

# IT Support Specialist

TECHNOLOGY · O\*NET 15-1232.00 · COMPUTER USER SUPPORT SPECIALISTS

CLOSE TICKETS FASTER AND TURN FIXES INTO ANSWERS THE WHOLE ORG CAN USE.

## 1 YOUR ROLE TODAY

IT support specialists keep people working: they diagnose, fix and explain. The hands-on problem-solving and the patience stay human. The looking-up, the writing-up and the repeat questions are where AI saves hours.

### WHAT THE JOB INVOLVES

- Respond to user requests and resolve technical issues.
- Diagnose hardware, software and network problems.
- Set up and configure equipment and accounts.
- Record issues and resolutions in the ticket system.
- Write guidance and answer common questions.
- Escalate complex problems.

### SKILLS THAT MATTER MOST

- Active listening
- Reading comprehension
- Critical thinking
- Speaking
- Troubleshooting
- Service orientation

O\*NET job zone: Job Zone 3 — medium preparation.

## 2 THE FOUR COPILOT TOOLS

<b>COPILOT CHAT</b>	Free, secure chat. Works from the open web and anything you paste or upload. No access to your internal files unless you give it.
<b>M365 COPILOT</b>	Sits inside Word, Excel, PowerPoint, Outlook and Teams. Works on your own emails, files and meetings (only what you already have permission to see).
<b>COPILOT COWORK</b>	You hand over a longer job and it works through the steps, showing progress so you can steer. Good for multi-stage work that used to eat an afternoon.
<b>COPILOT AGENTS</b>	A custom helper you (or IT) set up once to handle a specific, repeatable job — answering a common question, triaging a queue, drafting from a template.

## 3 AI OPPORTUNITY MAP

Where the four tools fit the real work — with a practical example for each.

TASK	BEST TOOL	PRACTICAL EXAMPLE
Find the fix for an error fast	<b>COPILOT CHAT</b>	Describe the error and get likely causes and steps, then verify on the system.
Write up the ticket clearly	<b>M365 COPILOT</b>	Draft the resolution note from your steps so the next person can follow it.
Turn a fix into a help article	<b>M365 COPILOT</b>	Draft a how-to in Word from a resolved ticket for the knowledge base.
Answer the same question for the hundredth time	<b>COPILOT AGENTS</b>	An agent grounded in your IT docs that handles password, VPN and setup questions.
Summarise a vendor doc or release note	<b>COPILOT CHAT</b>	Get the plain-English version before you act on it.
Prep a new-starter setup	<b>COPILOT COWORK</b>	Delegate a first-draft onboarding checklist and account-setup steps for review.

## 4 SKILLS TO BUILD

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The AI-literacy habits this role needs.

- Verifying every fix on the real system before you apply it.
- Writing clear notes so AI and colleagues can reuse them.
- Choosing the FAQs worth turning into an agent.
- Keeping user and system details on approved tools only.

## 5 GETTING STARTED — 3 QUICK WINS THIS WEEK

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- ✓ Use Copilot to draft your resolution notes for a day.
- ✓ Turn one well-resolved ticket into a knowledge-base article.
- ✓ Summarise a release note before you roll the change out.

## 6 GETTING AHEAD — YOUR 90-DAY PLAN

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**Days 1–30 · Get started** Use Chat for diagnosis and M365 Copilot for ticket notes and articles. Verify before applying.

**Days 31–60 · Build the habit** Build the knowledge base from resolved tickets. Propose a self-service agent for top questions.

**Days 61–90 · Get ahead** Stand up an IT-FAQ agent. Track ticket volume deflected and time per ticket.

## 7 WHERE TO LEARN NEXT

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Four short intro courses, in order. Start at the top.

- 01** Start with Copilot Chat  
The no-risk way in. Ask, draft, summarise, compare. One hour.

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**02** Work inside M365 Copilot  
Use it in the apps you already live in: Outlook, Word, Excel, Teams.

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**03** Delegate with Copilot Cowork  
Hand over the multi-step jobs. Learn to brief, check and steer.

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**04** Build a Copilot Agent  
Turn your most repeated task into a helper that runs itself.

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Sources — Occupation overview: O\*NET 30.2, occupation 15-1232.00 ([oneline.org/link/summary/15-1232.00](https://oneline.org/link/summary/15-1232.00)) and the ESCO occupational profile ([esco.ec.europa.eu](https://esco.ec.europa.eu)). Copilot tool descriptions: Microsoft 365 Copilot and Copilot Cowork product documentation, Microsoft, May 2026. AI mapping and pathways: Craig Stanley Studio. Verify figures and policy against your own systems before acting.

