Occupation Overview

Emsi Q3 2018 Data Set

August 2018

PO Box 5311
Martinsville, Virginia 24112
276-224-4230

Parameters

Occupations

Code	Description
15-1151	Computer User Support Specialists

Regions

Code	Description
51089	Henry County, VA
51141	Patrick County, VA
51690	Martinsville City County, VA

Timeframe

2016 - 2024

Datarun

2018.3 – QCEW Employees

Computer User Support Specialists in 3 Virginia Counties

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).

Sample of Reported Job Titles:
Help Desk Technician
Desktop Support Specialist
Computer Specialist
Technical Support Specialist
PC Tech (Personal Computer Technician)
Information Technology Technician (IT Technician)
Information Technology Support Specialist (IT Support Specialist)
Information Technology Analyst (IT Analyst)
Information Systems Technician
Help Desk Analyst
Related O*NET Occupation:
Computer User Support Specialists (15-1151.00)

Occupation Summary for Computer User Support Specialists

180	-16.1%	$18.01/hr
Jobs (2016)	**% Change (2016-2024)**	**Median Hourly Earnings**
40% above National average	Nation: +13.8%	Nation: $24.14/hr

Growth for Computer User Support Specialists (15-1151)

180	151	-29	-16.1%
2016 Jobs	2024 Jobs	Change (2016-2024)	% Change (2016-2024)
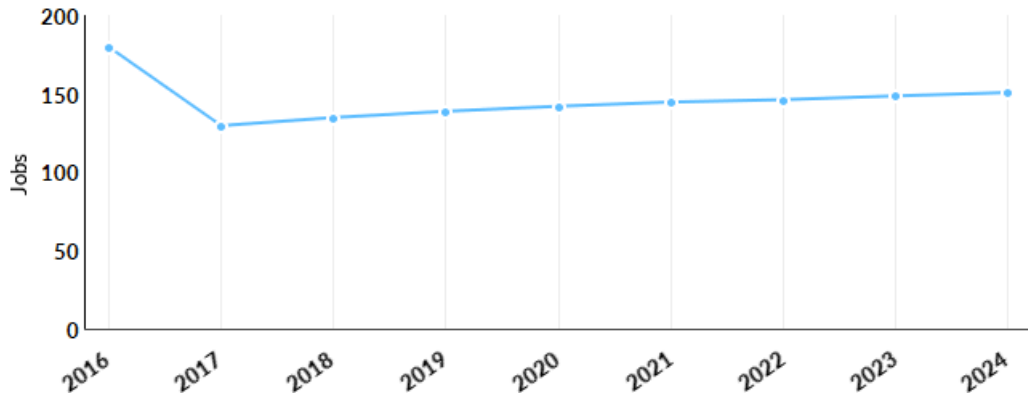
Percentile Earnings for Computer User Support Specialists (15-1151)

