

# My Career in Microcomputer Technology



With a *Certificate in Microcomputer Technology*, graduates may have the possible *career options* of the following:

- Computer Support Specialist
- Help Desk Technician
- Technical Support Specialist
- Microcomputer System Technician 1

NB: Although the job titles may vary, some of the tasks executed are very similar from one title to another and hence combined.

### **Careers in Microcomputer Technology**

The job descriptions and job specifications for these careers are as follows:

#### **Career Overview**

To give technical support to organizations and computer users at home through microcomputer installation, correct use, and repair.

#### **Typical Duties:**

- Install desktop and laptop computer software and software updates.
- Install and maintain microcomputer systems.
- Diagnose, troubleshoot and repair microcomputer hardware.
- Assist computer operators with hardware and software questions.
- Diagnose and repair standard software malfunctions.
- Perform preventative maintenance on computers.
- Acts as a liaison between users, vendors and technology staff to resolve technical problems.
- Install and maintain printers and other computer peripherals.
- Connect desktop microcomputers to the network.
- Troubleshoot and correct network access problems.
- Upgrade microcomputers

## **Work Environment**

You will usually work in an office, call center or independently. Due to the importance of technical assistance, you may work in a 24hour shift system.

## **Qualifications and Licenses**

A good standard education is necessary such as Maths, IT, English and Physics. You will also need to complete a related qualification such as a Certificate in Microcomputer Technology from the Samuel Jackman Prescod Polytechnic, or certification through City and Guild.

## **Essential Qualities and Skills**

- ❖ Strong IT skills
- ❖ Excellent problem-solving skills
- ❖ Organisational skills to prioritise tasks
- ❖ The ability to explain technical issues clearly
- ❖ Good people skills
- ❖ The ability to work within a team
- ❖ A commitment to keeping up to date with the latest developments in IT.
- ❖ Computer systems, software and technology
- ❖ Project management.

## **References**

[http://learningpath.org/articles/Microcomputer\\_Technician\\_Career\\_Summary.html](http://learningpath.org/articles/Microcomputer_Technician_Career_Summary.html) Retrieved March 2016

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