



Computer User Support Specialists in 3 Texas Counties

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What is Emsi Data?

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

Related O*NET Occupation:

Computer User Support Specialists (15-1151.00)

Emsi 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, resumés, and job postings to give you a complete view of the workforce.

Emsi 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

3 Counties

48215 Hidalgo County, TX

48489 Willacy County, TX

48427 Starr County, TX

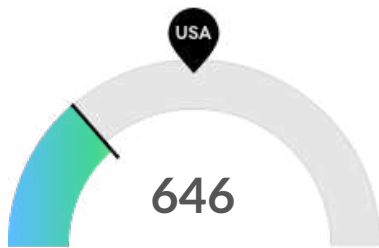
Class of Worker

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

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

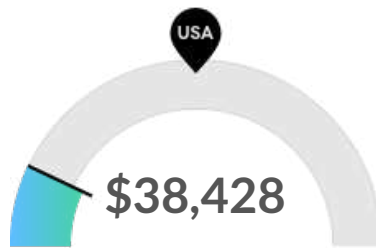
Executive Summary

Light Job Posting Demand Over a Thin Supply of Regional Jobs



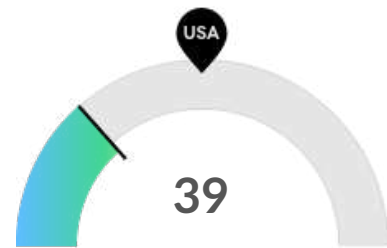
Jobs (2020)

Your area is not a hotspot for this kind of job. The national average for an area this size is 1,407* employees, while there are 646 here.



Compensation

Earnings are low in your area. The national median salary for Computer User Support Specialists is \$52,251, compared to \$38,428 here.



Job Posting Demand

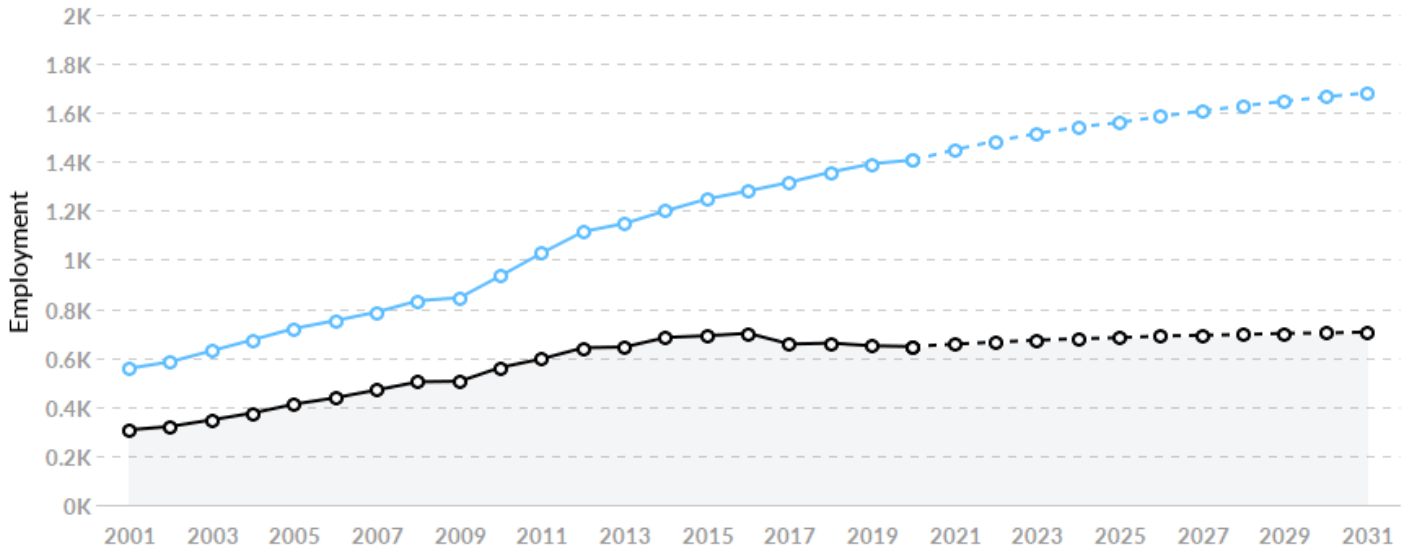
Job posting activity is low in your area. The national average for an area this size is 86* job postings/mo, while there are 39 here.

