**** **IT Computer Retail Sales and Support Occupations**

**Labor Market Information Report**

**Monterey Peninsula College**

Prepared by the San Francisco Bay Center of Excellence

for Labor Market Research

November 2018

# Recommendation

Based on all available data, there appears to be a significant undersupply of IT Computer Retail Sales and Support workers compared to the demand for this cluster of occupations in the Bay region and in the SC-Monterey sub-region (Monterey, San Benito, and Santa Cruz Counties). The gap is about 2,993 students annually in the Bay region and 338 students annually in the SC-Monterey sub-region.

There is a labor market gap in the Bay region with 3,068 annual openings for IT Computer Retail Sales and Support Occupations and 75 annual awards for an annual undersupply of 2,993. In the SC-Monterey sub-region, there is also a gap with 353 annual openings and 15 annual award for an annual undersupply of 338.

# Introduction

This report profiles IT Computer Retail Sales and Support Occupations in the 12 county Bay region and in the SC-Monterey sub-region for a proposed new program at Monterey Peninsula College.

|  |
| --- |
| * **Computer User Support Specialists (SOC 15-1151):** Provide technical assistance to computer users. Answer questions or resolve computer problems for clients in person, or via telephone or electronically. May provide assistance concerning the use of computer hardware and software, including printing, installation, word processing, electronic mail, and operating systems. Excludes “Network and Computer Systems Administrators” (15-1142).
 |
| *Entry-Level Educational Requirement: Some college, no degree* |
| *Training Requirement: None* |
| *Percentage of Community College Award Holders or Some Postsecondary Coursework: 41%* |

# Occupational Demand

**Table 1. Employment Outlook for IT Computer Retail Sales and Support Occupations in Bay Region**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Occupation  | 2017 Jobs | 2022 Jobs | 5-Yr Change | 5-Yr % Change | 5-Yr Open-ings | Annual Open-ings | 10% Hourly Wage | Median Hourly Wage |
| Computer User Support Specialists | 29,420 | 33,562 | 4,142  | 14% | 15,339 | 3,068 | $19.98  | $32.72  |

*Source: EMSI 2018.4*

**Bay Region** includes Alameda, Contra Costa, Marin, Monterey, Napa, San Benito, San Francisco, San Mateo, Santa Clara, Santa Cruz, Solano and Sonoma Counties

**Table 2. Employment Outlook for IT Computer Retail Sales and Support Occupations in SC-Monterey Sub-Region**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Occupation  | 2017 Jobs | 2022 Jobs | 5-Yr Change | 5-Yr % Change | 5-Yr Open-ings | Annual Open-ings | 10% Hourly Wage | Median Hourly Wage |
| Computer User Support Specialists | 3,668 | 4,052 | 384  | 10% | 1,765 | 353 | $19.57  | $32.42  |

*Source: EMSI 2018.4*

**SC-Monterey Sub-Region** includes Monterey, San Benito, and Santa Cruz Counties

# Educational Supply

There are seven community colleges in the Bay Region issuing 75 awards annually on TOP 0708.20 - Computer Support. There are two colleges issuing 15 awards annually on this TOP code in the SC-Monterey sub-region.

**Table 7. Awards on TOP 0708.20 - Computer Support in the Bay Region**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| College | Sub-Region | Headcount | Associates | Certificates | Total |
| **Alameda** | East Bay | 29 |  |  |  |
| **Cabrillo** | Santa Cruz & Monterey | n/a | 3 | 8 | 11 |
| **Contra Costa** | East Bay | n/a |  | 5 | 5 |
| **Diablo Valley** | East Bay | n/a | 6 | 7 | 14 |
| **Gavilan** | Santa Cruz & Monterey | 23 |  |  |  |
| **Hartnell** | Santa Cruz & Monterey | n/a | 3 | 2 | 4 |
| **Mission** | Silicon Valley | 45 |  |  |  |
| **Monterey** | Santa Cruz & Monterey | 18 |  |  |  |
| **Ohlone** | East Bay | n/a | 2 | 2 | 4 |
| **San Francisco** | Mid-Peninsula | 260 |  | 27 | 27 |
| **San Francisco Centers** | Mid-Peninsula | 219 |  |  |  |
| **San Jose** | Silicon Valley | 38 |  |  |  |
| **Santa Rosa** | North Bay | 86 |  | 10 | 10 |
| **Total Bay Region** | **718** | **14** | **61** | **75** |
| **Total SC-Monterey Sub-Region** | **41** | **5** | **10** | **15** |

# *Source: IPEDS, Data Mart and Launchboard*

NOTE: Headcount of students who took one or more courses is for 2016-17. The annual average for awards is 2014-17 unless there are only awards in 2016-17. The annual average for other postsecondary is for 2013-16.

# Methodology

Occupations for this report were identified by use of skills listed in O\*Net descriptions and job descriptions in Burning Glass. Labor demand data is sourced from Economic Modeling Specialists International (EMSI) occupation data and Burning Glass job postings data. Educational supply and student outcomes data is retrieved from multiple sources, including CTE Launchboard and CCCCO Data Mart.

# Sources

O\*Net Online

Labor Insight/Jobs (Burning Glass)

Economic Modeling Specialists International (EMSI)

CTE LaunchBoard [www.calpassplus.org/Launchboard/](http://www.calpassplus.org/Launchboard/)

Statewide CTE Outcomes Survey

Employment Development Department Unemployment Insurance Dataset

Living Insight Center for Community Economic Development

Chancellor’s Office MIS system

# Contacts

For more information, please contact:

* Doreen O’Donovan, Data Research Analyst, for Bay Area Community College Consortium (BACCC) and Centers of Excellence (CoE), doreen@baccc.net or (831) 479-6481
* John Carrese, Director, San Francisco Bay Center of Excellence for Labor Market Research, jcarrese@ccsf.edu or (415) 267-6544