Labor Market Information

This report was compiled by the South Central Coast[1] Center of Excellence to provide regional labor market data for the proposed certificate, IT Support Technician, within the field of Computer Information Systems. This report can help determine whether there is demand in the local labor market that is not being met by the supply from programs of study that align with this occupation group.

Overview

- The number of jobs related to Computer Information Systems is expected to remain steady over the next five years.
- Some growth is expected for Computer User Support Specialists (8%).
- In 2016 there were 11 regional institutions with programs related to Computer Information Systems with 31 annual completions, 1,001 annual openings.
- Typical entry level education for Computer User Support Specialists is some college, no degree.
- Starting Salary in the region for Computer User Support Specialists - $49,712
- 58% of students are earning a living wage.
- 72% of students are employed after a year.

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[1] The South Central Coast Region consists of San Luis Obispo County, Santa Barbara County, Ventura County, and the following cities from North Los Angeles County: Canyon Country, Castaic, Lake Hughes, Lancaster, Littlerock, Llano, Newhall, Palmdale, Pearblossom, Santa Clarita, Stevenson Ranch, and Valencia.

Occupation Codes and Descriptions

Currently, there is one occupation in the standard occupational classification (SOC) system that is related to the proposed certificate (IT Support Technician) under Computer Information Systems. The occupation title and description, as well as reported job titles, are included in Exhibit 1.

Exhibit 1 – Occupation, description, and sample job titles

SOC Code	Title	Description	Sample of Reported Job Titles
15-1151	**Computer User Support Specialists**	Provide technical assistance to computer users. Answer questions or resolve computer problems for clients in person, or via telephone or electronically. May provide assistance concerning the use of computer hardware and software, including printing, installation, word processing, electronic mail, and operating systems.	Computer Specialist, Computer Support Specialist, Computer Technician, Desktop Support Technician, Help Desk Analyst, Help Desk Technician, Information Technology Specialist (IT Specialist), Network Technician, Support Specialist, Technical Support Specialist

Source: O*NET Online

Current and Future Employment

In the South Central Coast region, the number jobs for Computer Information Systems is expected to remain steady over the next five years. Growth is expected for Computer User Support Specialists (8%). Exhibit 2 contains detailed employment projections data for these occupations.

Exhibit 2 – Five-year projections for Computer Information Systems in the South Central Coast region

SOC	Occupation	2017 Jobs	2022 Jobs	2017-2022 Change	2017-2022% Change	Annual Openings
15-1151	**Computer User Support Specialists**	3,636	3,922	286	8%	330

Source: Economic Modeling Specialists International (EMSI)

*Total Jobs (2017), Average Change (2017-2022), and Median Hourly Earnings for Selected Occupations

3,636	+7.9%	$25.33/hr
Jobs (2017)	**% Change (2017-2022)**	**Median Hourly Earnings**
15% below National average	Nation: +8.8%	Nation: $24.16/hr

Earnings

Exhibit 3 contains hourly wages and annual average earnings for this occupation. Entry-level hourly earnings is represented by the 10th percentile of wages, median hourly earnings is represented by the 50th percentile of wages, and experienced hourly earnings is represented by the 90th percentile of wages, demonstrating various levels of employment.

Exhibit 3 – Earnings for Computer User Support Specialists in the South Central Coast region

SOC	Occupation	Entry-Level Hourly Earnings	Median Hourly Earnings	Experienced Hourly Earnings
15-1151	Computer User Support Specialists	$19.68	$25.33	$31.49

Source: Economic Modeling Specialists International (EMSI)

Employer Job Postings

In this research brief, real-time labor market information is used to provide a more nuanced view of the current job market, as it captures job advertisements for the occupation relevant to the field of study. Employer job postings are consulted to understand who is employing Computer User Support Specialists, and what they are looking for in potential candidates.

Top Occupations

In 2017, there were 845 employer postings for the occupation selected for Computer Information Systems.

Exhibit 4 – Job Postings, Full Year 2017

SOC Code	Occupation	Job Postings, Full Year 2017
15-1151	Computer User Support Specialists	845

Source: Labor Insight/Jobs (Burning Glass)

Top Titles

The top job titles for employers posting ads for Computer User Support Specialists are listed in Exhibit 5. Geek Squad Agent is mentioned as the job title in 8% of all relevant job postings (845 postings).

Exhibit 5 –Job titles (n=845)

Title	Job Postings, Full Year 2017
Geek Squad Agent	68
Desktop Support Technician	48
Help Desk Analyst	42
Help Desk Technician	42
Desktop Support	40

Source: Labor Insight/Jobs (Burning Glass)

Top Employers

Exhibit 6 lists the major employers hiring professionals in this area of the Computer Information Systems field. Top employers posting job ads included Best Buy, KRG Technologies, University California, Smartech and Associates, and Raytheon. The top worksite cities in the region for these occupations were Santa Clarita, Santa Barbara, Thousand Oaks, Simi Valley, and Goleta.

