INFORMATION TECHNOLOGY

Employment of computer support specialists is expected to increase as fast as the average for all occupations through 2021, 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 about as fast as average for all occupations as firms continue to invest heavily in securing the newest technology in computer networks. Growth will be highest at companies that provide cloud computing technologies. 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 computers specialists who possess a degree and strong technical computer skills combined with good interpersonal and communication skills.

Employment Information

Greater Kansas City Area: In 2016, those in the information technology field held an estimated 13,541 jobs in the fifteen counties that make up the Kansas City Metropolitan Statistical Area (MSA), with 14,406 projected by 2021 (+6.4%). Of those positions in 2016, 7,303 were computer user support specialists; 1,538 were computer network support specialists; and 4,699 were network and computer systems administrators.

State: In Kansas, those in the information technology field held an estimated 14,568 jobs in 2016, with 15,560 jobs projected by 2021 (+6.8%). Of those positions in 2016, 8,263 were computer user support specialists (8,947 projected, +8%); 1,168 were computer network support specialists (1,275 projected, +9%); and 5,137 were network and computer systems administrators (5,338 projected, +4%). All together 992 openings are anticipated due to the need for replacements and growth.

September 2017
**JCCC PROGRAM OUTLOOK**

**National:** About 1,322,838 jobs were held in the information technology field in 2016, with 1,415,060 jobs projected by 2021 (+7%). Of those jobs in 2016, 702,700 were computer user support specialists (760,435 projected, +8%); 217,076 were computer network support specialists (229,386 projected, +6%); and 403,063 were network and computer systems administrators (425,238 projected, +6%). Approximately 92,222 openings are expected due to growth and the need for replacement workers.

**Salary Information**

**Greater Kansas City Area:** Computer user support specialists employed in the Greater Kansas City area earned an average hourly wage of $22.81 in 2016, with computer network support specialists earning $29.25 per hour. Additionally, network and computer systems administrators earned $35.50 per hour.

**State:** Computer user support specialists in Kansas earned an average hourly wage of $21.08 in 2016, with computer network support specialists earning $26.69 per hour. Additionally, network and computer systems administrators earned $32.47 per hour.

**National:** Computer user support specialists working full-time earned an average hourly wage of $23.84 in 2016, with computer network support specialists earning $30.64 per hour. Additionally, network and computer systems administrators earned $37.74 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. Fifty percent of the graduates who responded to the follow-up study conducted during 2015-16, and were employed, were employed in a related field and reported earning an average hourly wage of $21.40.

**Note:** Salary Information for Greater Kansas City, State, and National is based on EMSI 2016 third quarter data. JCCC information for career program completers is based on data supplied by respondents to follow-up studies and is not necessarily representative of all career program completers. Other sources: Bureau of Labor Statistics