

INFORMATION TECHNOLOGY

Employment of computer support specialists is expected to increase much faster than the average for all occupations through 2018, as organizations continue to adopt increasingly sophisticated technology and integrate it into their systems. Job growth will continue to be driven by the ongoing expansion of the computer system design and related services industry, which reflects the rapid growth of technology. As computers and software become more complex, support specialists will be needed to provide technical assistance to customers and other users. The adoption of new mobile technologies will continue to create a need for these workers to familiarize and educate computer users. Consulting jobs for computer support specialists also should continue to increase as businesses seek help managing, upgrading, and customizing ever more complex computer systems. Employment of systems administrators is expected to increase much faster than the average for all occupations as firms continue to invest heavily in securing the newest technology in computer networks. Companies are looking for workers who are knowledgeable about the function and administration of networks. The wide use of electronic commerce and the increasing adoption of mobile technologies mean that more establishments will use the Internet to conduct business online. This growth translates into a need for systems administrators who can help organizations use technology to communicate with employees, clients, and consumers. Employers will continue to seek computer specialists who possess a degree and strong technical computer skills combined with good interpersonal and communication skills.

Employment Information

Greater Kansas City Area: In 2008, those in the information technology field held an estimated 9,850 jobs in the eleven counties that make up the Kansas City Metropolitan Statistical Area (MSA). Of those, 5,270 were computer support specialists; and 4,580 were network and computer systems administrators.

Further data indicate that in 2004, an estimated 1,860 computer support specialists (2,170 projected by 2014, +16.7%), and 2,230 network and computer systems administrators (2,880 projected by 2014, +29%) were employed throughout the four Kansas counties in the Kansas City MSA (Johnson, Leavenworth, Miami and Wyandotte).

State: In Kansas, those in the information technology field held an estimated 8,347 jobs in 2004, with 10,383 jobs projected by 2014 (+24.4%). Of those, 4,496 were computer support specialists (5,338 projected, +18.7%); and 3,851 were network and computer systems administrators (5,045 projected, +31.0%). All together 2,036 openings are anticipated due to the need for replacements and growth.

National: About 905,200 jobs were held in the information technology field in 2008, with 1,062,100 jobs projected by 2018 (+17.3%). Of those, 565,700 were computer support specialists (643,700 projected, +13.8%); and 339,500 were network and computer systems administrators (418,400 projected, +23.2%).

Approximately 156,900 openings are expected due to growth and the need for replacement workers.

Salary Information

Greater Kansas City Area: Computer support specialists employed in the Greater Kansas City area earned an average hourly wage of \$20.36 in 2008. Additionally, network and computer systems administrators earned \$29.85 per hour. The average hourly wage for computer support specialists in Johnson, Leavenworth, Miami and Wyandotte Counties was \$19.63 in 2008. Furthermore, network and computer systems administrators earned \$30.68 per hour.

State: Computer support specialists in Kansas earned an average hourly wage of \$18.76 in 2008. Additionally, network and computer systems administrators earned \$27.02 per hour.

National: Computer support specialists working full-time earned an average hourly wage of \$20.88 in 2008. Additionally, network and computer systems administrators earned \$31.10 per hour.

JCCC Placement and Salary Information

The JCCC Office of Institutional Research conducts a follow-up study of program completers one year after completion. One hundred percent of the information technology program completers who responded to the short-term follow-up study conducted during the 2008-09 academic year were employed full-time in a job related to information technology and reported earning an average hourly wage of \$24.71.

Note: Salary and placement information for JCCC career program completers is based on data supplied by respondents to follow-up studies and is not necessarily representative of all career program completers.