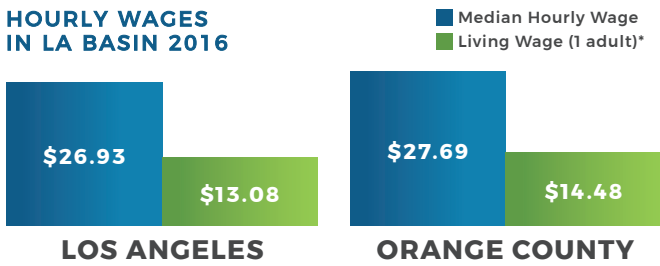


Computer User Support Specialists (SOC 15-1151)

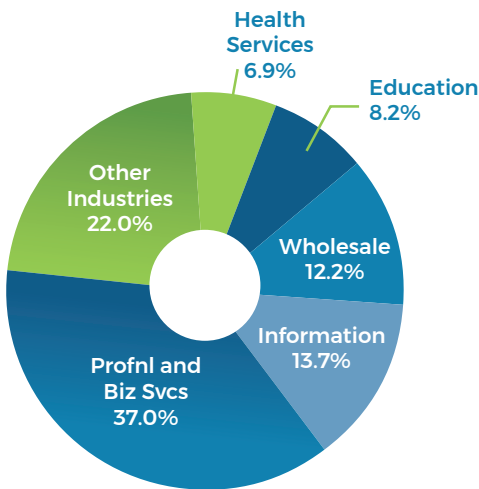
Computer User Support Specialists are identified as a middle-skill occupation. Provide technical assistance to computer users. Answer questions or resolve computer problems for clients in person, or via telephone or electronically. May provide assistance concerning the use of computer hardware and software, including printing, installation, word processing, electronic mail, and operating systems.

HOURLY WAGES IN LA BASIN 2016



* MIT Living Wage Calculator

INDUSTRY DISTRIBUTION



Industry Distribution:

Computer user support specialists are hired across a number of different industries. These industries are where individuals who have acquired the necessary training and skills may seek employment opportunities post-program. Professional and business services hires the most workers in this occupation in the LA Basin. The three industry subsectors who employ the largest number of computer user support specialists in the LA Basin are:

- Professional, Scientific and Technical Services (NAICS 541)
- Administrative and Support Services (NAICS 561)
- Wholesalers, Durable Goods (NAICS 423)

Jobs in LA Basin	Total Openings
23,500 in 2016	3,880 2016 to 2021

At A Glance

Projected Openings 2021:

- 3,880 Total Openings (5-yr)
- 2,370 Net Job Change
- 1,510 5-yr Replacements

Community Colleges Supply:

- 430 awards
- 4 Programs
- 23 colleges

Technology:

- Data base management system software
 - FileMaker Pro; MySQL; Oracle JDBC
- Desktop communications software
 - CrossTec NetOp Remote Control; Stac Software ReachOut
- Development environment software
 - Apache Maven; C; Eclipse IDE; Microsoft PowerShell
- Operating system software
 - Cisco Systems IOS; Hewlett Packard HP-UX; Linux
- Web platform development software
 - Apache Tomcat; Drupal; LAMP Stack

Sources: BLS OES, O*NET, LAEDC

Core Tasks and Importance:

- 90** Answer user inquiries regarding computer software or hardware operation to resolve problems.
- 82** Oversee the daily performance of computer systems.
- 81** Read technical manuals, confer with users or conduct computer diagnostics to investigate and resolve problems or to provide technical assistance and support.
- 79** Set up equipment for employee use, performing or ensuring proper installation of cables, operating systems or appropriate software.
- 77** Develop training materials and procedures, or train users in the proper use of hardware or software.
- 76** Refer major hardware or software problems or defective products to vendors or technicians for service.

Worker Characteristics

The demographics of the workforce provide an additional layer of information to further highlight who is employed in this occupation in the LA Basin:

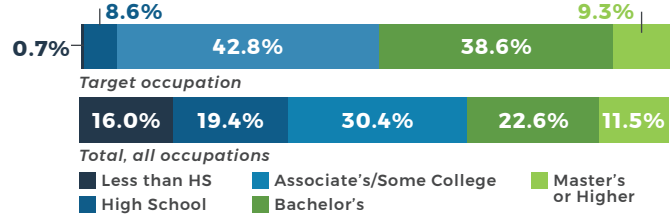
- Most workers have the educational attainment of an Associate's degree or some college.
- A smaller share of workers are ages 55 years and over in this occupation compared to the regional average.
- The workforce in this occupation is diverse, Hispanic, White and Asian workers account for 89 percent of all workers.
- The workforce is predominantly male, accounting for 76 percent of all workers.

