

# 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**  $\$20.30$  (2015)  $\$29.07$  (2025)  
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**  $\$21.68$  (2015)  $\$39.28$  (2025)  
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 SWSC Minnesota Median wages. Data collected from Department of Employment and Economic Development.

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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 SW/SC MIN



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

- Computer & Information Systems Managers: \$60.70
- Computer Systems Analysts: \$43.37
- Computer Programmers: \$37.33
- Network & Computer Systems Administrators: \$38.36

**1-2 YEAR COLLEGE DEGREE (OR CREDENTIAL)**

- Computer Network Support Specialist: \$24.73
- Computer User Support Specialist: \$25.81

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

- Telecommunications Equipment Installers and Repairers: \$22.23
- Computer Numerically Controlled Tool Operators: \$19.37

These jobs are in demand in Southwest and South Central Minnesota and these are SW/SC 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 7.3% from 2015 to 2025 in SW/SC Minnesota. These occupations are projected to add about 4,204 openings in the area. Demand for these workers will stem from greater emphasis on cloud computing, the collection and storage of big data, and information security.

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View videos of career paths in information technology: [www.careerweb.org/Info/Career/Info/careerweb.org](http://www.careerweb.org/Info/Career/Info/careerweb.org)

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### CAREER PATHS IN INFORMATION TECHNOLOGY



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

- Computer & Information Systems Managers: \$50.70 Plan, direct, or coordinate activities in such fields as electronic data processing, information systems, systems analysis, and computer programming.
- Computer Programmers: \$37.33 Create, modify, and test the code, forms, and script that allow computer applications to run. Work from specifications drawn up by software developers or other individuals. May assist software developers by analyzing user needs and designing software solutions. May develop and write computer programs in file, local, and remote specific: documents, data, and information.
- Computer Systems Analysts: \$43.37 Analyze science, engineering, business, and other data processing problems to implement and improve computer systems. Analyze user requirements and design systems to meet those requirements. Review existing programs and review computer system capabilities, workflow, and scheduling limitations. May analyze or recommend alternative available software.
- Network & Computer Systems Administrators: \$38.36 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. May monitor and test Web site performance to ensure Web site operates correctly and without interruption. May assist in network modeling, analysis, 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)**

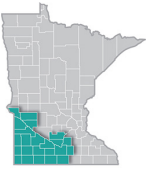
- Computer Network Support Specialist: \$24.73 Analyze, test, troubleshoot, and make adjustments to computer users. Answer questions or resolve computer problems for clients in person, or via telephone or electronically. May provide technical consultation, may provide installation and support of computer hardware and software, including printing, installation, and processing, technical support, and operating systems.
- Computer User Support Specialist: \$25.81 Provide technical assistance to computer users. Answer questions or resolve computer problems for clients in person, or via telephone or electronically. May provide technical consultation, may provide installation and support of computer hardware and software, including printing, installation, and processing, technical support, and operating systems.

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

- Telecommunications Equipment Installers and Repairers: \$22.23 Install, set up, or maintain equipment for sending, distribution, routing, and delivery of messages and data in central offices or head ends. Service or repair telephone, cable television, Internet, and other communications equipment on customers' premises. May install or communications equipment or communications wiring in buildings.
- Computer Numerically Controlled Tool Operators and Repairers: \$19.37 Transfer computer numerically control (CNC) modules, using computer network links. Center with supervisors or programs to produce machine modifications or production runs or to obtain approval to continue production.

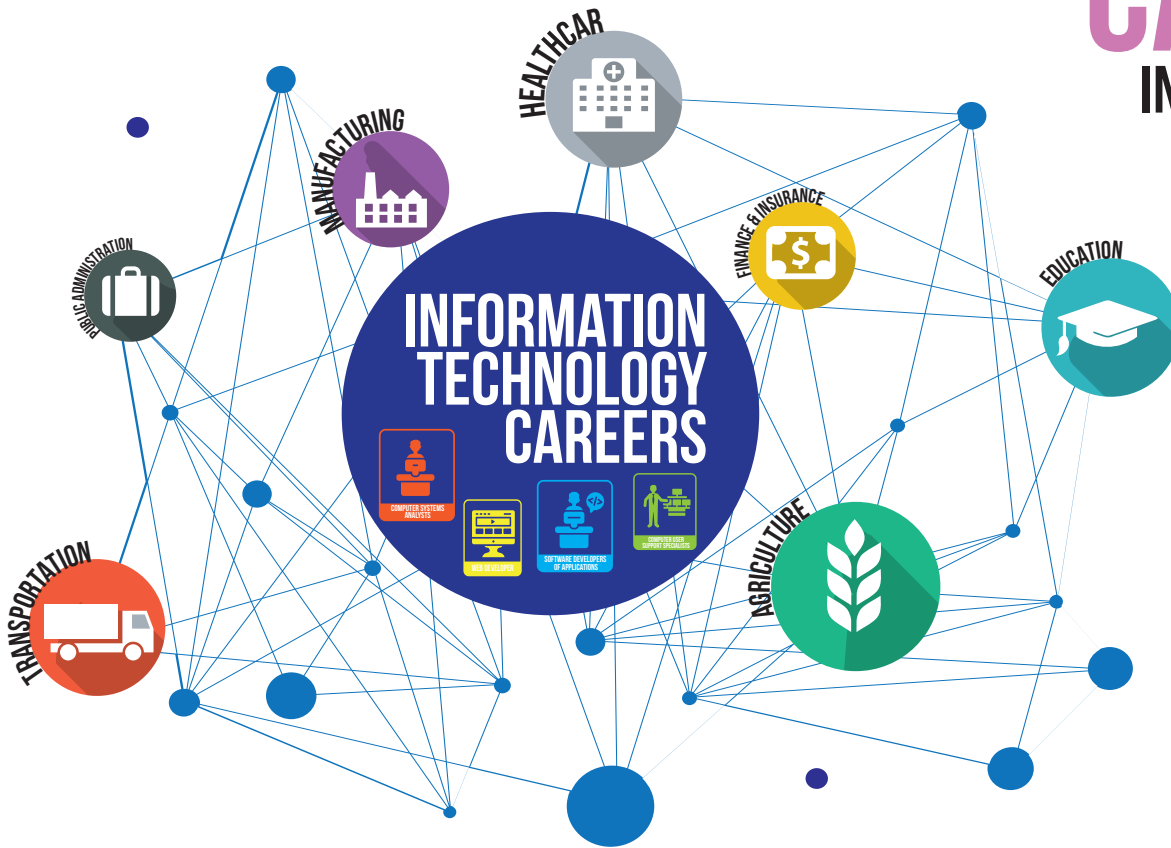
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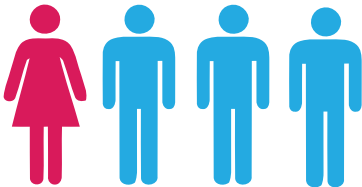
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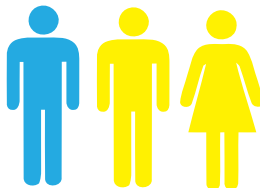
Overall, 7 of the 11 IT occupations in the region are expected to see new job growth from 2018 to 2028, led by applications software developers, computer systems analysts and computer user support specialists.

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