



Computer User Support Specialists in 2 California Counties

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What is Lightcast Data?

Lightcast data is a hybrid dataset derived from official government sources such as the US Census Bureau, Bureau of Economic Analysis, and Bureau of Labor Statistics. Leveraging the unique strengths of each source, our data modeling team creates an authoritative dataset that captures more than 99% of all workers in the United States. This core offering is then enriched with data from online social profiles, resumé, and job postings to give you a complete view of the workforce.

Lightcast data is frequently cited in major publications such as *The Atlantic*, *Forbes*, *Harvard Business Review*, *The New York Times*, *The Wall Street Journal*, and *USA Today*.



Report Parameters

1 Occupation

15-1232 Computer User Support Specialists

2 Counties

6079 San Luis Obispo County, CA

6083 Santa Barbara County, CA

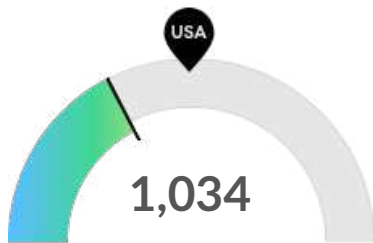
Class of Worker

QCEW Employees, Non-QCEW Employees, and Self-Employed

The information in this report pertains to the chosen occupation and geographical areas.

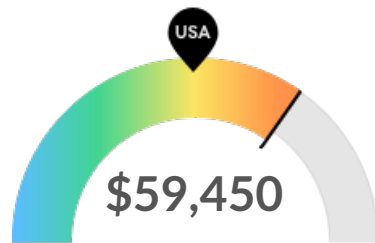
Executive Summary

Light Job Posting Demand Over a Thin Supply of Regional Jobs



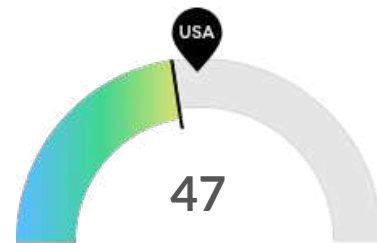
Jobs (2023)

Your area is not a hotspot for this kind of job. The national average for an area this size is 1,674* employees, while there are 1,034 here.



Compensation

Earnings are high in your area. The national median salary for Computer User Support Specialists is \$49,806, compared to \$59,450 here.



Job Posting Demand

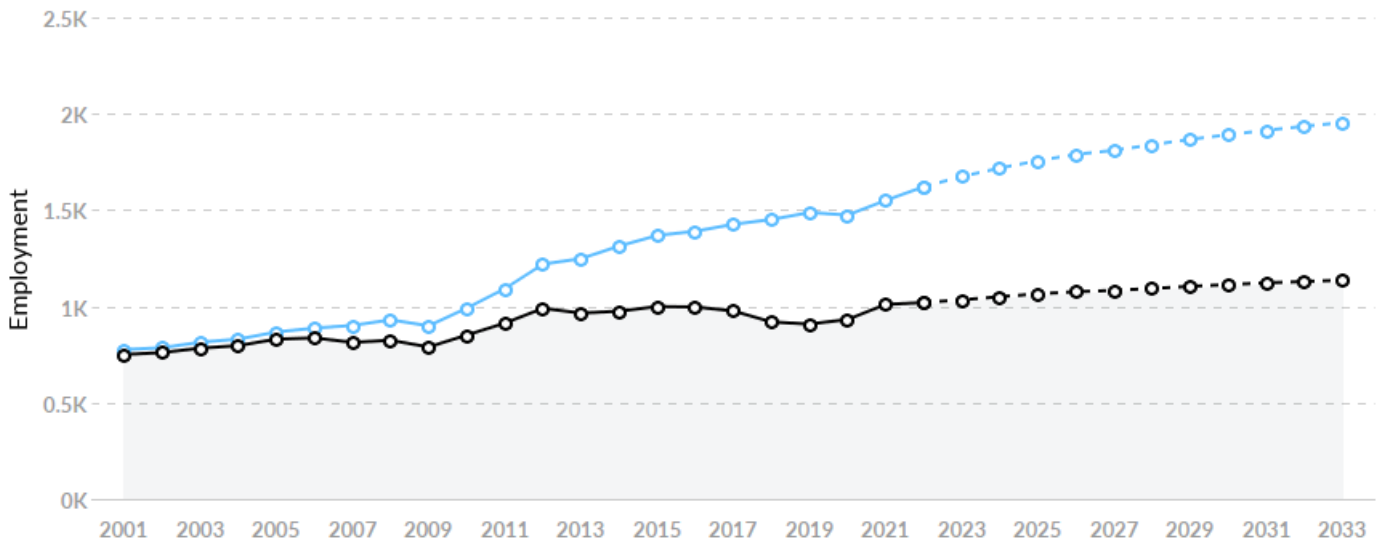
Job posting activity is low in your area. The national average for an area this size is 54* job postings/mo, while there are 47 here.

