



IT SUPPORT SPECIALIST

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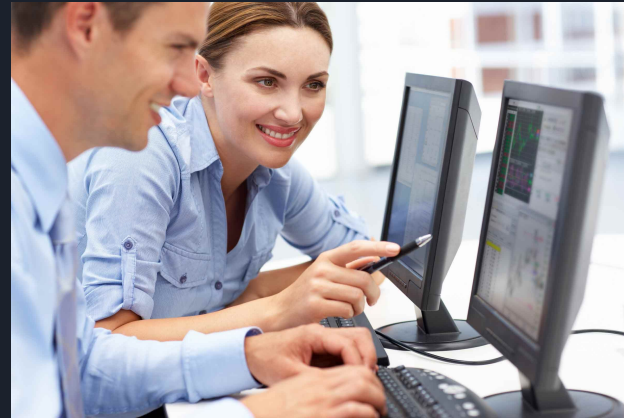
What Does A IT Computer Specialist Do?

- Computer support specialist provide help and advice to computer users and organizer.
- These specialist either support computer networks or provide technical assistance directly to computer user.
- Informational technology specialists analyze requirements, develop and test software.
- Also performs computer tasks and fixes troubleshoot problems
- They use computer software and equipment to assist them in providing advice and help to their employer and their employees.

Technology Connections

- Because an IT support specialist provide help and advice to all computer users they are required to have some form of background knowledge on most types of computers. They also should be familiar with the functions of a computer and they should be able to know how to fix any issues with the computer.
- IT support specialists should be familiar with the script computer language.

```
end
# Returns an object with the configured account credentials
def self.account_credentials
  PagSeguro::AccountCredentials.new(PagSeguro.email, PagSeguro.token)
end
# Returns an object with the configured application credentials
def self.application_credentials
  PagSeguro::ApplicationCredentials.new(PagSeguro.app_id, PagSeguro.app_key)
end
# Register endpoints by environment.
def self.uris
  @uris ||= {
    production: {
      api: "https://ws.pagseguro.uol.com.br/",
      site: "https://pagseguro.uol.com.br/"
    },
    sandbox: {
      site: "https://sandbox.pagseguro.uol.com.br/",
      api: "https://ws.sandbox.pagseguro.uol.com.br/"
    }
  }
end
```



Program Requirements (High School)

- Some high school courses that will help lead to IT Support Specialist are :
 - Computer Applications
 - Computer Programming
 - Computer Science



Program Requirements (University)

- A certificate or associate's degree in a related area, such as information technology, computer science, or desktop support, may help individuals qualify for a computer support position. These programs teach students the skills that enable them to provide technical support to clients and customers.
- To get into a university for computer science you are required to have Ontario Secondary School Diploma: Grade 12 English plus five additional U/M courses. Program prerequisites include Grade 12 Advanced Functions (MHF4U) and Calculus (MCV4U); Mathematics of Data Management (MDM4U) is recommended.



Program Requirements (College)

- For George Brown College, Seneca, and Humber College the high school requirements to get into the computer systems technician program are Ontario Secondary School Diploma or equivalent, Grade 12 English (C or U) , Grade 11 Math (M or U) or Grade 12 (C or U)

The Seneca logo features the word "Seneca" in a bold, red, sans-serif font on a white background.

Schools nearby

- Many schools offer the programs needed to be an IT Support specialist for example,
 - University of Toronto
 - York University
 - Ryerson University
 - Humber College
 - Seneca
 - Etc....
- Some programs that they offer are Computer Science and Information Technology



Salary

- Technical Support Specialist Salary. A Technical Support Specialist earns an average salary of C\$48,680 per year. Most people move on to other jobs if they have more than 20 years' experience in this field. Experience has a moderate effect on pay for this job.
- or \$24.91 per hour, as of May 2011 figures, according to the Bureau of Labor Statistics



Availability

Canada's tech industry boasts 488,000 IT professionals, who work in diverse fields ranging from project management, to software development, to data analysis, to information security. In the last year, the number of jobs in the tech field grew by 11,500, making it one of the fastest growing sectors in Canada.

