

Occupation Overview

Enterprise IT Support Specialist

Milwaukee Area Technical College



700 W. State Street
Milwaukee, Wisconsin 53233

Parameters

Occupations

Code	Description
15-1151	Computer User Support Specialists

Regions

Code	Description
55079	Milwaukee County, WI
55089	Ozaukee County, WI
55131	Washington County, WI
55133	Waukesha County, WI

Timeframe

2014 - 2024

Datarun

2014.4 – QCEW Employees, Non-QCEW Employees, Self-Employed, and Extended Proprietors

Computer User Support Specialists in SE WI 4-Cty

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).

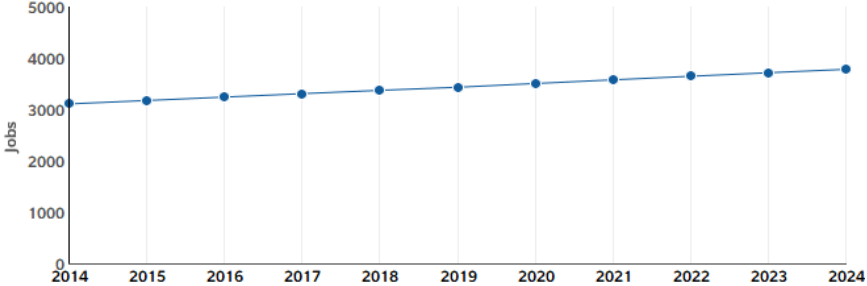
Related O*NET Occupation: Computer User Support Specialists (15-1151.00)

Occupation Summary for Computer User Support Specialists

3,117 Jobs (2014) 12% below National average	21.6% % Change (2014-2024) Nation: 19.7%	\$22.56/hr Median Earnings Nation: \$22.34/hr
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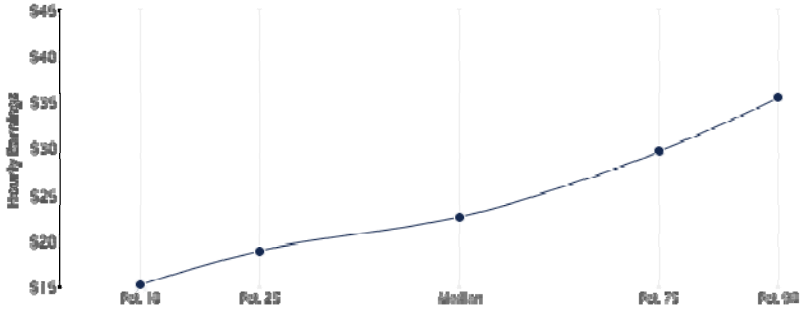
Growth for Computer User Support Specialists (15-1151)

3,117 2014 Jobs	3,791 2024 Jobs	674 Change (2014-2024)	21.6% % Change (2014-2024)
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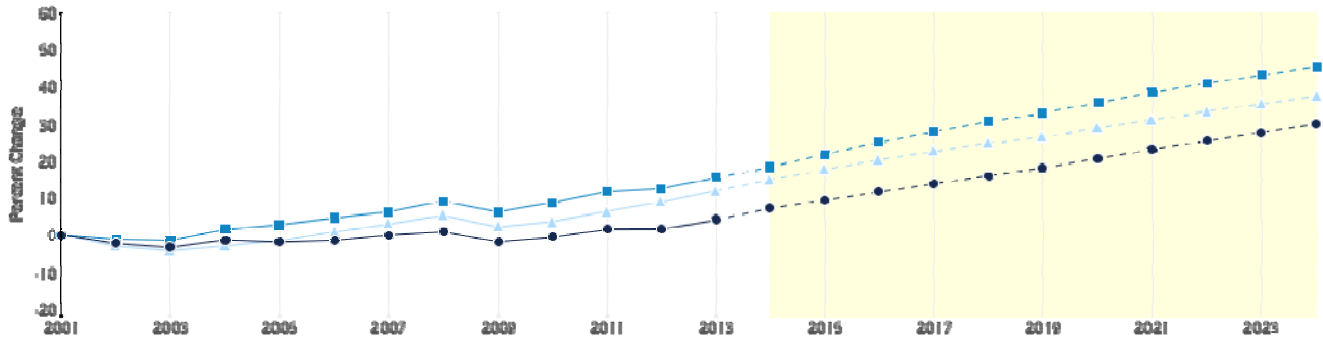