*National average values are derived by taking the national value for Computer User Support Specialists and scaling it down to account for the difference in overall workforce size between the nation and your area. In other words, the values represent the national average adjusted for region size.

Jobs

Regional Employment Is Lower Than the National Average

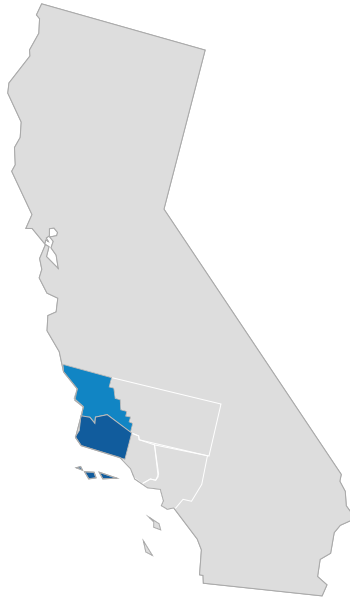
An average area of this size typically has 1,674* jobs, while there are 1,034 here. This lower than average supply of jobs may make it more difficult for workers in this field to find employment in your area.



| Region | 2023 Jobs | 2033 Jobs | Change | % Change |
|-------------------------|-----------|-----------|--------|----------|
| ● 2 California Counties | 1,034 | 1,136 | 102 | 9.8% |
| ● National Average | 1,674 | 1,954 | 279 | 16.7% |

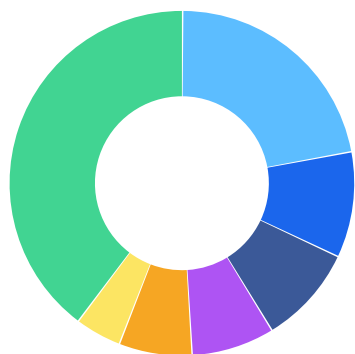
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Regional Breakdown



| County | 2023 Jobs |
|----------------------------|-----------|
| Santa Barbara County, CA | 686 |
| San Luis Obispo County, CA | 348 |

Most Jobs are Found in the Computer Systems Design and Related Services Industry Sector

