Technical (Computer) Support Career

Posted by VAP19 - 2011/09/14 16:29

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Hello,

I would like a position as a technical support specialist or a help-desk technician. I am looking for an online program or a local college/university. I live in central Ohio.

I have looked through many programs on this site either through IT or Business Departments. Many of the programs are geared for those who would like to manage network systems or program.

1) Could anyone recommend a program that is tailored to what I would like to do?

2) Would an associate's degree suffice or do I need a bachelor's degree?

Thank you very much for any feedback!

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Re:Technical (Computer) Support Career

Posted by VickyPhillips - 2011/09/14 18:12

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Hi VAP,

Great question.

Yes, there are many different majors and corresponding career paths in IT and computers. I am assuming you do not yet have any college so I'd advise you to look at either associate degrees or an online certificate that can be traded up for or applied to an associates degree online.

In terms of major, "computer support" is often an entry level general position for a computer career and being in support could lead you into many specialties later ... such as programming or network administration or cyber security, and so on.

Your instincts are right on -- that is you may benefit from looking for associates or certificates in applied business or IT support.

Baker College Online has an online associate IT information technology support specialist that is the type of degree that would match a general computer support and troubleshooting position in the career world.

Another possible degree is the Online Associate in Computer Applications from American Public University.

Another possibility is the Online Associate in Computer Science IT from Limestone College.

The actual degree you earn will likely have the term(s) "support" or "applications" or "information systems management" or "IT" or "office systems management" in it somewhere.

Schools don't always name degrees the same so you'd have to look at the courses offered for each type of degree and decide if it looks like what you want to learn.

Since you live in Ohio be sure you check out all the possible state colleges and community colleges in Ohio that offer online learning degrees. These schools will give you the most choices at the lowest cost and also carry good brand name recognition with local employers.

SEE:

Ohio Learns Distance Learning Programs
Online catalog and guide to distance learning programs in Ohio

You are on the right track.

Good Luck out there!

Vicky

VAP19 wrote:
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Re:Technical (Computer) Support Career
Posted by VAP19 - 2011/09/15 07:28

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Thank you so much, Vicky for your help. I will explore all your suggestions.

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Re:Technical (Computer) Support Career
Posted by VickyPhillips - 2011/09/15 11:02

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You are very welcome.

I believe the OhioLearns site will also assist you with career and educational counseling or match up so look at that site for local help. You will want to make sure whatever education you get now will translate

to your ultimate career path and community college career centers often provide this type of career counseling for free or low cost to residents.

Vicky

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