

Occupational Profile: Computer Support Specialists

GENERAL OCCUPATION DESCRIPTION

Provide technical assistance to computer system users. Answer questions or resolve computer problems for clients in person, via telephone or from remote location. May provide assistance concerning the use of computer hardware and software, including printing, installation, word processing, electronic mail, and operating systems.

Source: O*NET online. <http://online.onetcenter.org>

REQUIRED EDUCATION

As shown in the table to right, over 76% of interviewed employers reportedly require a two-year degree or the equivalent, with the remaining 24% requiring a four-year college degree or more.

Required Education	
Percent of Employers Requiring HS Diploma or Less	0%
Percent of Employers Requiring 2-Year Degree or Equiv	76.01%
Percent of Employers Requiring BS Diploma or More	24%

Source: Bureau of Labor Statistics

WAGES

Computer Support Specialist is considered a medium to high-wage occupation, with good possibility for wage advancement with experience. Employers in the State of Arizona generally pay comparably compared with the overall United States.

Location	Pay Period	2005				
		10%	25%	Median	75%	90%
United States	Hourly	\$11.65	\$14.94	\$19.52	\$25.41	\$32.52
	Yearly	\$24,200	\$31,100	\$40,600	\$52,900	\$67,600
Greater Phoenix	Hourly	\$13.46	\$16.12	\$20.10	\$24.99	\$30.45
	Yearly	\$28,010	\$33,546	\$41,828	\$52,004	\$63,366
Arizona	Hourly	\$12.25	\$15.57	\$20.13	\$25.75	\$32.10
	Yearly	\$25,500	\$32,400	\$41,900	\$53,600	\$66,800

Source: Bureau of Labor Statistics

As shown in the table to right, a national comparison of wages for this occupation reveals Arizona ranks 15th in terms of median wages.

RANK	Location	Median Wage 2005	
		Hourly	Annual
1	Massachusetts	\$24.35	\$50,600
2	Delaware	\$23.20	\$48,300
3	Connecticut	\$22.79	\$47,400
4	Colorado	\$22.29	\$46,400
5	District of Columbia	\$22.22	\$46,200
15	ARIZONA	\$20.13	\$41,900

Source: Bureau of Labor Statistics

The table below provides a comparison of wages by sub-industry for the Greater Phoenix region (2005). As shown, the main employment sectors, "Public Administration," and "Professional, Scientific, and Technical Services" pay more than the other main employment sectors.

Wages by Industry: Greater Phoenix MSA (2005)	Rounded Employment	Mean Wage	10th Percentile Wage	25th Percentile Wage	Median Wage	75th Percentile Wage	90th Percentile Wage
Public Administration	1,870	\$24.07	\$14.88	\$18.06	\$23.55	\$29.06	\$34.51
Professional, Scientific, and Technical Services	1,800	\$22.83	\$16.18	\$19.17	\$22.03	\$25.73	\$31.47
Educational Services	1,220	\$18.90	\$10.11	\$13.20	\$18.11	\$24.26	\$28.28
Credit Intermediation and Related Activities	580	\$20.81	\$12.42	\$15.25	\$19.65	\$25.16	\$31.98
Merchant Wholesalers, Durable Goods	450	\$22.89	\$13.91	\$16.62	\$21.49	\$28.52	\$34.59
Internet Service Providers, Web Search Portals, and Data Processing Services	210	\$16.11	\$10.06	\$11.79	\$15.56	\$19.16	\$22.97
Electronics and Appliance Stores	190	\$15.35	\$11.08	\$13.58	\$15.62	\$17.20	\$19.84
Computer and Electronic Product Manufacturing	170	\$23.11	\$15.07	\$17.96	\$21.24	\$28.15	\$34.22
Real Estate	150	\$19.04	\$13.83	\$16.20	\$19.14	\$21.44	\$24.92
Insurance Carriers and Related Activities	150	\$18.88	\$12.94	\$15.43	\$18.27	\$21.34	\$25.75
Management of Companies and Enterprises	120	\$19.51	\$13.89	\$15.55	\$17.95	\$22.69	\$27.16
Religious, Grantmaking, Civic, Professional, and Similar Organizations	120	\$19.18	\$11.25	\$15.08	\$17.30	\$23.38	\$29.62
Hospitals	100	\$19.49	\$14.12	\$15.26	\$17.27	\$22.08	\$29.63
Publishing Industries (except Internet)	90	\$19.49	\$10.84	\$14.68	\$18.64	\$22.03	\$29.56
Other Information Services	70	\$17.70	\$13.97	\$14.71	\$15.92	\$21.48	\$25.32
Ambulatory Health Care Services	60	\$20.44	\$14.31	\$15.88	\$18.90	\$24.79	\$30.17

EMPLOYMENT

As shown in the table below, this occupation has a projected 24% growth rate over 10 years (between 2003 and 2013) for the Greater Phoenix region. There are an average projected 369 job openings each year, comprised of 245 new jobs and 124 positions vacated by individuals leaving the field (due to retirement, death, career changes, or other reasons).

	10-YEAR CHANGE			AVERAGE ANNUAL		
	Employment		Percent Change	Job Openings	Growth	Separations
United States	2004	2014				
Computer support specialists	518,400	637,600	23%	18,300	n/a	n/a
Arizona	Employment		Percent Change	Job Openings	Growth	Separations
	2004	2014				
Computer support specialists	11,670	15,120	30%	490	n/a	n/a
Greater Phoenix	Employment		Percent Change	Job Openings	Growth	Separations
	2003	2013				
Computer support specialists	10,049	12,499	24%	369	245	124

Source: Bureau of Labor Statistics

*Job Openings refers to the average annual job openings due to growth and net replacement.

Source: Bureau of Labor Statistics

**N/A is displayed in cases where data is not available or cannot be published because of federal data privacy standards.

An additional source of information regarding this occupation can be provided by analysis of employer survey data collected for the Maricopa County Community Colleges by the ERISS Corporation in 2004. As shown, the ERISS survey data shows a projected 1-year growth rate of 11%, which is much higher than the average of 2.4% per year reflected by the BLS data above.

Additionally, the ERISS data provides an indicator of yearly turnover for this occupation, which is reported to be moderate at 7%.

ERISS Occupational Survey Data (2004)			
Greater Phoenix	Growth	Turnover	Demand
Computer Support Specialists	11%	7%	18%

Comparison of employment projections for top five regions for Computer Support Specialist

As shown in the table to right, a national comparison reveals the State of Arizona ranks 6th in terms of projected 10-year growth for this occupation (30%).

RANK	Location	Employment		Percent Change
		2004	2014	
1	Nevada	3,600	5,600	55%
2	Colorado	12,560	18,030	44%
3	Utah	5,370	7,560	41%
4	Arkansas	3,010	4,220	40%
5	Georgia	18,380	24,130	31%
5	Idaho	1,960	2,560	31%
6	ARIZONA	11,670	15,120	30%

Source: Bureau of Labor Statistics

Employment by Industry

The table below shows the industries that most commonly employ Computer Support Specialist, and the proportion of employment accounted for at the national level. As shown, "Computer systems design and related services" is the largest employer for this occupation (16%).

Percent of Employment Nationally by Industry	
Percent	Industry
16%	Computer systems design and related services
5.3%	Local government educational services
4.8%	Management of companies and enterprises
3.6%	Software publishers
3.6%	State government educational services
3.2%	Professional and commercial equipment and supplies merchant wholesalers
2.8%	Employment services

Source: Bureau of Labor Statistics

Geo-Location Overlay of Employers with 10 or More Employees that Potentially Employ Occupation (n = 194)