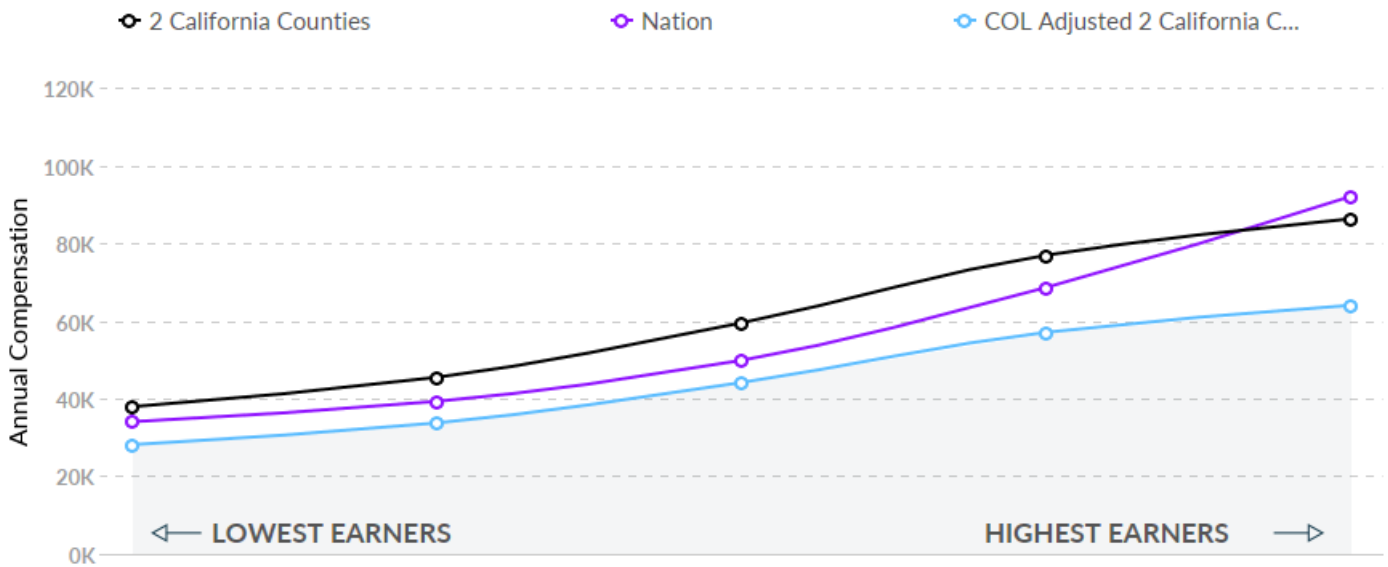


| Industry | % of Occupation in Industry (2023) |
|--|------------------------------------|
|  Computer Systems Design and Related Services | 22.0% |
|  Software Publishers | 9.9% |
|  Employment Services | 9.3% |
|  Education and Hospitals (State Government) | 7.8% |
|  Education and Hospitals (Local Government) | 6.9% |
|  Colleges, Universities, and Professional Schools | 4.3% |
|  Other | 39.8% |

Compensation

Regional Compensation Is 19% Higher Than National Compensation

For Computer User Support Specialists, the 2021 median wage in your area is \$59,450, while the national median wage is \$49,806.



Job Posting Activity



280 Unique Job Postings

The number of unique postings for this job from Jan 2023 to Jun 2023.



