Career Opportunities

Help Wanted: Tech Support With A Smile

Five Quick-Fix Tips For Your Computer

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• **Check your power.** Ensure that all cords are plugged in, switches are on and cables are properly connected.

• **Do a complete shutdown, not a restart.** This simple step can effectively flush out your computer's memory and, more often than not, provide an instant cure.

• **Connectivity problems?** Identify the source. Determine if it's your computer, ISP or your network. Try connecting a computer that you know is working. If it lets you log on, chances are it's probably your original computer that is the problem and not your network or ISP.

• **Keep track of every new program, application or network upgrade that has recently occurred or been applied.** If you're having an issue, try consulting the manufacturer's Web site for a remedy or check the troubleshooting sections of any help files or manuals. Keep this information handy in case you need to call a professional for help.

• **The Internet is a great resource if you can access it.** Try using a search engine to conduct a search of the error message. You may get lucky and find a posted solution to your problem. ⓟ

(NAPSA)—Americans love new gadgets, but many don't know the first thing about fixing them. According to the Cyber Stress study conducted by Kelton Research, computer problems can waste up to 12 hours per month for the average American user.

Computer support technicians help people get back nearly 150 hours of valuable free time every year. It's no wonder job growth for this field is expected to increase by 13 percent from 2006 to 2016, adding 71,000 jobs in the coming decade. A new Computer Support Technician (CST) program at many Kaplan Higher Education campuses across the country focuses on preparing individuals for this fast-growing field.

Computer support technicians are trained to diagnose and repair hardware problems and handle software applications. These professionals are also skilled in solving network security issues, a growing concern for many.

While companies may fill certain IT positions overseas, the higher-quality service from an in-person computer support technician is not a role that can be outsourced.

Students receive hands-on training in a variety of computer repair and upgrade areas. Additionally, they learn how to create and maintain computer networks and work with a Linux Operating System. A thorough education in "soft skills" is increasingly required in today's hiring market and emphasized throughout the program.

Kaplan Higher Education campuses also offer programs in allied health and nursing, criminal justice and legal studies, as well as business and trades. For more information about these and additional programs, visit www.khec.com.