



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 judgement, make decisions, interact with others, and adapt to changes in jobs.

In 2024, more than basic people skills were required for 95.6 percent of computer user support specialists, and basic people skills were required for 4.4 percent.

Table 1. Percentage of computer user support specialists with cognitive and mental requirements, 2024

Requirement	Yes	No
Adaptability: Work schedule variability	21.7	78.3
Pace: Pause control	90.8	9.2
Telework	48.0	52.0
Work review: Presence of supervisor	37.9	62.1
Work review: Supervising others	1.0	99.0
Working around crowds	<0.5	>99.5

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

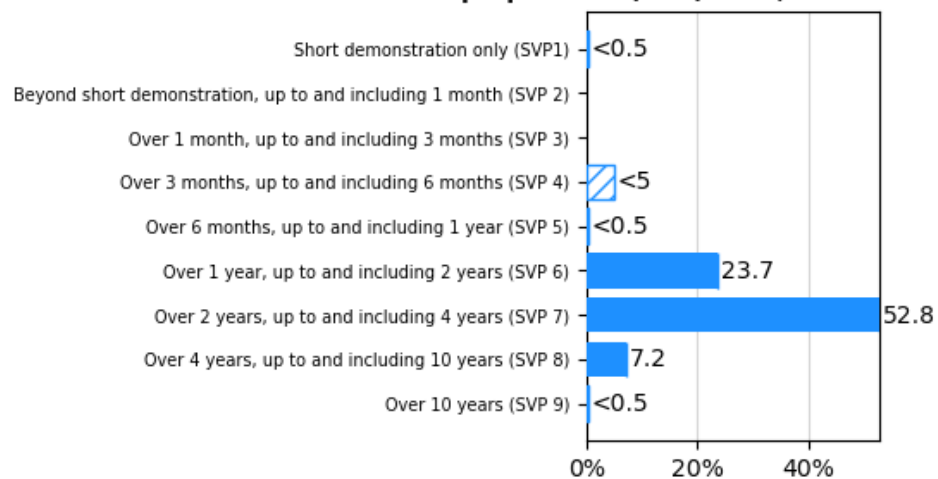
Education, training, and experience requirements

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

In 2024, prior work experience was required for 54.6 percent of computer user support specialists and on-the-job training was required for 89.9 percent.

A high school diploma was required for 38.0 percent of computer user support specialists.

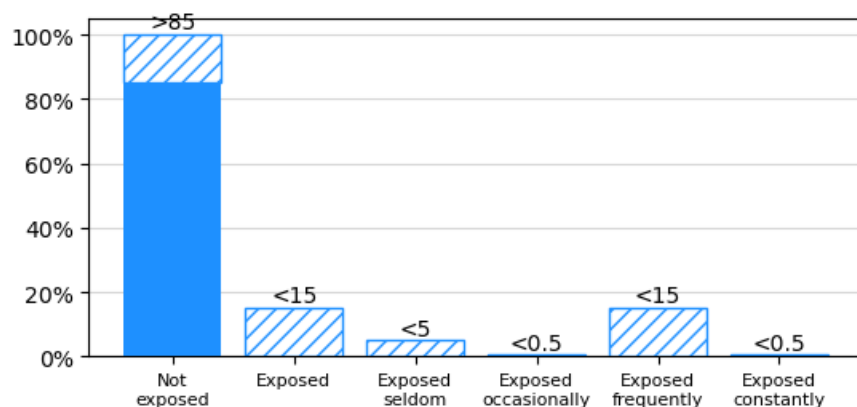
Chart 1. Percentage of computer user support specialists by specific vocational preparation (SVP) level, 2024



Note: Striped bars represent range estimates where precise value is unpublished.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 with outdoor exposure and duration, 2024



Note: Striped bars represent range estimates where precise value is unpublished.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 2024, a quiet noise exposure was present for 47.0 percent of computer user support specialists. Another 53.0 percent were exposed to moderate noise, less than 0.5 percent were exposed to loud noise, and less than 0.5 percent to very loud noise. Personal protective equipment (PPE) was used by less than 0.5 percent of workers to mitigate noise exposure, and was not used by greater than 99.5 percent.

Physical demands

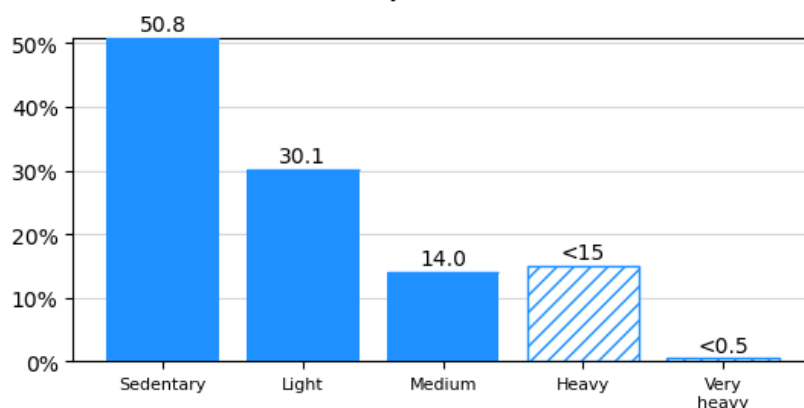
Refer to the physical activities required to perform tasks in jobs. The presence and, in some cases, duration of these activities are published.

In 2024, reaching at or below the shoulder was required for 59.8 percent of computer user support specialists and was not required for 40.2 percent. For 12.2 percent of workers, reaching at or below the shoulder was seldom performed, for 47.1 percent reaching at or below the shoulder occurred occasionally, less than 5 percent frequently, and for less than 0.5 percent reaching at or below the shoulder occurred constantly.

Performing work in low postures was required for 45.0 percent of computer user support specialists and was not required for 55.0 percent.

The choice to sit or stand when performing critical tasks was available to 75.5 percent of computer user support specialists. On average, workers spent 82.1 percent of the workday sitting and 17.9 percent of the workday standing.

Chart 3. Percentage of computer user support specialists by strength level requirements, 2024



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

Table 2. Percentage of computer user support specialists with physical demands, 2024

Requirement	Yes	No
Choice of sitting or standing	75.5	24.5
Climbing structure-related ramps or stairs	4.9	95.1
Driving	23.5	76.5

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