$15.50/hr	$18.01/hr	$21.90/hr
25th Percentile Earnings	Median Earnings	75th Percentile Earnings
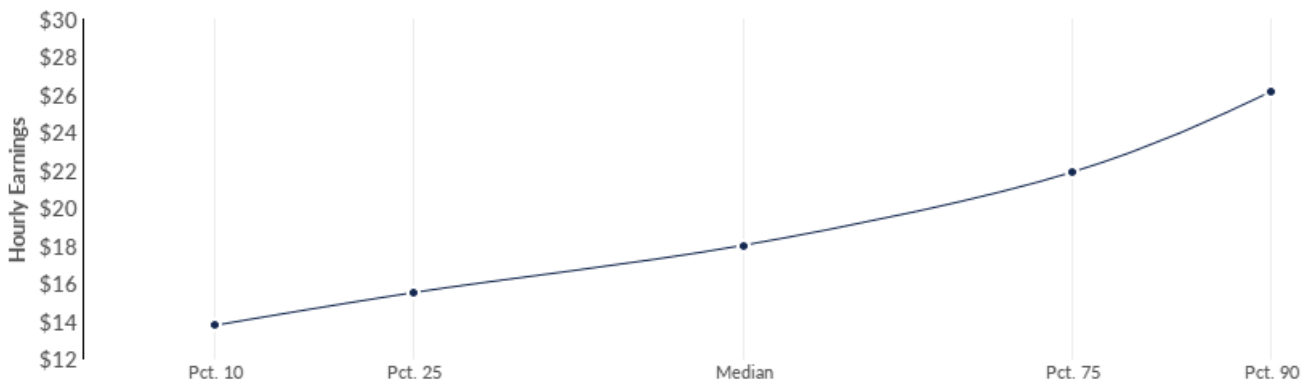
Regional Trends
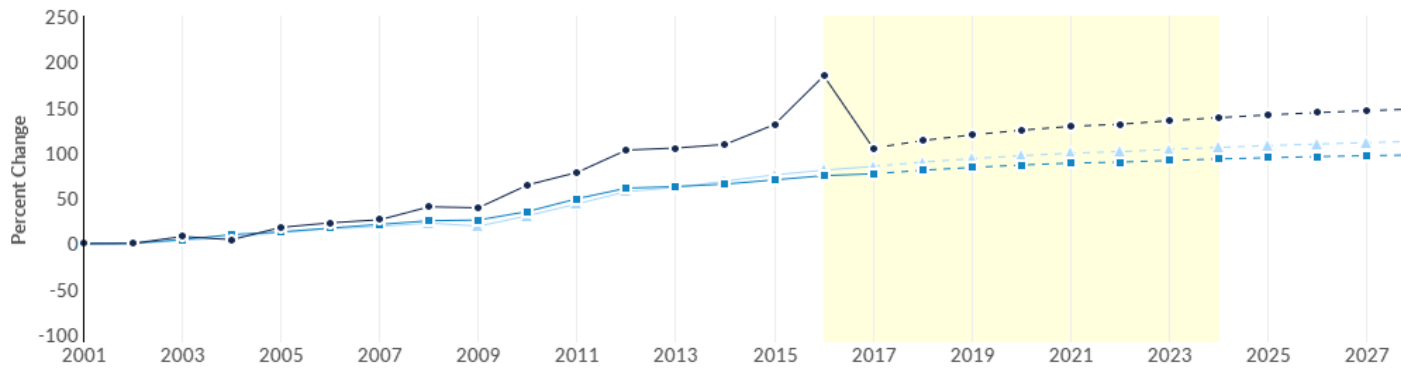
Region		2016 Jobs	2024 Jobs	Change	% Change
●	Region	180	151	-29	-16.1%
■	State	19,724	21,794	2,070	10.5%
▲	Nation	604,518	687,989	83,471	13.8%

Regional Breakdown
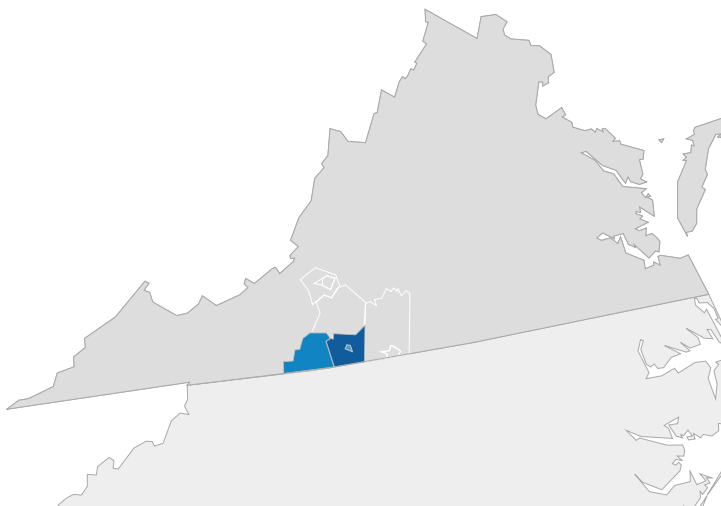
County	2024 Jobs
Henry County, VA	67
Patrick County, VA	50
Martinsville City County, VA	33

Job Postings Summary

| 72	3 : 1	23 days
Unique Postings	**Posting Intensity**	**Median Posting Duration**
233 Total Postings	Regional Average: 3 : 1	Regional Average: 23 days

There were **233** total job postings for your selection from September 2016 to July 2018, of which **72** were unique. These numbers give us a Posting Intensity of **3-to-1**, meaning that for every 3 postings there is 1 unique job posting.

This is close to the Posting Intensity for all other occupations and companies in the region (3-to-1), indicating that they are putting average effort toward hiring for this position.

Job Postings vs. Hires

8	14
Avg. Monthly Postings (Sep 2016 - Jul 2018)	Avg. Monthly Hires (Sep 2016 - Jul 2018)

