



### 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 2022, more than basic people skills were required for 94.5 percent of computer user support specialists, and basic people skills were required for 5.5 percent.

**Table 1. Percentage of computer user support specialists with cognitive and mental requirements, 2022**

Requirement	Yes	No
<b>Pace: Pause control</b>	82.8	17.2
<b>Interaction with general public</b>	66.7	33.3
<b>Telework</b>	34.4	65.6
<b>Work review: Supervising others</b>	2.1	97.9
<b>Work review: Presence of supervisor</b>	56.1	43.9

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

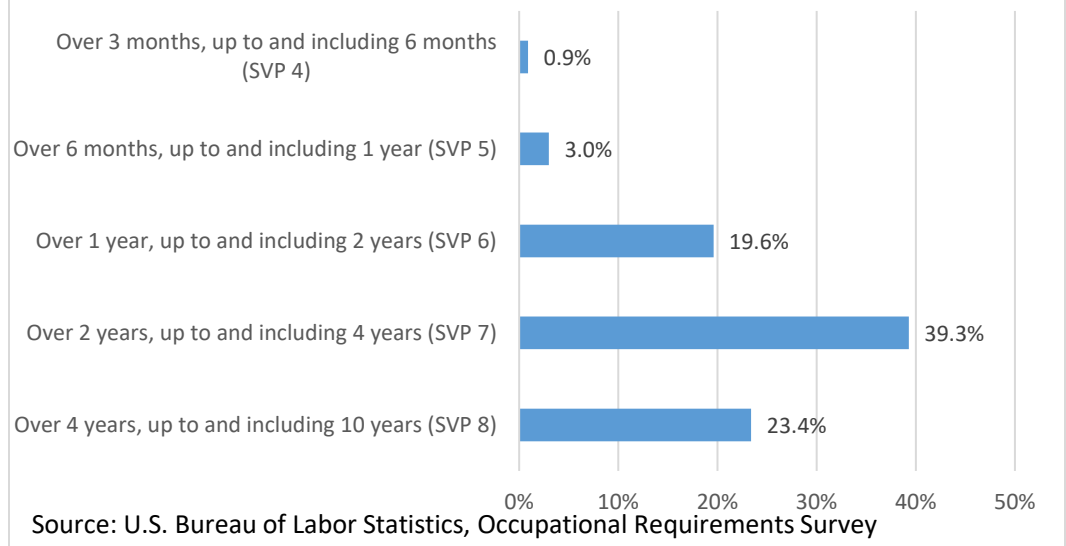
### Education, training, and experience requirements

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

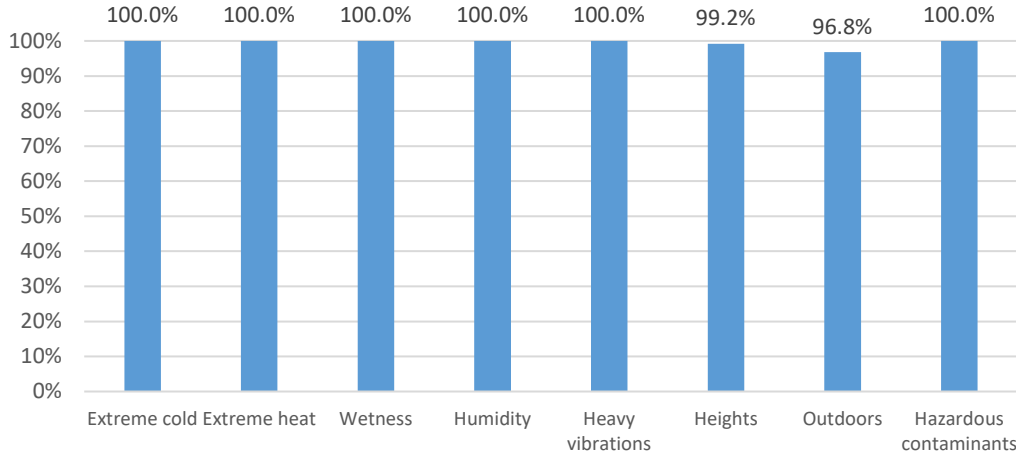
In 2022, credentials were required for 30.1 percent of computer user support specialists. Prior work experience was required for 68.7 percent and on-the-job training was required for 85.3 percent.

A high school diploma was required for 41.8 percent of computer user support specialists.

**Chart 1. Percentage of computer user support specialists by specific preparation time (SVP) level, 2022**



**Chart 2. Percentage of computer user support specialists without exposure to environmental conditions, 2022**



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 2022, a quiet noise exposure was present for 25.4 percent of computer user support specialists, and 74.6 percent were exposed to moderate noise. Personal protective equipment (PPE) was not used by 99.9 percent of workers to mitigate noise exposure.

### Physical demands

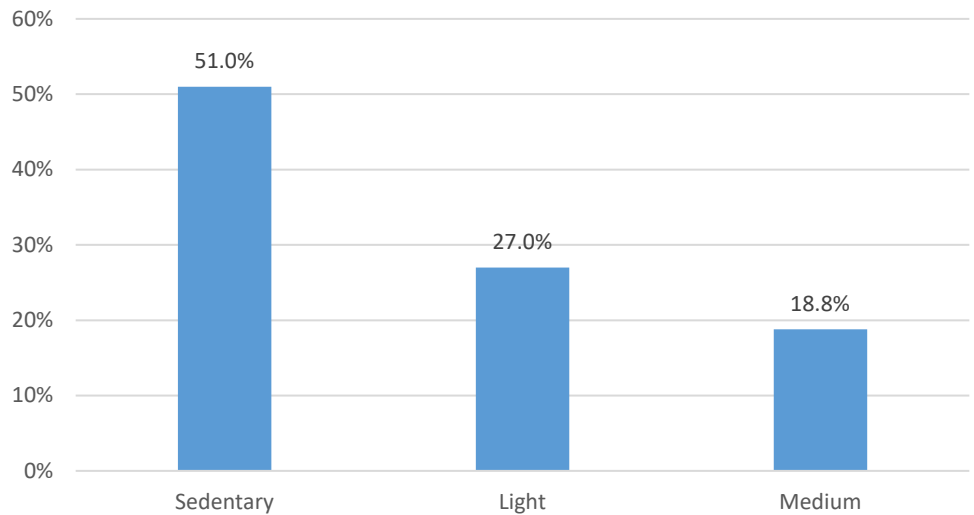
Refer to the physical activities required to perform tasks in jobs. The presence and, in some cases, duration of these activities are published.

In 2022, reaching at or below the shoulder was required for 62.4 percent of computer user support specialists and was not required for 37.6 percent.

Performing work in low postures was required for 52.3 percent of computer user support specialists and was not required for 47.7 percent.

The choice to sit or stand when performing critical tasks was available to 74.9 percent of computer user support specialists. On average, workers spent 81.4 percent of the workday sitting and 18.6 percent of the workday standing.

**Chart 3. Percentage of computer user support specialists by strength level requirements, 2022**



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

**Table 2. Percentage of computer user support specialists with physical demands, 2022**

Requirement	Yes	No
Choice of sitting or standing	74.9	25.1
Driving	21.0	79.0
Climbing structure-related ramps or stairs	12.1	87.9

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