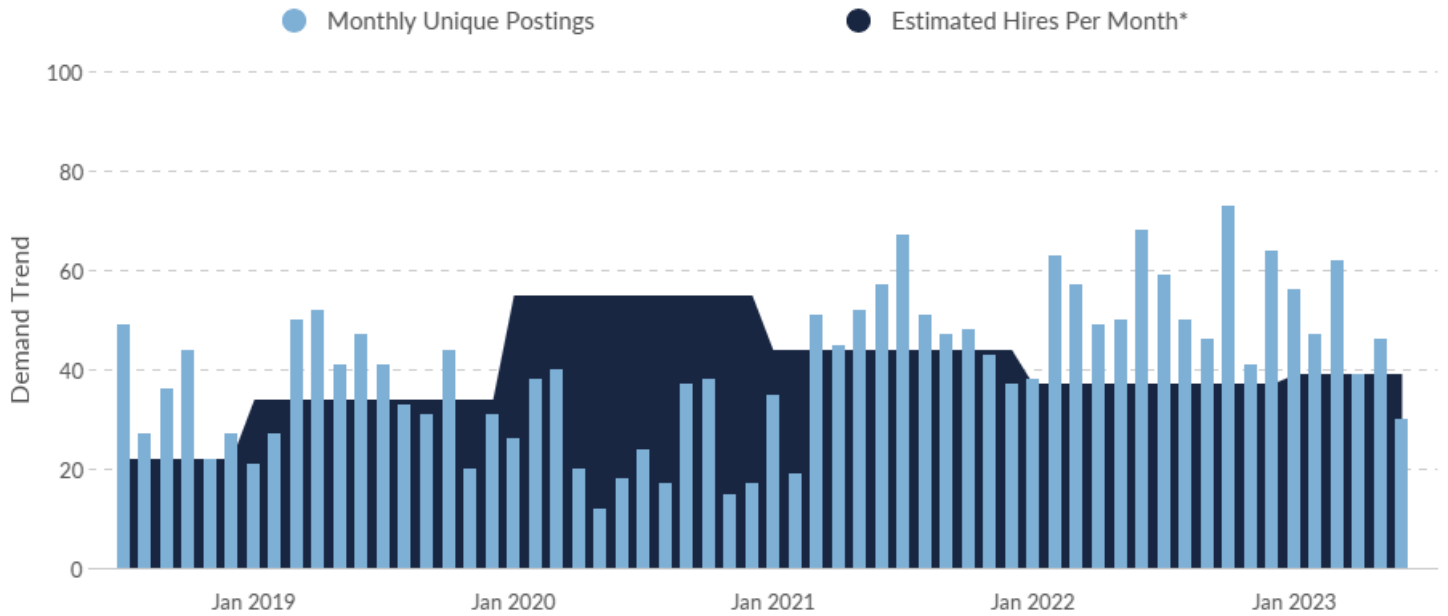
127 Employers Competing

All employers in the region who posted for this job from Jan 2023 to Jun 2023.













32 Day Median Duration











Posting duration is 1 day shorter than what's typical in the region.



| Occupation | Avg Monthly Postings (Jan 2023 - Jun 2023) | Avg Monthly Hires (Jan 2023 - Jun 2023) |
|-----------------------------------|--|---|
| Computer User Support Specialists | 47 | 39 |

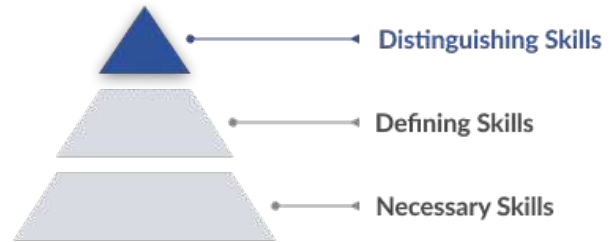
*A hire is reported by the Quarterly Workforce Indicators when an individual's Social Security Number appears on a company's payroll and was not there the quarter before. Lightcast hires are calculated using a combination of Lightcast jobs data, information on separation rates from the Bureau of Labor Statistics (BLS), and industry-based hires data from the Census Bureau.

| Top Companies | Unique Postings |
|-------------------------------------|---|
| Internal Revenue Service | 19  |
| Best Buy | 9  |
| Cuesta College | 6  |
| Expedia Group | 6  |
| SpaceX | 6  |
| Cannon Agency | 5  |
| Cynet Systems | 5  |
| Leidos | 4  |
| United States Department of th... | 4  |
| California Polytechnic State Uni... | 3  |

| Top Job Titles | Unique Postings |
|-----------------------------|--|
| IT Specialists | 35  |
| ABA Technicians | 18  |
| IT Technicians | 16  |
| IT Support Technicians | 11  |
| IT Support Specialists | 10  |
| Field Service Technicians | 9  |
| Computer Technicians | 7  |
| Desktop Support Managers | 5  |
| Desktop Support Technicians | 5  |
| Help Desk Technicians | 5  |

Top Distinguishing Skills by Demand

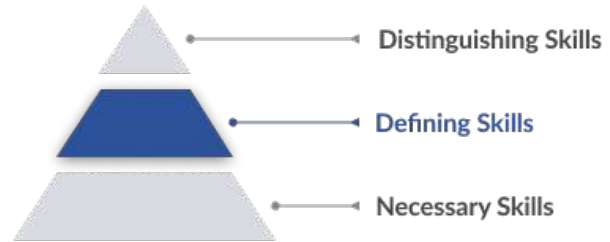
An occupation's Distinguishing Skills are the advanced skills that are called for occasionally. An employee with these skills is likely more specialized and able to differentiate themselves from others in the same role.



| Skill | Salary Boosting | Job Postings Requesting |
|--|-----------------|-------------------------|
| End-User Training And Support | ✗ | 20 |
| Networking Hardware | ✓ | 19 |
| Software Installation | ✗ | 16 |
| Network Troubleshooting | ✗ | 16 |
| Wide Area Networks | ✓ | 16 |
| Microsoft Certified Professional | ✗ | 14 |
| Virtual Private Networks (VPN) | ✗ | 13 |
| IT Service Management | ✗ | 13 |
| Microsoft Windows 7 | ✗ | 12 |
| Dynamic Host Configuration Protocol (DHCP) | ✓ | 12 |