In an average month, there were **8** unique job postings for *Computer User Support Specialists*, and **14** actually hired. This means there were approximately 2 hires for *Computer User Support Specialists* for every 1 unique job posting.
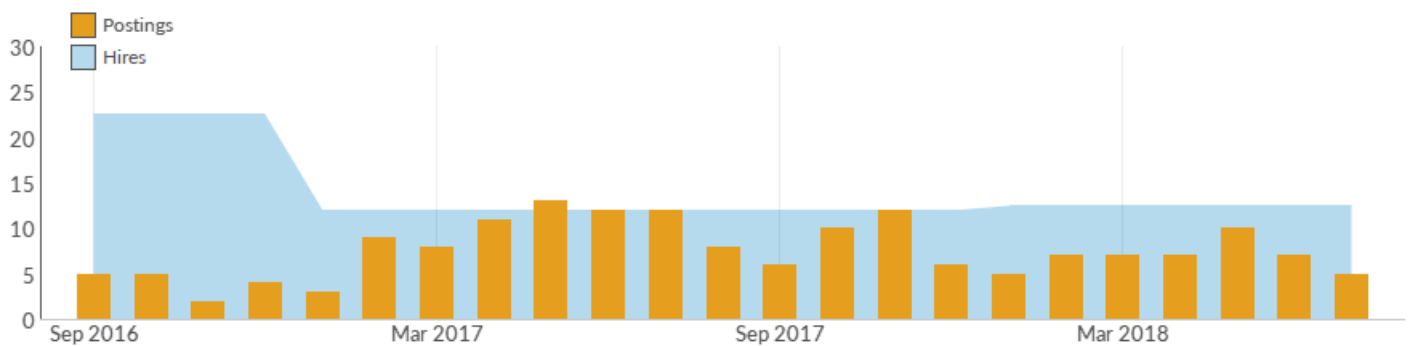
Occupation	Avg Monthly Postings (Sep 2016 - Jul 2018)	Avg Monthly Hires (Sep 2016 - Jul 2018)
Computer User Support Specialists	8	14

Occupation Gender Breakdown

Gender	2017 Jobs	2017 Percent	
● Males	80	61.5%	▬▬▬▬▬
● Females	50	38.5%	▬▬

Occupation Age Breakdown

Age	2017 Jobs	2017 Percent	
● 14-18	1	0.9%	▏
● 19-24	20	15.2%	▬
● 25-34	35	27.0%	▬▬
● 35-44	27	21.1%	▬▬
● 45-54	27	20.5%	▬▬
● 55-64	16	12.7%	▬
● 65+	3	2.6%	▏

Occupation Race/Ethnicity Breakdown
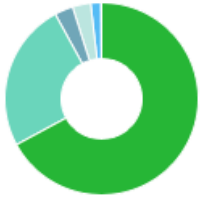
	Race/Ethnicity	2017 Jobs	2017 Percent	
🟢	White	87	67.1%	▬▬▬▬▬
🟢	Black or African American	32	25.0%	▬▬
🔵	Hispanic or Latino	4	3.1%	▏
🔵	Asian	4	3.0%	▏
🔵	Two or More Races	2	1.7%	▏
🔵	Native Hawaiian or Other Pacific Islander	0	0.1%	▏
🔵	American Indian or Alaska Native	0	0.0%	▏

National Educational Attainment

	Education Level	2017 Percent	
🟢	Less than high school diploma	0.6%	▏
🟢	High school diploma or equivalent	8.9%	▬
🔵	Some college, no degree	25.3%	▬▬
🔵	Associate's degree	16.0%	▬
🔵	Bachelor's degree	37.4%	▬▬▬
🔵	Master's degree	10.5%	▬
🔵	Doctoral or professional degree	1.2%	▏

Occupational Programs

0	0	15
Programs (2017)	Completions (2017)	Openings (2017)

Industries Employing Computer User Support Specialists

Industry	Occupation Jobs in Industry (2017)	% of Occupation in Industry (2017)	% of Total Jobs in Industry (2017)
Computer Systems Design Services	25	19.5%	12.7%
Telemarketing Bureaus and Other Contact Centers	11	8.7%	1.4%
Data Processing, Hosting, and Related Services	<10	7.1%	9.2%
Elementary and Secondary Schools (Local Government)	<10	6.7%	0.4%
Temporary Help Services	<10	6.3%	0.9%

Appendix A - Data Sources and Calculations

Location Quotient

Location quotient (LQ) is a way of quantifying how concentrated a particular industry, cluster, occupation, or demographic group is in a region as compared to the nation. It can reveal what makes a particular region unique in comparison to the national average.

Occupation Data

Emsi occupation employment data are based on final Emsi industry data and final Emsi staffing patterns. Wage estimates are based on Occupational Employment Statistics (QCEW and Non-QCEW Employees classes of worker) and the American Community Survey (Self-Employed and Extended Proprietors). Occupational wage estimates also affected by county-level Emsi earnings by industry.

Emsi Job Postings

Job postings are collected from various sources and processed/enriched to provide information such as standardized company name, occupation, skills, and geography.

Institution Data

The institution data in this report is taken directly from the national IPEDS database published by the U.S. Department of Education's National Center for Education Statistics.

State Data Sources

This report uses state data from the following agencies: North Carolina Department of Commerce, Labor and Economic Analysis Division; Virginia Employment Commission, Economic Information Services