Career Track Guide

Computing Technology Services

Technology Services Management
Computing Technology Services and Technology Services Management

What career options will your degree in Computing Technology Services and/or Technology Services Management afford you? We’ve assembled a series of career path overviews, job titles, and job descriptions to help you explore the possibilities and focus on a career track.

Job descriptions were compiled from actual online job postings and from Johnson & Wales’ DACUM (Developing a Curriculum) process (when we ask practicing professionals to detail the duties, tasks, skills and required work behaviors associated with their positions). Now is the time to collect all the information you can and make informed decisions about your career path. The information assembled here is a great place to start.
Career Paths in Computing Technology Services and Technology Services Management

The following Career Paths and supporting titles/descriptions are provided in this Career Track Guide.

**Computer Support**
- PC/Computer Support Technician
- Computer/User Support Specialist
- User Support Manager

**Help Desk Support**
- Help Desk Representative
- Call Analyst
- Help Desk Supervisor/Team Leader
- Help Desk Manager
- Director of IT Support

**Training**
- Trainer/Training Specialist
- Director of Training
Career Path #1: COMPUTER SUPPORT

PC/Computer Support Technician
A PC/computer support technician's primary function is computer support. This involves maintenance, analysis, troubleshooting application failures and repairing computer systems. A technician is also involved in upgrading and replacing computer systems when required and setting up new desktop and laptop computers.

Other responsibilities include:
• Configuring, installing, testing and resolving problems related to computer software and hardware.
• Assisting the system administrator with cabling, setup and maintenance.
• Providing technical assistance and training.

Computer/User Support Specialist
A computer/user support specialist is responsible for providing technical assistance, support and advice to internal and/or external system users. The computer/user support specialist is also involved in setting up new systems, troubleshooting existing systems, and providing basic applications training, where necessary.

Other responsibilities include:
• Providing first and second level support via email, phone and individual assistance.
• Running diagnostics programs to troubleshoot problems.
• Writing training manuals to address issues not addressed in instruction manuals.
• Providing systems training to all users.
• Procuring hardware and software equipment from established vendors.

User Support Manager
A user support manager establishes and implements policies and procedures to support an organization’s PC support services. The manager handles the deployment, maintenance, support and upgrade of servers, desktop computers, hardware, software, operating systems and printers. He/She also provides supervision and leadership to technical support staff.
COMPUTER SUPPORT CONTINUED

Specific responsibilities of a user support manager include:
• Coordinating with the help desk manager and maintaining user service levels.
• Coordinating hardware and software implementation.
• Planning and managing the migration of current applications to the latest releases.
• Documenting support procedures, schedules, staffing, open/closed cases and other statistics.

Career Path #2:
HELP DESK SUPPORT

Help Desk Representative
A help desk representative provides support to end users on a variety of issues. The representative identifies, researches and resolves technical problems, and then documents, tracks and monitors the problem to ensure a timely resolution. Help desk representatives provide the first level of technical support, assistance and advice for general hardware, software, application, and/or operating system components to users. Employees in this field can choose to specialize in either user support or software support.

Other responsibilities include:
• Processing all incoming problems/requests/questions through email, phone and web submissions, and maintaining data in a call database.
• Resolving most calls immediately at first contact and assigning remaining issues to the appropriate team member(s).
• Tracking hardware and software requests and corresponding with customer on progress.
• Prioritizing requests by determining the most effective way to expedite the request and allocating the appropriate resources.
• Participating in ongoing training.

Call Analyst
A call analyst is a member of the help desk team with responsibilities for troubleshooting a variety of issues, including diagnosis, problem resolution and documentation of solutions and/or actions. Call analysts must have an in-depth understanding of hardware, software, networking, databases and application programs, as well as training in root cause analysis.
HELP DESK SUPPORT  CONTINUED

Help Desk Supervisor/Team Leader
A help desk supervisor/team leader manages the personnel operating the help desk and assists in resolving difficult issues, as well as ensuring that help desk personnel are properly trained and proficient in software and common problems. The supervisor confirms that all logged calls (tickets) are resolved and that the workload is optimally distributed.

Other responsibilities include:
- Supporting and maintaining the call reporting management system.
- Tracking service level agreements and ensuring compliance.
- Communicating when there is an emergency situation and advise those affected of downtime.
- Sharing customer feedback with appropriate departments and upper management.
- Conducting staff meetings to review new procedures, information and resolutions.
- Assisting in the training of help desk personnel in the areas of telephone etiquette, customer service, problem recording and storage.
- Reporting of collected data to management and IS personnel, outlining areas of improvement and trend analysis.
- Working closely with IS in the implementation and support of projects.
- Documenting procedures and follow-up to support a timely and effective system.

Help Desk Manager
Also known as a support center manager, a help desk manager manages a team of support personnel who troubleshoot computer related issues. The manager implements policies and procedures regarding how problems are identified, received, documented, distributed and corrected. They are responsible for ensuring results with minimum downtime.
HELP DESK SUPPORT CONTINUED

Other responsibilities of a help desk manager include:
- Evaluating new information systems products or services and suggesting changes to meet the needs of end users.
- Developing and implementing programs and processes to ensure service levels, responsiveness, cost effectiveness and standardization.
- Assisting in developing departmental policies and procedures.
- Monitoring the daily activity of calls to ensure that calls are logged appropriately and tracking call status.
- Analyzing and reporting on help desk performance and service levels.
- Providing coaching and training to analysts to ensure a high quality of accuracy and timeliness.
- Making recommendations concerning the needs of the department to meet the expected growth and long term strategic objectives.
- Maintaining change management and license management processes and records.

Director of IT Support
The director of IT support manages and directs the help desk and other members of the support team to effectively perform as the company’s first level of support to resolve computer-related issues and deliver a high and consistent level of end-user support. The director is responsible for providing regular status reports regarding ongoing user-related issues, project status and performance of support personnel. The director is accountable for maintaining the technology equipment inventory and records, recruiting new personnel and leading the performance review process.

Other responsibilities include:
- Planning, coordinating, directing and designing IT-related activities associated with customer service and support division.
- Working collaboratively with decision makers to identify, recommend, develop, implement and support cost-effective technology solutions for all aspects of the organization.
- Defining and implementing IT policies and procedures.
Career Path #3: TRAINING

Training Specialist
A training specialist is responsible for training end users and/or customers on technical and business applications. He/she participates in course development and instructional design, including writing or updating exercises and training materials and testing new software.

Other responsibilities include:
• Configuring, installing, testing and resolving problems related to computer software and hardware.
• Assisting the system administrator with cabling, setup and maintenance.
• Providing technical assistance and training.

Director of Training
A director of training is responsible for developing and executing training plans; overseeing multiple training projects; and working with internal and external customers to ensure training plans meet business objectives.

Other responsibilities include:
• Hiring, evaluating and developing training staff to provide systems training to all users.
• Working with technical writers and creative staff to develop appropriate training materials.
• Evaluating new training technologies.