- Certification: Voluntary (not required to practice this profession in Ontario)
- Red Seal: No
- On-the-job training: 6,340 hours
- In-class training: Two 12-week technical sessions

Individuals interested in pursuing an apprenticeship pathway, should follow these steps:

- 1) Get hired – by an employer/sponsor/union
- 2) Apply online to register as an apprentice at www.ontario.ca/page/start-apprenticeship
- 3) Sign a training agreement with your employer/sponsor and the Employment Ontario apprenticeship office.
- 4) Become a Member of the Ontario College of Trades Apprentices Class at www.collegeoftrades.ca/membership
- 5) Keep a record of the hours you work
- 6) Achieve the competencies listed in your training standard if required in your trade
- 7) Complete all of the training requirements in your trade and you will receive a Certificate of Apprenticeship (CoA).
- 8) Write the Exam for the Certificate of Qualification if required in your trade

If you are currently in high school and would like to begin an apprenticeship, visit oyap.com for more information about the Ontario Youth Apprenticeship Program.

Individuals unsure about whether to pursue an apprenticeship or not, can learn more by visiting www.ontario.ca/page/prepare-apprenticeship.

Canadian College of Health, Science, and Technology:

Systems Software Technician

Admission/Eligibility Requirements: Unknown

Academic Credential: Systems Software Technician Diploma

Professional Certification: Unknown

Attendance: In-person

Full-time or Part-time: Full-time

Program Length: Unknown

Program Cycle: Unknown

Program Cost: Unknown

OSAP Eligible: Unknown

Location: 1737 Walker Road, Windsor, N8W 3P2

For more information on this program, please visit:

<http://www.cchst.net/systems-software-technician-program-internship/>

Systems Support Technician

Admission/Eligibility Requirements: Unknown

Academic Credential: Systems Support Technician Diploma

Professional Certification: Unknown

Attendance: In-person

Full-time or Part-time: Full-time

Program Length: 8 months

Program Cycle: Unknown

Program Cost: Unknown

OSAP Eligible: Unknown

Location: 1737 Walker Road, Windsor, N8W 3P2

For more information on this program, please visit:

<http://www.cchst.net/windsor-systems-support-technician-program/>

Technical Support Analyst

Admission/Eligibility Requirements: Unknown

Academic Credential: Technical Support Analyst Diploma

Professional Certification: Unknown

Attendance: In-person

Full-time or Part-time: Full-time

Program Length: 9 months

Program Cycle: Unknown

Program Cost: Unknown

OSAP Eligible: Unknown

Location: 1737 Walker Road, Windsor, N8W 3P2

For more information on this program, please visit:

<http://www.cchst.net/technical-support-analyst-program/>

St. Clair College:

Computer Systems Technician – Networking

Admission/Eligibility Requirements:

- OSSD with the majority of courses at the College (C), University (U), University/College (M), or Open (O) level
- Grade 12 Math (C) or (U)

Academic Credential: Two Years - Ontario College Diploma

Professional Certification: Unknown

Attendance: In-person

Full-time or Part-time: Full-time

Program Length: 2 year

Program Cycle: Unknown

Program Cost:

- Year 1: \$3,941.61
- Year 2: \$3,804.05
- Total: \$7,745.66 (2017/18)

OSAP Eligible: Yes

Location: 2000 Talbot Road West, Windsor, N9A 6S4

For more information on this program, please visit:

http://www.stclaircollege.ca/programs/postsec/comp_technician/

Computer Systems Technology – Networking

Admission/Eligibility Requirements:

- OSSD with the majority of courses at the College (C), University (U), University/College (M), or Open (O) level
- Grade 12 Math (C) or (U)

Academic Credential: Three Year - Ontario College Advanced Diploma

Professional Certification: Unknown

Attendance: In-person

Full-time or Part-time: Full-time

Program Length: 3 years

Program Cycle: Unknown

Program Cost:

- Year 1: \$3,941.61
- Year 2: \$3,781.95

- Year 3: \$3,804.05
- Total: \$11,527.61 (2017/18)

OSAP Eligible: Yes

Location: 2000 Talbot Road West, Windsor, N9A 6S4

For more information on this program, please visit:

http://www.stclaircollege.ca/programs/postsec/comp_technology/

[triOS College:](#)

Information Technology Administrator

Admission/Eligibility Requirements: High School Graduation Diploma or Mature Student Status

Academic Credential: Information Technology Administrator Diploma

Professional Certification: Unknown

Attendance: In-Person

Full-time or Part-time: Full-time

Program Length:

- 50 weeks (diploma only)
- 58 weeks (with internship)

Program Cycle: Unknown

Program Cost: Unknown

OSAP Eligible: Unknown

Location: 7610 Tecumseh Road East, Windsor, N8T 1E9

For more information on this program, please visit:

<http://www.trios.com/career/?Section=InformationTechnologyAdministrator>

PC Support Technician

Admission/Eligibility Requirements: High School Graduation Diploma or Mature Student Status

Academic Credential: PC Support Technician Diploma

Professional Certification: Unknown

Attendance: In-Person

Full-time or Part-time: Full-time

Program Length: 13 weeks

Program Cycle: Unknown

Program Cost: Unknown

OSAP Eligible: Unknown

Location: 7610 Tecumseh Road East, Windsor, N8T 1E9

For more information on this program, please visit:

<http://www.trios.com/career/?section=pcsupportTechnician>

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