Computer user support specialists

Provide technical assistance to computer users. Answer questions or resolve computer problems for clients in person, via telephone, or electronically. May provide assistance concerning the use of computer hardware and software, including printing, installation, word processing, electronic mail, and operating systems.

Cognitive and mental requirements

The qualifications that workers need to use judgment, make decisions, interact with others, and adapt to changes in jobs.

In 2023, more than basic people skills were required for 94.8 percent of computer user support specialists, and basic people skills were required for 5.2 percent.

Table 1. Percentage of computer user support specialists with cognitive and mental requirements, 2023

Requirement	Yes	No
Pace: Pause control	84.1	15.9
Interaction with general public	65.5	34.5
Working around crowds	<0.5	>99.5
Telework	36.9	63.1
Work review: Supervising others	2.6	97.4
Work review: Presence of supervisor	56.6	43.4

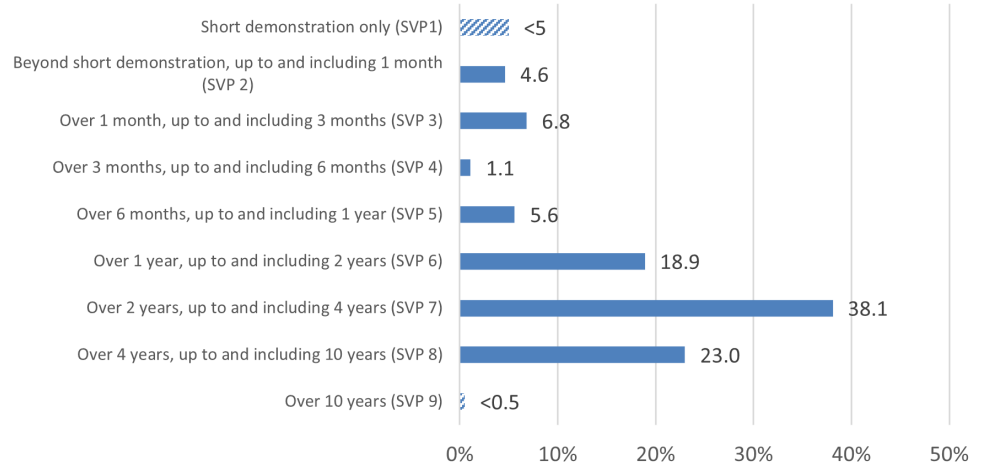Source: U.S. Bureau of Labor Statistics, Occupational Requirements Survey

Education, training, and experience requirements

The minimum level of formal education required, credentials necessary, on-the-job training, and prior work experience necessary for average performance in jobs.

In 2023, credentials were required for 29.7 percent of computer user support specialists. Prior work experience was required for 70.2 percent and on-the-job training was required for 80.9 percent.
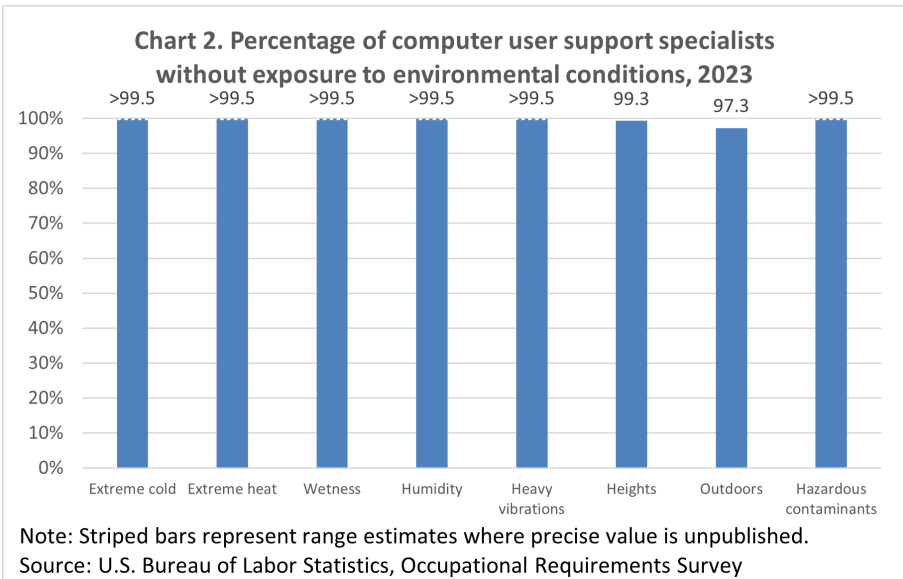
A high school diploma was required for 44.5 percent of computer user support specialists.

