

IT Support Technician

The fastest way into tech without a degree, and the job most people in tech started in.

TYPICAL PAY

\$61,860

a year, full time

PAY RANGE

\$41k to \$101k

starting to experienced

TIME TO QUALIFY

up to 2 years

after high school

DEMAND

Limited

job outlook

LICENCE NEEDED

No

anyone can do it

WHERE YOU WORK

Help desks, office floors, schools, hospitals, remote from home

How you get there

- 1 High school** Grades 11 and 12
 Any computing course, plus being the person who fixes things for family and friends. That is real experience.
- 2 Pick a route in** 6 months to 4 years
 A certification on its own, a two-year associate degree, or a four-year degree if you want the option of management later.
- 3 Get the first certification** 3 to 6 months of study
 CompTIA A+ is two exams, Core 1 on hardware and networking and Core 2 on operating systems and security. It appears in more support job listings than any other credential.
- 4 First help desk job** 1 to 2 years
 Tickets, passwords, printers, laptops. The volume is high and the learning is fast.
- 5 Specialize** Ongoing
 Networking, systems administration, cloud or security. Each one raises the ceiling above what support pays.

Pros and cons

- + You can be working within a year of high school, with little or no debt
- + Solid pay for the amount of training required
- + Every part of technology is visible from this seat, so you can choose a direction
- Employment in this occupation is projected to shrink slightly this decade
- Repetitive tickets, and people are often annoyed before you speak
- The pay ceiling is real, so staying put costs you money

Optional boosts

CompTIA Network+. CompTIA Security+. Microsoft or Cisco certificates. A cloud practitioner certificate.

Where these numbers come from

My Next Move: Computer User Support Specialists (15-1232.00)

O*NET OnLine: Computer User Support Specialists

CompTIA A+ certification

CompTIA, certifications and training

Numbers checked September 2026. Pay figures are typical full-time annual amounts in United States dollars, based on Bureau of Labor Statistics wage data and published pay scales. They vary by state, employer and experience. Tuition is for in-state students at public schools unless the card says otherwise. Sources, links and the click-through version: <https://career.help/us/careers/it-support-technician>

Good to know

729,500 people do this job

It is one of the largest technology occupations in the country. Even with employment projected to decline slightly through 2034, around 40,800 openings are expected over the decade as people move on t...

The starting certificate is two exams

CompTIA A+ splits into Core 1, covering hardware and networking, and Core 2, covering operating systems and security. You can take them in either order, and it shows up in more support job listings than any ot...



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