Top Defining Skills by Demand

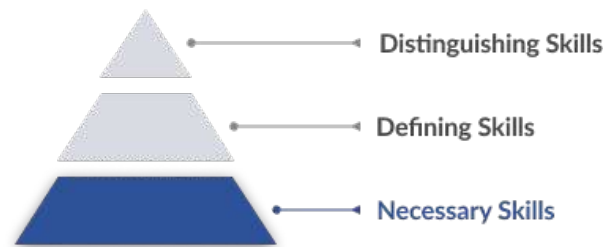
An occupation's Defining Skills represent the day-to-day tasks and responsibilities of the job. An employee needs these skills to qualify for and perform successfully in this occupation.



| Skill | Salary Boosting | Job Postings Requesting |
|---------------------|-----------------|-------------------------|
| Help Desk Support | ✗ | 67 |
| Technical Support | ✗ | 61 |
| Peripheral Devices | ✗ | 55 |
| Operating Systems | ✗ | 54 |
| Computer Hardware | ✗ | 49 |
| Active Directory | ✗ | 40 |
| Local Area Networks | ✓ | 35 |
| Desktop Support | ✗ | 30 |
| Issue Tracking | ✗ | 28 |
| CompTIA A+ | ✗ | 26 |

Top Necessary Skills by Demand

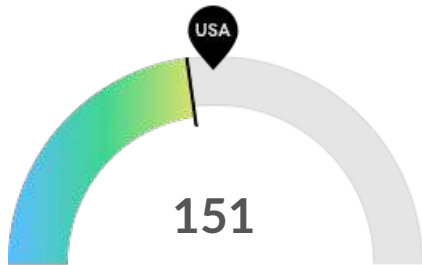
An occupation's Necessary Skills are the specialized skills required for that job and relevant across other similar jobs. An employee needs these skills as building blocks to perform the more complex Defining Skills.



| Skill | Salary Boosting | Job Postings Requesting |
|------------------------|-----------------|-------------------------|
| Computer Science | ✘ | 46 |
| Valid Driver's License | ✘ | 41 |
| Information Systems | ✘ | 32 |
| Customer Support | ✘ | 14 |

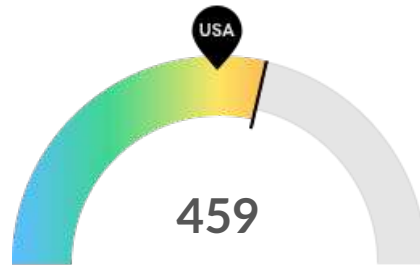
Demographics

Retirement Risk Is Low, While Overall Diversity Is High



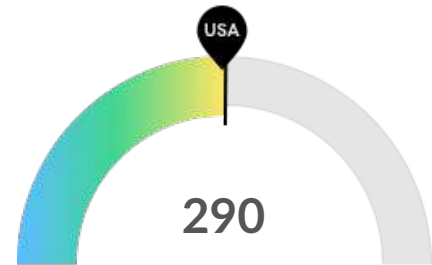
Retiring Soon

Retirement risk is low in your area. The national average for an area this size is 172* employees 55 or older, while there are 151 here.



Racial Diversity

Racial diversity is high in your area. The national average for an area this size is 373* racially diverse employees, while there are 459 here.

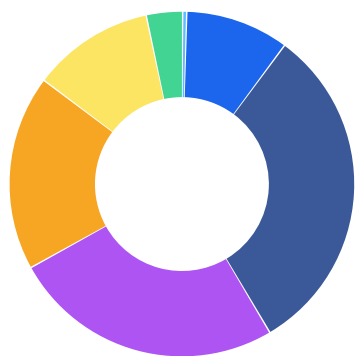


Gender Diversity

Gender diversity is about average in your area. The national average for an area this size is 287* female employees, while there are 290 here.

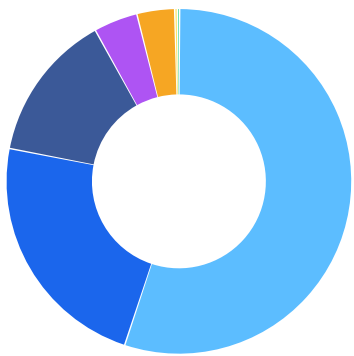
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Occupation Age Breakdown



