**Essential Skills**

**Communication skills.** Computer support specialists need strong communication skills to answer customers clearly. They must understand and communicate information effectively in writing, by phone, or in person.

**Customer-service skills.** Computer support specialists must be patient and sympathetic. Companies rely on computer support specialists to help retain customers by answering questions and complaints in a helpful and professional manner.

**Interpersonal skills.** Creating positive interactions with customers is an essential part of a computer support specialist.

**Listening skills.** Computer support specialists must listen carefully and understand a customer’s situation in order to help them.

**Writing skills.** Strong writing skills are useful for preparing instructions and email responses for employees and customers, as well as for real-time web chat interactions.

**Problem-solving skills.** Computer support specialists must determine solutions to a customer’s problem. By resolving issues effectively, support workers contribute to customer loyalty and retention.

---

**Faculty**

**Clarissa Leiva** - Assistant Professor of Computer and Office Studies. Mrs. Leiva has a Master’s in Education from California State University, EastBay, a Master’s in Public Administration from California State University, Dominguez Hills and a Bachelor’s in Business Administration from California State University, Dominguez Hills. She has certifications in IC3 Digital Literacy, MyITLab, and Microsoft Office Specialist. Mrs. Leiva was an adjunct for more than 10 years and joined Long Beach City College in the fall 2015 as a full-time faculty member. cleiva@lbcc.edu

**Zoila Rosillo** - Assistant Professor of Computer and Office Studies. Ms. Rosillo has a master’s degree in Education Learning and Technology from Western Governor’s University. She has certifications in IC3 Digital Literacy, MyITLab, and Microsoft Office Specialist. Also, Ms. Rosillo is the faculty co-advisor for the Women In Information Technology Club. She uses her experiences in the work force to explain concepts and to give real-world applications for the use of software. She was an adjunct professor for over 10 years and joined the COS Department as a full-time faculty member in the fall of 2015. zrosillo@lbcc.edu
Computer Support Specialist

is a two-year program leading to the Associate in Science (A.S.) degree. It is designed to prepare students for employment in a variety of customer/computer service and support related fields.

Academic Certifications

Certificate of Achievement
- Computer Support Specialist (30 units)

Certificates of Accomplishment
- Customer Relations Specialist (6 units)
- Computer Hardware Technician (8 units)

Required Courses

- BCOM 15 Business Communications
- BCOM 222 Job Search Skills
- BCOM 263 Customer Service
- COSA 2 Critical Thinking Using Computers
- COSA 5 Microsoft Windows Operating Systems
- COSA 50 Introduction to IT Concepts & Applications
- COSK 200 Beginning Keyboarding & Document Production
- COSN 5 Computer Hardware Fundamentals
- COSN 10 Networking Fundamentals

Professional Training = QUALIFIED EMPLOYEES

Industry Certification

Our Computer Support Specialist courses allow students to take industry certification exams, such as the Microsoft Office Specialist exam, at no cost.

Additionally, we offer classes that prepare students for the following industry certification exams:

- CompTIA A+
- CompTIA Network+

Computer Support Specialists

Percent change in employment, projected 2016-25

<table>
<thead>
<tr>
<th>Occupation</th>
<th>Projected Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Computer occupations</td>
<td>13%</td>
</tr>
<tr>
<td>Computer user support specialists</td>
<td>11%</td>
</tr>
<tr>
<td>Computer support specialists</td>
<td>11%</td>
</tr>
<tr>
<td>Computer network support specialists</td>
<td>8%</td>
</tr>
<tr>
<td>Total, all occupations</td>
<td>7%</td>
</tr>
</tbody>
</table>

Note: All Occupations includes all occupations in the U.S. Economy.