

NAME

DATE

PERIOD

Use these cards for the required career comparison. H&L and Xello may add exploration. Education requirements vary by employer; the cards name common preparation without promising that one credential guarantees a job.

Help Desk Technician

Answers calls, chats, or tickets; asks questions; walks users through simple fixes; records what happened; and sends complex cases to a specialist.

Common preparation: Computer knowledge, related coursework, and relevant IT certification may help. Some employers accept a high school diploma plus certification.

Transferable skills: Calm communication, listening, problem-solving, patience.

IT Support Specialist

Handles user problems that need deeper investigation, installs software, supports devices, documents fixes, and may work at a user's desk.

Common preparation: Some college, an associate degree, certification, experience, or a combination may be requested.

Transferable skills: Communication, organization, adaptability, attention to detail.

Desktop Support Technician

Sets up and repairs computers and peripherals, replaces parts, installs approved software, tracks equipment, and helps users work safely.

Common preparation: Related coursework, postsecondary certificate, associate degree, certification, or experience may qualify a candidate.

Transferable skills: Careful observation, documentation, customer service, time management.

Systems Administrator

Maintains organization-wide accounts, servers, permissions, updates, backups, and system reliability. This role usually carries more responsibility and experience.

Common preparation: A bachelor's degree is typical, but some employers accept a postsecondary certificate or associate degree plus experience. Product certifications may be required.

Transferable skills: Planning, communication, problem-solving, attention to detail.

Compare the roles

CAREER	ONE DAILY TASK	COMMON PREPARATION	ONE TRANSFERABLE SKILL

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