

MEMORANDUM

To: Melinda Duerksen, CIS Instructor, Lassen College

From: Sara Phillips, Director, Far North Center of Excellence

Date: Tuesday, September 20, 2022

Re: LMI for CIS Program Curriculum Update

Background

Lassen College contacted the Far North Center of Excellence to request updated labor market information for the existing Computer Information Systems Program.

This memo provides an analysis of occupational demand and job postings data. Data is provided for the fifteen-county Far North subregion and comes from Lightcast (formerly EMSI).

Occupations are aligned to career education programs using the Center of Excellence TOP-to-CIP-to-SOC crosswalk and the ONet OnLine education crosswalk.

Findings

What middle-skill occupations are aligned to the program?

- The middle-skill occupations that align with the program are computer network support specialists (SOC 15-1231) and computer user support specialists (SOC 15-1232).

What are the hourly wages for the studied occupations?

- Entry-level hourly wages for the occupations studied here are above the living wage threshold of \$12.74 for a single adult in the Far North subregion (Exhibit 1)¹.

What is the employment outlook for the studied occupations?

- Employment for these occupations in the Far North is expected to increase by 1% over the next five years (Exhibit 2).
- Between 2021 and 2026, there are projected to be 66 job openings for these occupations each year in the Far North subregion.

¹ The Self-Sufficiency Standard for California 2021. Center for Women's Welfare, University of Washington.
<http://www.selfsufficiencystandard.org/California>

What are the most in-demand skills for the studied occupations?

- Job postings data from the past year provides information about certifications and skills employers are seeking (Exhibits 3 and 4).

Please contact Sara Phillips, Director, Far North COE, for further information at sphillips@shastacollege.edu or 530-242-7635.

Exhibit 1. Summary of entry-level work requirements by occupation

Occupation	Skill Level	Typical Entry-Level Education	Work Experience Requirements	Typical On-the-job Training Required	Entry-level Hourly Wage
Computer Network Support Specialists	Middle	Associate's degree	None	None	\$22.10
Computer User Support Specialists	Middle	Some college, no degree	None	None	\$20.76

Exhibit 2. Occupational employment and projected demand, 2021-2026

Occupation	2021 Jobs	2026 Jobs	2021-2026 Projected Change	2021-2026 Projected % Change	2021-2026 Annual Openings
Computer Network Support Specialists	233	234	1	0%	18
Computer User Support Specialists	609	618	9	1%	48
Far North	842	852	10	1%	66

Exhibit 3. Most in-demand certifications for studied occupations

Top Certifications
Certified A+ Technician
IT Infrastructure Library (ITIL) Certification
Cisco Certified Network Associate (CCNA)
CompTIA Network +
Microsoft Certified Professional (MCP)
Microsoft Certified Solutions Expert (MCSE)
Microsoft Certified Solutions Associate (MCSA)

Exhibit 3. Most in-demand skills for studied occupations

Top 10 Specialized Skills	Top 10 Human Skills	Top 10 Technical Skills
Customer Service	Troubleshooting	Microsoft Word
Help Desk Support	Communication Skills	Microsoft Operating Systems
Data Entry	Problem Solving	Microsoft Office
Customer Contact	Multi-Tasking	Microsoft Windows
Telemarketing	English	Microsoft Excel
Technical Support	Computer Literacy	Windows Server
Repair	Teamwork/Collaboration	VM Ware
Printers	Research	Microsoft Outlook
Information Systems	Writing	Voice over IP (VoIP)
Hardware and Software Installation	Organizational Skills	Word Processing