*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

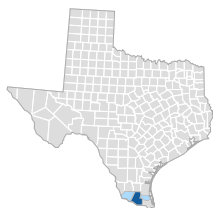
An average area of this size typically has 1,407* jobs, while there are 646 here. This lower than average supply of jobs may make it more difficult for workers in this field to find employment in your area.



Region	2020 Jobs	2030 Jobs	Change	% Change
● 3 Texas Counties	646	701	55	8.6%
● National Average	1,407	1,665	258	18.3%

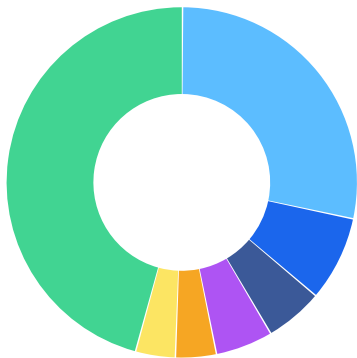
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Regional Breakdown



County	2020 Jobs
Hidalgo County, TX	590
Starr County, TX	45
Willacy County, TX	10

Most Jobs are Found in the Education and Hospitals (Local Government) Industry Sector

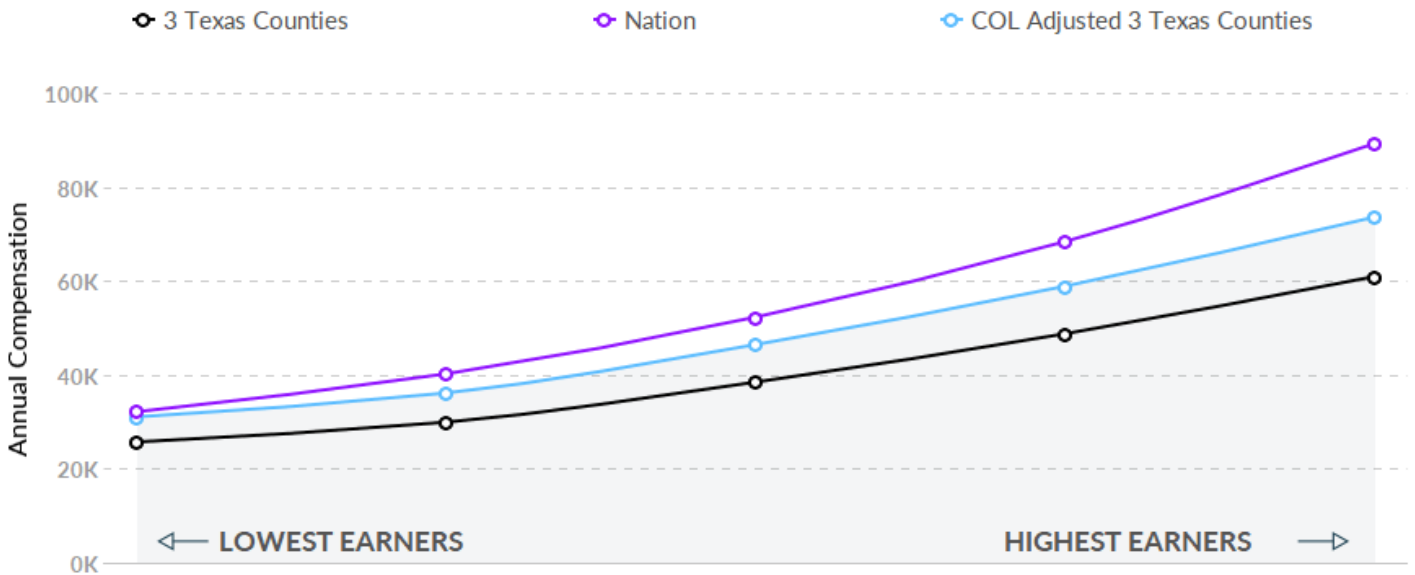


Industry	% of Occupation in Industry (2020)
Education and Hospitals (Local Government)	28.3%
Education and Hospitals (State Government)	7.8%
Local Government, Excluding Education and Hospitals	5.4%
Computer Systems Design and Related Services	5.3%
Employment Services	3.8%
Business Support Services	3.7%
Other	45.8%