Chart 1. Percentage of computer user support specialists by specific preparation time (SVP) level, 2023

SVP Level	Percentage
Short demonstration only (SVP1)	<5
Beyond short demonstration, up to and including 1 month (SVP 2)	4.6
Over 1 month, up to and including 3 months (SVP 3)	6.8
Over 3 months, up to and including 6 months (SVP 4)	1.1
Over 6 months, up to and including 1 year (SVP 5)	5.6
Over 1 year, up to and including 2 years (SVP 6)	18.9
Over 2 years, up to and including 4 years (SVP 7)	38.1
Over 4 years, up to and including 10 years (SVP 8)	23.0
Over 10 years (SVP 9)	<0.5

Note: Striped bars represent range estimates where precise value is unpublished.
Source: U.S. Bureau of Labor Statistics, Occupational Requirements Survey

Chart 2. Percentage of computer user support specialists without exposure to environmental conditions, 2023

>99.5 >99.5 >99.5 >99.5 >99.5 99.3 97.3 >99.5

Extreme cold, Extreme heat, Wetness, Humidity, Heavy vibrations, Heights, Outdoors, Hazardous contaminants

Note: Striped bars represent range estimates where precise value is unpublished.
Source: U.S. Bureau of Labor Statistics, Occupational Requirements Survey
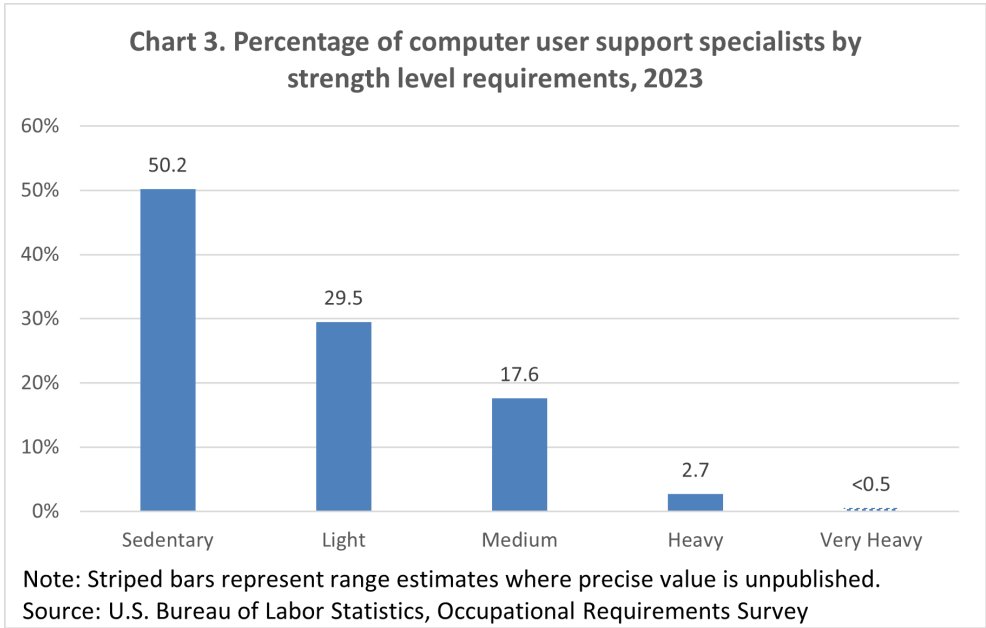
Environmental conditions

The various tangible or concrete hazards or difficulties that are in the vicinity of where jobs' critical tasks are performed.

In 2023, greater than 99.5 percent of computer user support specialists were not exposed to extreme cold, and greater than 99.5 percent were not exposed to extreme heat. Wetness was not present for greater than 99.5 percent, greater than 99.5 percent were not exposed to heavy vibrations, and 97.3 percent were not exposed to the outdoors.

Physical demands

Refer to the physical activities required to perform tasks in jobs. The presence and, in some cases, duration of these activities are published.

In 2023, keyboarding was required for greater than 99.5 percent of computer user support specialists and was not required for less than 0.5 percent. For less than 0.5 percent of workers, keyboarding was seldom performed, for 15.6 percent keyboarding occurred occasionally, 72.6 percent frequently, and for 11.8 percent keyboarding occurred constantly.

Chart 3. Percentage of computer user support specialists by strength level requirements, 2023

50.2 Sedentary, 29.5 Light, 17.6 Medium, 2.7 Heavy, <0.5 Very Heavy

Note: Striped bars represent range estimates where precise value is unpublished.
Source: U.S. Bureau of Labor Statistics, Occupational Requirements Survey

Performing work in low postures was required for 50.4 percent of computer user support specialists and was not required for 49.6 percent.

The choice to sit or stand when performing critical tasks was available to 78.4 percent of computer user support specialists. On average, workers spent 81.8 percent of the workday sitting and 18.2 percent of the workday standing.

Table 2. Percentage of computer user support specialists with physical demands, 2023

Requirement	Yes	No
Choice of sitting or standing	78.4	21.6
Driving	21.9	78.1
Climbing structure-related ramps or stairs	13.4	86.6
Source: U.S. Bureau of Labor Statistics, Occupational Requirements Survey		