


INFORMATION TECHNOLOGY CAREERS

IN SOUTHWEST AND SOUTH CENTRAL MINNESOTA

In Demand Technology Careers

COMPUTER USER SUPPORT SPECIALIST



EDUCATION

High school diploma or equivalent required. Postsecondary non-degree award preferred.

IMPORTANT QUALITIES

- Critical thinking
- Active listening
- Problem Solving
- Dependability
- Attention to detail
- Cooperation
- Analytical thinking
- Integrity
- Stress tolerance

WHAT THEY DO

Provide technical assistance to computer users. Answer questions or receive computer problems for clients in person, via telephone, or electronically. May provide assistance with use of computer hardware and software.

EMPLOYMENT OPPORTUNITIES


MEDIAN HOURLY WAGE \$20.30
\$29.07

Employment of computer user support specialists is projected to grow 3.7 percent from 2015 to 2025. With a projected 420 openings in the area.

WORK ENVIRONMENT

Most computer support specialists have full time work schedules. However, many do not work typical 9-to-5 jobs. Many support specialists must work nights or weekends.

COMPUTER PROGRAMMERS



EDUCATION

Typically a bachelor's degree; however, some have an associate's degree.

IMPORTANT QUALITIES

- Analytical skills
- Concentration
- Detail oriented
- Problem-solving skills

WHAT THEY DO

Computer programmers write and test code that allows computer applications and software programs to function properly.

EMPLOYMENT OPPORTUNITIES

MEDIAN HOURLY WAGE \$21.68
\$39.28

Job prospects will be best for programmers with bachelor's degrees or higher and a knowledge of several programming languages. Continued learning in the area enhances job prospects.

WORK ENVIRONMENT

Computer programmers normally work alone, but sometimes work with others on large projects. Most work full time and many work from home.

These jobs are in demand in Southwest and South Central Minnesota and these are SWISC Minnesota Median wages. Data collected from Department of Employment and Economic Development.

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2022

The **Information Technology (IT)** field includes a number of occupations, ranging from **computer programmers to database administrators to computer support specialists to web developers.** The

23-county Southwest Minnesota region was home to around 1,700 workers in information technology occupations. The **median hourly wage for computer and mathematical occupations was \$33.90, which was nearly \$14.50 per hour higher than the total of all occupations.** About three-quarters of the IT job vacancies required postsecondary education and over 85 percent required at least a year of prior work experience – with wage offers closely tied to experience and training requirements.

CAREER PATHS IN INFORMATION TECHNOLOGY IN SWISC MN

4-YEAR OR MORE COLLEGE DEGREE AND/OR EQUIVALENT EXPERIENCE

- Computer & Information Systems Managers \$50.79
- Computer Systems Analysts \$43.37
- Computer Programmers \$37.33
- Network & Computer Systems Administrators \$36.36

1-2 YEAR COLLEGE DEGREE (OR CREDENTIAL)

- Computer Network Support Specialists \$24.73
- Computer User Support Specialists \$20.81

HIGH SCHOOL DIPLOMA OR GED / ON-THE-JOB TRAINING

- Telecommunications Equipment Installers and Repairers \$22.23
- Computer Monitoringly Controlled Unit Operators \$16.37

These jobs are in demand in Southwest and South Central Minnesota and these are SWISC Minnesota Median wages. Data collected from Department of Employment and Economic Development.

WHY CHOOSE A CAREER IN INFORMATION TECHNOLOGY?

Employment of computer and information technology occupations is projected to grow 7.7% from 2015 to 2025 in SWISC Minnesota. These occupations are projected to add about 4,184 openings in the area. Demand for these workers will also grow quite rapidly as more computing, the mobility and change of big data, and automation security.