Percentile Earnings for Computer User Support Specialists (15-1151)

\$18.89/hr 25th Percentile Earnings	\$22.56/hr Median Earnings	\$29.58/hr 75th Percentile Earnings
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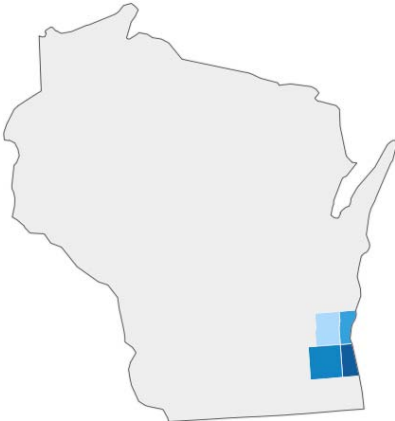


Regional Trends



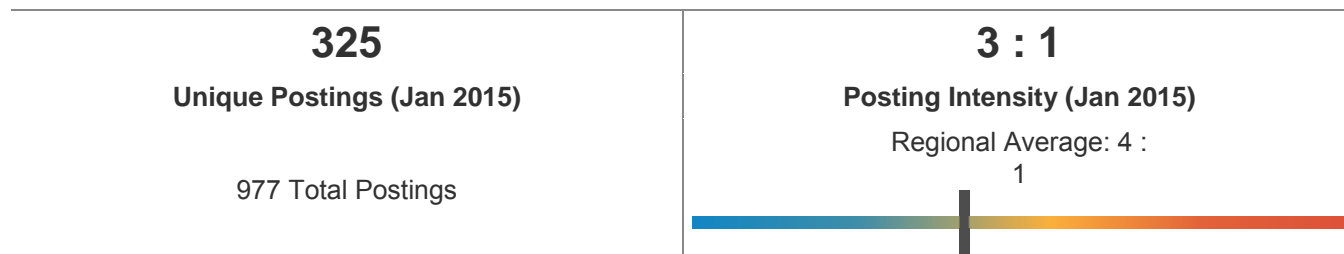
	Region	2014 Jobs	2024 Jobs	% Change
●	Region	3,117	3,791	21.6%
■	State	10,142	12,503	23.3%
▲	Nation	661,072	791,122	19.7%

Regional Breakdown



County	2024 Jobs
Milwaukee County, WI	2,115
Waukesha County, WI	1,299
Ozaukee County, WI	225
Washington County, WI	151

Job Postings Summary



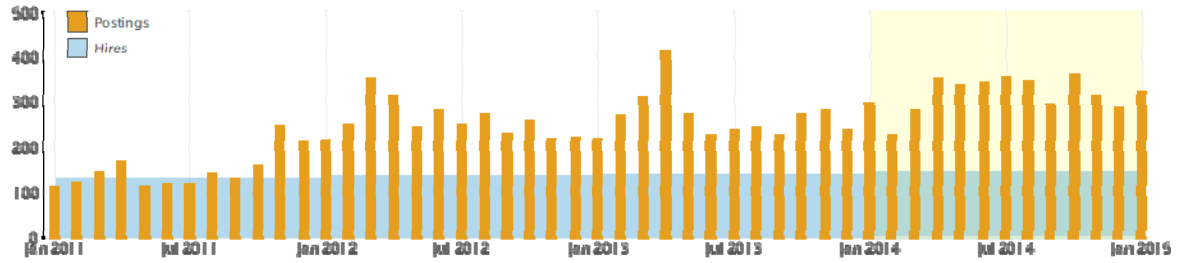
Postings vs. Hires

318

Avg. Monthly Postings (Jan 2014 - Jan 2015)

149

Avg. Monthly Hires (Jan 2014 - Jan 2015)