Related Occupations

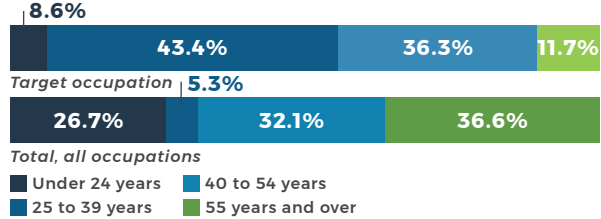
Individuals with similar skill sets that are transferable with retraining or additional training being offered:

- **SOC 27-4012** Broadcast technicians (2,800 workers),
- **SOC 43-9011** Computer operators (1,320 workers),
- **SOC 27-4011** Audio and video equipment technicians (10,710 workers), and
- **SOC 25-9011** Audio-visual and multimedia collections specialists (630 workers).

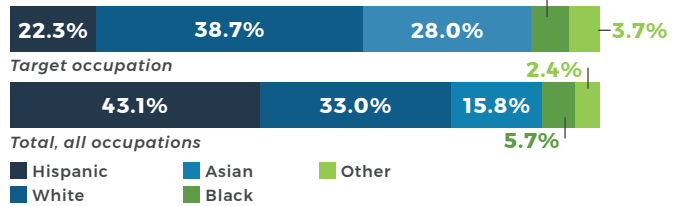
EDUCATIONAL ATTAINMENT 2016



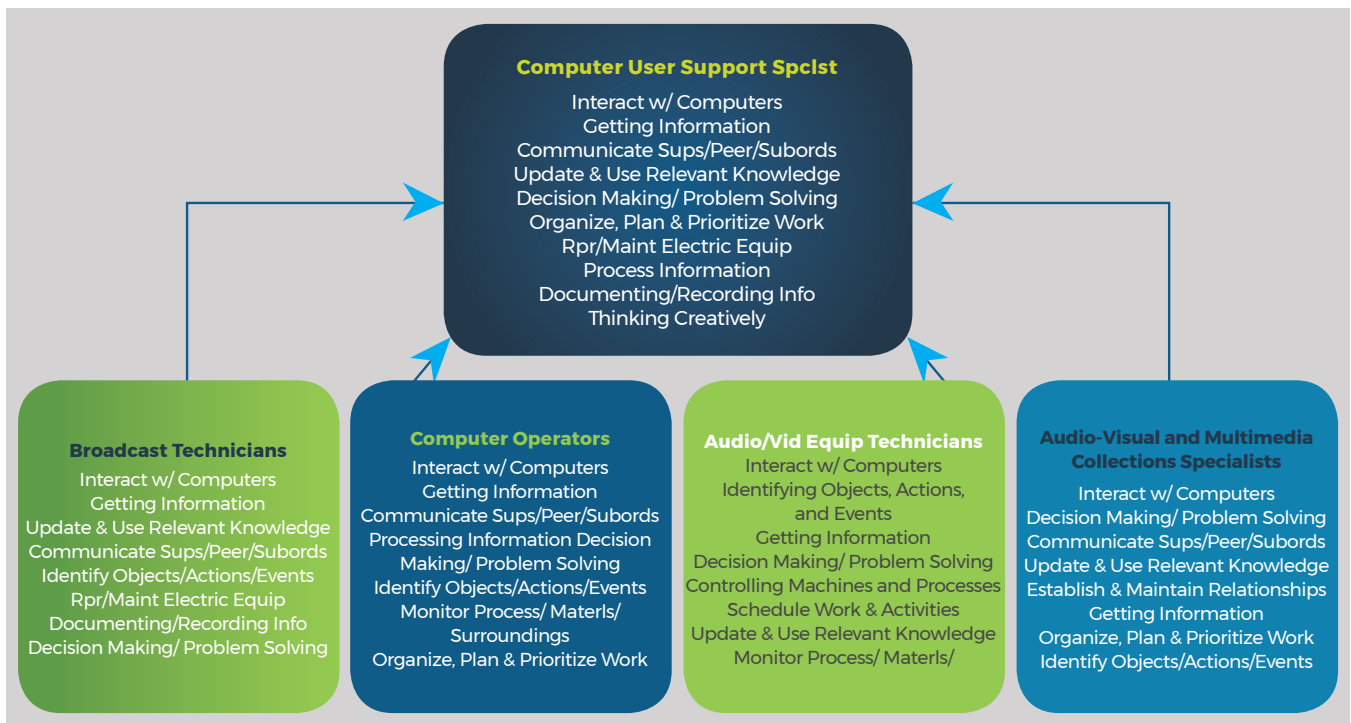
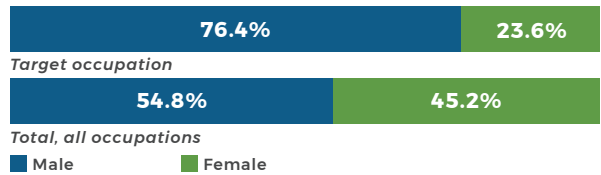
AGE DISTRIBUTION 2016



RACE AND ETHNICITY 2016



GENDER 2016



Sources: U.S. Census Bureau ACS PUMS, O'NET, LAEDC