



Explore a Career as a **HELP DESK OR SYSTEMS ANALYST**

Target Occupation Profile

What do Help Desk and Systems Analysts do?

Help desk and systems analysts serve an integral role in an organization, bringing business and technology together by understanding needs and limitations of both. Computer systems analysts design information systems solutions to help organizations operate more efficiently and effectively. Computer user support specialists provide technical assistance to computer users who are having problems. They answer questions or resolve computer problems for clients in person, via telephone or electronically. Help desk and systems analysts also provide assistance concerning the use of computer hardware and software, including printing, installation, word processing, electronic mail and operating systems. They may work for large software companies or support service firms and must give instructions to business customers on how to use business-specific programs. Sometimes they work with other technicians to resolve problems.

Training & Educational Opportunities

You will have plenty of employment opportunities as a help desk and systems analyst, but first you will need to complete specific training and earn a certificate or degree. Your training will include coursework in computer science, engineering, information science and management information systems.

As a Help Desk and Systems Analyst you will:

- Answer user inquiries regarding computer software or hardware operation to solve problems
- Conduct testing to ensure that the systems work as expected
- Test and evaluate existing network systems
- Train the systems' end users and write instruction manuals
- Troubleshoot local area networks (LANs), wide area networks (WANs) and internet systems

Help Desk and Systems Analysts are in demand in Cook County!

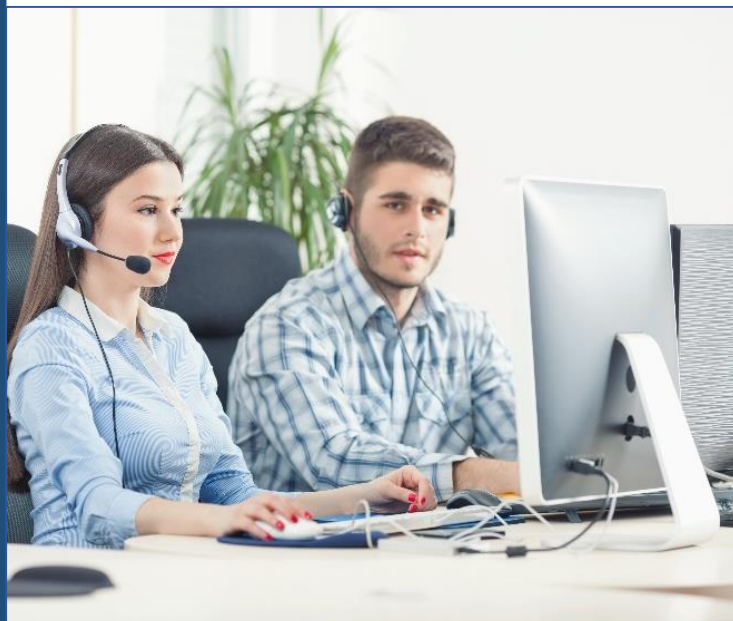
Cook County employment of help desk and systems analysts are expected to increase through 2020. According to the Bureau of Labor Statistics, employment of these professionals is expected to grow faster than average.

Help Desk or Systems Analyst

Training Providers

There are many training providers available in Cook County to supply you with the training you need for a career as a help desk or systems analyst.

To access a list of training providers for these occupations and many more, please visit Illinoisworknet.com and select the 'Training and Credentials' menu option to view 'WIOA Approved Training Programs.'



Types of Employers

There are many different types of companies that employ help desk and systems analysts in Cook County, including:

- Computer systems design services
- Consulting companies
- Insurance companies
- Technology companies
- Universities
- Wired communications carriers

Wages & Openings

Help Desk and Systems Analyst Employment Data for Cook County

Average Starting Hourly Wage	\$21.13
Average Hourly Wage With Experience	\$35.47
Average Annual Job Openings Cook County	890
Average Annual Job Openings Chicago Metro	1,053

*Source: Emsi, 2017.2

Opportunities

After you earn your certificate or degree as a help desk or systems analyst, you will have many opportunities for advancement. Some opportunities include:

- Computer and Information Systems Managers
- Computer Network Architects
- Computer Programmers
- Computer Systems Analysts
- Software Developer



Chicago Cook Workforce Partnership



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