Occupation	Avg Monthly Postings (Jan 2014 - Jan 2015)	Avg Monthly Hires (Jan 2014 - Jan 2015)
Computer User Support Specialists	318	149

Occupation Gender Breakdown



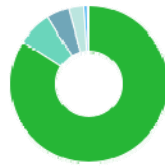
	Gender	2014 Jobs	2014 Percent	
•	Males	2,188	70.2%	
•	Females	929	29.8%	

Occupation Age Breakdown



	Age	2014 Jobs	2014 Percent
●	14-18	13	0.4%
●	19-24	307	9.9% █
●	25-34	820	26.3% ██████
●	35-44	815	26.2% ██████
●	45-54	730	23.4% ██████
●	55-64	385	12.4% ███
●	65+	46	1.5%

Occupation Race/Ethnicity Breakdown



	Race/Ethnicity	2014 Jobs	2014 Percent
●	White (Not Hispanic or Latino)	2,620	84.0%
●	Black or African American (Not Hispanic or Latino)	225	7.2%
●	Asian (Not Hispanic or Latino)	141	4.5%
●	Hispanic or Latino (All Races)	98	3.1%
●	Two or More Races (Not Hispanic or Latino)	24	0.8%
●	American Indian or Alaska Native (Not Hispanic or Latino)	9	0.3%
●	Native Hawaiian or Other Pacific Islander (Not Hispanic or Latino)	1	0.0%

National Educational Attainment



	Education Level	2014 Percent
●	Less than high school diploma	0.7%
●	High school diploma or equivalent	10.8% █
●	Some college, no degree	28.3% █
●	Associate's degree	17.0% █
●	Bachelor's degree	34.6% █
●	Master's degree	7.7% █
●	Doctoral or professional degree	0.8%

Occupational Programs

8 Programs (2013)		779 Completions (2013)	135 Openings (2013)
CIP Code	Program	Completions (2013)	
11.1001	Network and System Administration/Administrator	404	
11.0901	Computer Systems Networking and Telecommunications	161	
11.0701	Computer Science	80	
11.0201	Computer Programming/Programmer, General	47	
11.1003	Computer and Information Systems Security/Information Assurance	43	

Industries Employing Computer User Support Specialists

Industry	Occupation Jobs in Industry (2014)	% of Occupation in Industry (2014)	% of Total Jobs in Industry (2014)
Colleges, Universities, and Professional Schools	322	10.3%	1.4%
Custom Computer Programming Services	305	9.8%	4.8%
Corporate, Subsidiary, and Regional Managing Offices	244	7.8%	1.0%
Data Processing, Hosting, and Related Services	205	6.6%	4.2%
Computer Systems Design Services	160	5.1%	4.9%

Appendix A - Data Sources and Calculations

State Data Sources

This report uses state data from the following agencies: Wisconsin Department of Workforce Development, Bureau of Workforce Information

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.

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.

Completers Data

The completers 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.

Staffing Patterns Data

The staffing pattern data in this report are compiled from several sources using a specialized process. For QCEW and Non-QCEW Employees classes of worker, sources include Occupational Employment Statistics, the National Industry-Occupation Employment Matrix, and the American Community Survey. For the Self-Employed and Extended Proprietors classes of worker, the primary source is the American Community Survey, with a small amount of information from Occupational Employment Statistics.

Industry Data

EMSI industry data have various sources depending on the class of worker. (1) For QCEW Employees, EMSI primarily uses the QCEW (Quarterly Census of Employment and Wages), with supplemental estimates from County Business Patterns and Current Employment Statistics. (2) Non-QCEW employees data are based on a number of sources including QCEW, Current Employment Statistics, County Business Patterns, BEA State and Local Personal Income reports, the National Industry-Occupation Employment Matrix (NIOEM), the American Community Survey, and Railroad Retirement Board statistics. (3) Self-Employed and Extended Proprietor classes of worker data are primarily based on the American Community Survey, Nonemployer Statistics, and BEA State and Local Personal Income Reports. Projections for QCEW and Non-QCEW Employees are informed by NIOEM and long-term industry projections published by individual states.