

Career Focus on...

Personal Computer Specialist

Introduction

- Do you have good computer, communication, and interpersonal skills?
- Would you like a career in a growing computer-related field?
- Are you interested in learning how to gain employment as a Help Desk Technician to provide assistance with Information Technology (IT)?

If you answered “yes” to these questions, you may want to consider a career as a Personal Computer Specialist.

Did You Know...?

- IT Help Desk professionals are crucial employees to many organizations.
- Working at a Help Desk requires IT professionals to be current with changes to software and operating systems.
- In addition to developing technical skills, Personal Computer Specialists develop the teamwork, critical thinking, and problem solving skills that are vital to success in today's workplace.
- A certificate can be a first step towards earning an Associate's degree. Students who complete an Associate's degree at QCC may be able to transfer to a variety of schools to continue their education.

Personal Computer Specialist @ QCC

The Personal Computer Specialist program at QCC prepares students for a career in the IT field with a focus on personal computer/desktop management and support.

Upon completion of the certificate, the graduate will be able to sit for:

- CompTIA's A+ hardware examination, CompTIA's Linux + examination, and Microsoft's Certified Professional (MCP) certifications in one of several client operating systems.

Coursework for the Personal Computer Specialist Certificate may be completed in two semesters.

Career Options

COMPUTER SUPPORT SPECIALIST

Median Annual Salary: \$46,260

Recommended Education: Some college
www.bls.gov/ooh/computer-and-information-technology/computer-support-specialists.htm

COMPUTER SYSTEMS ANALYST

Median Annual Salary: \$78,770

Recommended Education: Associate's degree
www.onetonline.org/link/summary/15-1121.00

NETWORK AND COMPUTER SYSTEMS ADMINISTRATOR

Median Annual Salary: \$69,160

Recommended Education: Bachelor's degree
<http://www.bls.gov/ooh/computer-and-information-technology/network-and-computer-systems-administrators.htm>

Worcester Area Employers

- AbleBridge
- Atos
- Charter Communications
- City of Worcester
- EMC
- The Hanover Insurance Group
- Intel Corp.
- Quinsigamond Community College
- Reliant Medical Group
- UMass Memorial Medical Center

Next Steps

Wondering if Personal Computer Specialist is right for you?

- Take a Career Assessment to match your interests with potential careers:
www.qcc.mass.edu/t3/ort/sites.html#careerassess
- Research the web links on this *Career Focus* page, as well as links suggested online under Career Information: www.qcc.mass.edu/t3/ort/sites.html#careerinfo
- Conduct an Informational Interview with someone employed in the field. For more information on how to do this, review the Informational Interview links online:
www.qcc.mass.edu/t3/ort/sites.html#infointerview
- Attend a Career Planning Session. For more information, and the current schedule, visit Career Academic Personal Success (CAPS) online:
www.QCC.edu/services/academic-advising/career-academic-personal-success
- Speak with an Advisor:
www2.qcc.mass.edu/advising/
- Speak with QCC Faculty who teach Personal Computer Specialist courses.

Sources Used

Bureau of Labor Statistics, U.S. Department of Labor, *Occupational Outlook Handbook, 2012-13 Edition*:

- Computer Support Specialist:
www.bls.gov/oooh/computer-and-information-technology/computer-support-specialists.htm
- Network and Computer Systems Administrator:
www.bls.gov/oooh/computer-and-information-technology/network-and-computer-systems-administrators.htm

O*NET Online:

- “Summary Report for: 15-1121.00 - Computer Systems Analysts,”
www.onetonline.org/link/summary/15-1121.00

Quinsigamond Community College, Online Course Catalog

- Computer Systems Engineering Technology Certificate: Personal Computer Specialist
www.qcc.edu/academics/technology/computer-systems-engineering-technology/personal-computer-specialist

Professional Associations

- Association for Computing Machinery:
www.acm.org
- Computing Technology Industry Association:
www.comptia.org
- IEEE Computer Society:
www.computer.org
- Information Technology Association of America:
www.techamerica.org
- Information Systems Security Association:
www.issa.org

Positions Entered by QCC Graduates

- Help Desk Technician
- IT Tech
- Tier-One Computer Tech

Employment, Co-op, Internship, or Service Learning Opportunities

Contact the Career Placement Services Office:
www.QCC.edu/services/career-placement-services

Possible Transfer Schools

- Assumption College
- Fitchburg State University
- Johnson & Wales University
- Northeastern University
- UMass Amherst
- UMass Lowell
- Westfield State University

Worcester State University Specific Transfer Information

- Start at the QCC Transfer web site:
www.qcc.mass.edu/transfer
- Make an appointment online with the Transfer Advisor:
www.qcc.mass.edu/transfer/calendar
- Email questions to:
transfer@qcc.mass.edu