



www.mc.maricopa.edu

Career Profile for Business Technology Support Analyst

General Program Description: The Associate in Applied Science (AAS) in Business Technology Support Analyst is designed to give you the competency, tools, and capabilities necessary to successfully meet the demanding role required of today's technology support analyst and tomorrow's technology users. Making and keeping solid connections is a key to managing information as well as business relationships. For today's businesses, technology is the channel they now most depend upon for that connection and success. **Certificates of Completion** are available in Management, Marketing, Real Estate, Salesmanship, Small Business, Technology, Network security, and Web Design.

State and National Certification: Computer support specialists can obtain voluntary certification from the hardware and software manufacturers who offer certification programs on their products. Certification is occasionally required for employment.

Advancement options: Beginning technology support analysts usually work for organizations that deal directly with customers or in-house users. Support specialists may advance into positions in which they use what they have learned from customers to improve the design and efficiency of future products. Job promotions usually depend more on performance than on formal education. Eventually, some computer support specialists become software engineers, designing products rather than assisting users. Computer support specialists in hardware and software companies often enjoy great upward mobility; advancement sometimes comes within months of becoming employed.

Projected Job Growth: Employment of computer support specialists is expected to increase by 13 percent from 2006 to 2016, which is about as fast as the average for all occupations. Demand for these workers will result as organizations and individuals continue to adopt increasingly sophisticated technology. Job growth will continue to be driven by the ongoing expansion of the computer system design and related services industry, which is projected to remain one of the fastest-growing industries in the U.S. economy.

Location	Pay Period	Bureau of Labor Statistics – 2006 2Salaries*		
		Entry-level	Median	Experienced
United States	Hourly	\$12.16	\$19.94	\$32.95
	Yearly	\$25,300	\$41,500	\$68,500
Greater Phoenix	Hourly	\$13.27	\$21.20	\$32.90
	Yearly	\$27,600	\$44,100	\$68,400
Arizona	Hourly	\$12.90	\$20.90	\$33.25
	Yearly	\$26,800	\$43,500	\$69,200

For more career information for Business Technology Support Analyst visit:
www.bls.gov/oco, www.maricopa.edu/workforce,
<http://www.acinet.org/>, or
www.mc.maricopa.edu/students/career/

For MCC program information, contact
Preston Cameron, 480-461-7729
Director, Dr. Linda Collins, 480-461-7077
 or visit

<http://www.mc.maricopa.edu/dept2/buspersonalcomp/>

*Labor market information provided by AZ Dept of Economic Security in cooperation with the U.S. Dept of Labor, Bureau of Labor Statistics. Wages will vary depending on the employer, location, hours worked, experience, responsibility and other factors. Career and Re-Entry Services will collaborate with academic and occupational program departments to develop internship and career experience opportunities.

Sample Job Titles: Computer Operators and Programmers, Computer Security Specialists, Computer Systems and Data Communications Analysts, Industrial Electronics Repairers, Video Game Testers (Emerging)

Types of Employers: Computer systems design companies, business management companies, federal, state, and local government agencies, insurance & mortgage companies

Local Employers who posted related jobs on the Maricopa Career Network: Avnet, ASU, SRP, US Airways, Petsmart, DHL

Professional Associations
National Workforce Center for Emerging Technologies
<http://www.nwct.org/>

For current job openings, go to Maricopa Career Network
<http://mcmaricopa.jobing.com/>.

The League of Professional System Administrators
<http://lopsa.org/>

Business Technology Support Analyst Overview At-A-Glance

- Usually help either coworkers or general customers
- May work evenings and weekends
- Usually train through vocational and two-year schools
- Some gain experience through hobbies or other jobs
- Update skills by attending training sessions
- Often solve problems over the phone and e-mail
www.azcis.intocareers.org

For additional information on Business Technology Support Analyst Careers or to watch occupational videos, visit:

Arizona Career Information Systems (AzCIS)
www.azcis.intocareers.org
 User name: mesacc; Password: 4azcis02
 Career Voyages
www.careervoyages.gov

Internships are supervised practical training in a short-term or temporary position with an emphasis placed on instruction, training, mentoring, networking and gaining applied work experience. These positions may be paid or unpaid. Contact Career and Re-Entry Services for internship information: 480-461-7430.

Internship Completed: _____ Dates: _____ Location: _____

Service-Learning is a teaching and learning method that connects meaningful community service with academic learning through guided reflection. Contact the Center for Service- Learning for more information: 480-461-7393.

Service-Learning Completed: _____ Dates: _____ Location: _____

Transfer Options: Contact Transfer Services for more transfer information: 480-461-7452.

Career Assessments Completed:

Career Assessment / Results	Date Completed	Reviewed by

Career Readiness Workshops / Activities Completed:

Workshop Name / Activity	Date Completed	Follow Up Contact (s)
Resume Writing Workshop		
Resume completed and reviewed by:		
Participate in Mock Interview		
How To Prepare for a Career Fair		
Attend Career Fair / Job Expo Location:		
Joined Professional Association:		

MCC Career and Re-Entry Services
Providing Guidance for Career and Workplace Success

For more Career Profiles, visit

<http://www.mc.maricopa.edu/students/career/careerprofiles.html>

Meet with a Career Advisor in Bldg #36, Room SS5N - adjacent to the Kirk Student Center, 480-461-7430