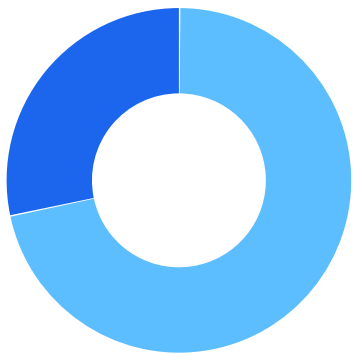
| | % of Jobs | Jobs |
|-------|-----------|------|
| 14-18 | 0.4% | 4 |
| 19-24 | 9.7% | 99 |
| 25-34 | 31.3% | 320 |
| 35-44 | 25.5% | 260 |
| 45-54 | 18.3% | 187 |
| 55-64 | 11.4% | 116 |
| 65+ | 3.4% | 35 |

Occupation Race/Ethnicity Breakdown



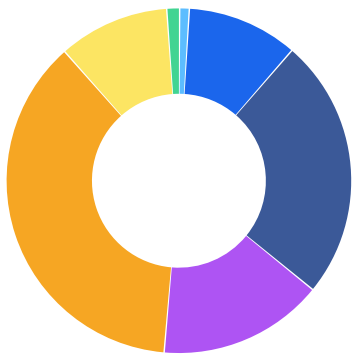
| | % of Jobs | Jobs |
|---|-----------|------|
| White | 55.0% | 561 |
| Hispanic or Latino | 23.0% | 234 |
| Asian | 13.9% | 142 |
| Black or African American | 4.1% | 42 |
| Two or More Races | 3.5% | 36 |
| American Indian or Alaska Native | 0.3% | 3 |
| Native Hawaiian or Other Pacific Islander | 0.2% | 2 |

Occupation Gender Breakdown



| | % of Jobs | Jobs |
|---------|-----------|------|
| Males | 71.6% | 731 |
| Females | 28.4% | 290 |

National Educational Attainment



| | % of Jobs |
|--|-----------|
| ● Less than high school diploma | 0.9% |
| ● High school diploma or equivalent | 10.4% |
| ● Some college, no degree | 24.5% |
| ● Associate's degree | 15.5% |
| ● Bachelor's degree | 37.1% |
| ● Master's degree | 10.4% |
| ● Doctoral or professional degree | 1.2% |

Occupational Programs



11 Programs

Of the programs that can train for this job, 11 have produced completions in the last 5 years.



8,490 Completions (2021)










The completions from all regional institutions for all degree types.



92 Openings (2021)

The average number of openings for an occupation in the region is 74.

| CIP Code | Top Programs | Completions (2021) |
|----------|--|--------------------|
| 24.0101 | Liberal Arts and Sciences/Liberal Studies | 6,420 |
| 52.0201 | Business Administration and Management, General | 1,336 |
| 11.0701 | Computer Science | 466 |
| 51.0707 | Health Information/Medical Records Technology/Technician | 91 |
| 11.0103 | Information Technology | 46 |
| 11.1006 | Computer Support Specialist | 43 |
| 52.0407 | Business/Office Automation/Technology/Data Entry | 25 |
| 24.0199 | Liberal Arts and Sciences, General Studies and Humanities, ... | 22 |
| 30.9999 | Multi-/Interdisciplinary Studies, Other | 22 |
| 11.0101 | Computer and Information Sciences, General | 12 |

| Top Schools | Completions (2021) | |
|---|--------------------|---|
| Cuesta College | 2,563 |  |
| Allan Hancock College | 2,411 |  |
| Santa Barbara City College | 1,987 |  |
| California Polytechnic State University-San Luis Obispo | 1,151 |  |
| University of California-Santa Barbara | 217 |  |
| Laurus College | 76 |  |
| Antioch University-Santa Barbara | 42 |  |
| CET-Santa Maria | 25 |  |
| Westmont College | 18 |  |

Appendix A

Computer User Support Specialists (SOC 15-1232):

Provide technical assistance to computer users. Answer questions or resolve computer problems for clients in person, 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 (15-1244).

Sample of Reported Job Titles:

- Help Desk Technician
- Help Desk Coordinator
- Information Technology Specialist (IT Specialist)
- Desktop Support Specialist
- Technical Support Specialist
- Technical Support Representative
- Computer Specialist
- PC Tech (Personal Computer Technician)
- Information Technology Technician (IT Technician)
- Information Technology Support Specialist (IT Support Specialist)

Related O*NET Occupation:

Computer User Support Specialists (15-1232.00)