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View online of career paths in information technology: www.careerforce.org/Videos/Career/InformationTechnology.aspx

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CAREER PATHS IN INFORMATION TECHNOLOGY

4-YEAR OR MORE COLLEGE DEGREE AND/OR EQUIVALENT EXPERIENCE

- Computer & Information Systems Managers \$50.79 (Plan, direct, or coordinate activities in such areas as electronic data processing, information systems, systems analysis, and computer programming)
- Computer Programmers \$37.33 (Create, modify, and/or test code, forms, and scripts that direct computer operations in such areas as data processing, information systems, systems analysis, and computer programming)
- Computer Systems Analysts \$43.37 (Analyze science, engineering, business, and other data processing problems to improve and improve computer systems. Analyze user requirements and design computer systems. Develop and/or repair training systems. Review computer system capabilities, workflow, and networking programs to solve, troubleshoot, and/or improve system efficiency)
- Network & Computer Systems Administrators \$36.36 (Install, configure, and support an organization's local area network (LAN), wide area network (WAN), and Internet systems or a segment of a network system. Monitor network to ensure network availability to all system users and may perform necessary maintenance to support network availability. Monitor and test data performance business tools, data transfer, connectivity and without interruption. May assist in network planning, planning, and coordination between network and data communications hardware and software. May supervise computer user support specialists and computer network support specialists.

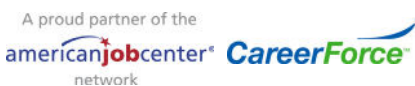
1-2 YEAR COLLEGE DEGREE (OR CREDENTIAL)

- Computer Network Support Specialist \$24.73 (Analyze, test, troubleshoot, and configure network systems, such as local area networks (LAN), wide area networks (WAN), and Internet systems, and other data communications networks. Perform maintenance to ensure network connectivity with minimal interruption)
- Computer User Support Specialists \$20.81 (Provide technical assistance to computer users. Answer questions or receive computer problems by direct, in person, or via telephone or electronically. May provide assistance concerning the use of word processing and software, including printing, databases, word processing, spreadsheets, and operating systems.)

HIGH SCHOOL DIPLOMA OR GED / ON-THE-JOB TRAINING

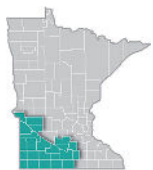
- Telecommunications Equipment Installers and Repairers \$22.23 (Install, test, and/or repair telephones, telegraph, distribution, switching, and other communications equipment in such areas as offices or head ends. Service or repair telephones, cables, televisions, Internet, and other communications equipment on customer premises. May install and/or maintain equipment or communications wiring in buildings.)

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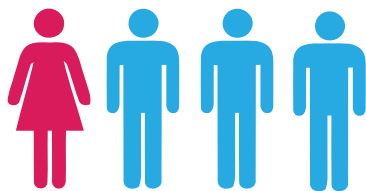
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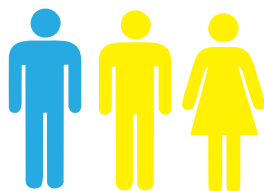
Overall, 7 of the 11 IT occupations in the region are expected to see new job growth from 2018 to 2028, led by applications software developers, computer systems analysts and computer user support specialists.

According to the Bureau of Labor Statistics, IT workers are employed in a wide variety of industries, ranging from expected industries like software publishers and computer systems design and related services, but also including traditional industries like management of companies, public administration, educational services, finance and insurance.

1 IN 4 INFORMATION TECHNOLOGY JOBS ARE HELD BY WOMEN.



1 IN 3 INFORMATION TECHNOLOGY JOBS ARE HELD BY WORKERS OF OTHER RACES.



Non-Traditional Information Technology Careers for Women in Southwest & South Central Minnesota

Computer & Information Systems Managers \$50.71	Computer Network Support Specialists \$24.73
Computer Programmers \$37.33	Computer User Support \$25.81
Information Security Analysts \$47.09	Network & Computer Systems Administrators \$38.36
Software Developers – Applications \$42.40	Software Developers – Systems Software \$42.40