

PREPARE FOR AN EXCITING CAREER AS AN

IT SUPPORT SPECIALIST



As an IT support specialist, you'll provide help and advice to computer users and organizations. You may also be responsible for hardware repair and replacement, Windows® and Apple® operating systems, troubleshooting, and networking.

DAY IN THE LIFE



These days, almost every company – from large corporations to hospitals and retail stores – uses computer technology to help run their critical business processes. As an IT support specialist, you will work to make sure this technology continues to run smoothly in order to ensure the business can remain productive. You will also frequently be responsible for helping people troubleshoot any technology issues that may arise.



Most IT support specialists work 40 hours per week; however, many do not follow typical 9-5 schedules. Depending on the type of company or store you work at, you may have a flexible schedule that includes weekends and nights.

MEDIAN ANNUAL WAGE

\$57,910



Nearly **\$12K** more than
the national average

Source: Bureau of Labor Statistics

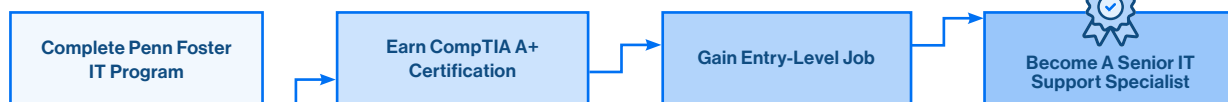
Jobs to Pursue After Earning Your Penn Foster Career Diploma

- ✓ IT Support Technician
- ✓ IT Support Specialist
- ✓ Help Desk Technician
- ✓ Service Desk Technician
- ✓ Desktop Support Technician

JOB DESCRIPTIONS OFTEN INCLUDE

- CompTIA A+ Certifications
- Problem-Solving Skills
- Communication
- Microsoft Certification
- Customer Service

PATH TO LICENSURE*



*Path varies by state. Penn Foster training may be applied to education and experience hour requirements but is dependent on your local licensing authorities. EPA certification is required to work in this field. Penn Foster's program helps you prepare to sit for your EPA certification exam.

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