Exhibit 6 – Top employers (n=493)

Employer	Job Postings, Full Year 2017
Best Buy	64
KRG Technologies	33
University California	13
Smartech and Associates	12
Raytheon	10

Source: Labor Insight/Jobs (Burning Glass)

Top Job Skills

Technical Support is the most sought after skill for employers hiring for Computer User Support Specialists. The other top job-specific skills desired by employers relate to customer service, repair, help desk support, and printers.
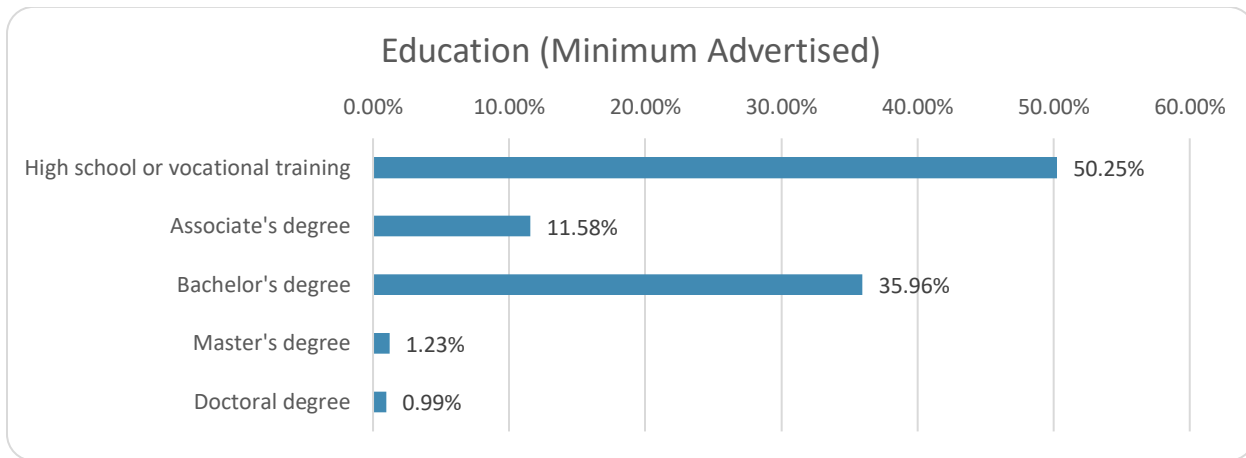
Exhibit 7 – Top Job skills (n=742)

Skills	Job Postings, Full Year 2017
Technical Support	411
Customer Service	275
Repair	225
Help Desk Support	182
Printers	130

Source: Labor Insight/Jobs (Burning Glass)

Advertised Education Levels

Exhibit 8 displays the education level requested by employers in online job ads. The majority of employers were looking for a candidate with a bachelor's degree. Approximately 52% of job postings did not specify a level of education.

Exhibit 8 – Minimum advertised education requirements for Computer User Support Specialists (n=406)

Education (Minimum Advertised)

Education Level	Percentage
High school or vocational training	50.25%
Associate's degree	11.58%
Bachelor's degree	35.96%
Master's degree	1.23%
Doctoral degree	0.99%

Source: Labor Insight/Jobs (Burning Glass)

Industry Concentration

Computer User Support Specialist jobs in the South Central Coast region are most often found in the Professional, Scientific, and Technical Services. Exhibit 9 shows the industries where most Computer User Support Specialists are employed.

Exhibit 9 – Industries employing the most Computer User Support Specialists, 2017 (n=523)

Industry	Occupation Group Jobs in Industry	% of Occupation Group in Industry
Professional, Scientific, and Technical Services	146	17%
Retail Trade	90	15%
Manufacturing	77	14%
Educational Services	58	13%
Administrative and Support and Waste Management and Remediation Services	56	8%

Education and Training

Exhibit 10 shows the typical entry-level education requirement for the occupation of interest, along with the typical on-the-job training.

Exhibit 10 – Education and training requirements (2016)

SOC	Occupation	Typical entry-level education	Typical on-the-job training
15-1151	Computer User Support Specialists	Some College, No Degree	None

Source: Bureau of Labor Statistics Employment Projections (Educational Attainment)

Currently, seven community colleges in the South Central Coast region train students in programs related to the field of Computer Information Systems. Exhibit 11 displays the headcount for each of the colleges training in this field. Headcount is the actual number of students enrolled, regardless of credit hours.

Exhibit 11 – Headcounts - 2016-17 (by TOP and College)

TOP Code	Program	College	CCC Headcount
		Allan Hancock	576
		Antelope Valley	1,294
		Canyons	796
0702	Computer Information Systems	Cuesta	671
		Moorpark	293
		Oxnard	336
		Santa Barbara	106
		Ventura	-
			4,064

Source: CTE LaunchBoard

In 2016 there were 11 regional institutions with programs related to the identified occupation for Computer Information Systems with 31 annual completions, 1,001 annual openings. The most predominant program was Information Technology (CIP 11.0103) which aligns with Computer Information Systems (Top 0702.00)

11	31	1,001
Programs (2016)	**Completions (2016)**	**Openings (2016)**

Student Outcomes

The CTE LaunchBoard provides student outcome data on the effectiveness of CTE programs. The following student outcome information was collected from exiters of the Computer Information Systems (TOP Code: 0702.00) in the South Central Coast region for the 2015-16 academic year.

- Starting Salary in the region for Computer User Support Specialists - $49,712
- 58% of students are earning a living wage
- 72% of students are employed after a year

Source: CTE LaunchBoard

Sources
O*Net Online, Labor Insight/Jobs (Burning Glass), Economic Modeling Specialists International (EMSI), MIT Living Wage Calculator, Bureau of Labor Statistics (BLS) Education Attainment, California Community Colleges Chancellor's Office Management Information Systems (MIS) Data Mart, CTE LaunchBoard, Statewide CTE Outcomes Survey, Employment Development Department Unemployment Insurance Dataset

Notes
Data included in this analysis represents the labor market demand for positions most closely related to Computer Information Systems. Standard occupational classification (SOC) codes were chosen based on the training goals of the proposed certificates. Traditional labor market information was used to show current and projected employment based on data trends, as well as annual average awards granted by regional community colleges.