Compensation

Regional Compensation Is 26% Lower Than National Compensation

For Computer User Support Specialists, the 2019 median wage in your area is \$38,428, while the national median wage is \$52,251.



Job Posting Activity



545 Unique Job Postings

The number of unique postings for this job from Jan 2020 to Feb 2021.



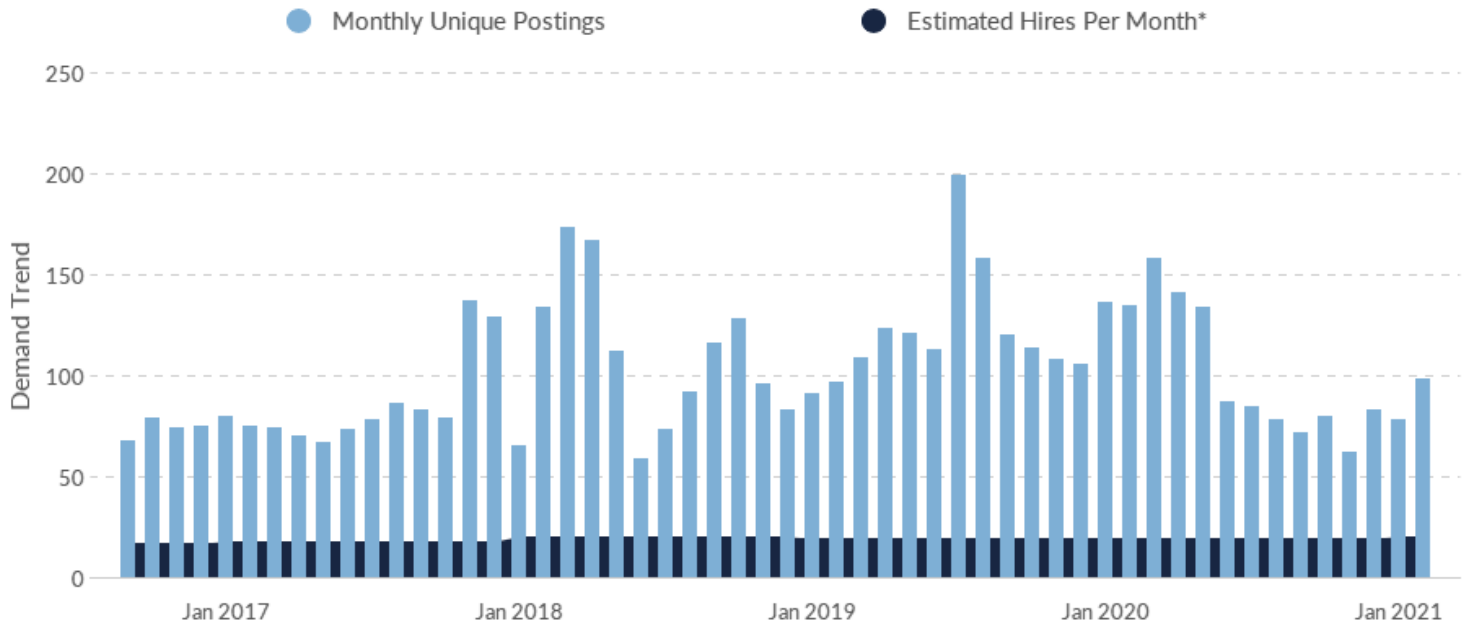
189 Employers Competing

All employers in the region who posted for this job from Jan 2020 to Feb 2021.



32 Day Median Duration









Posting duration is 4 days shorter than what's typical in the region.



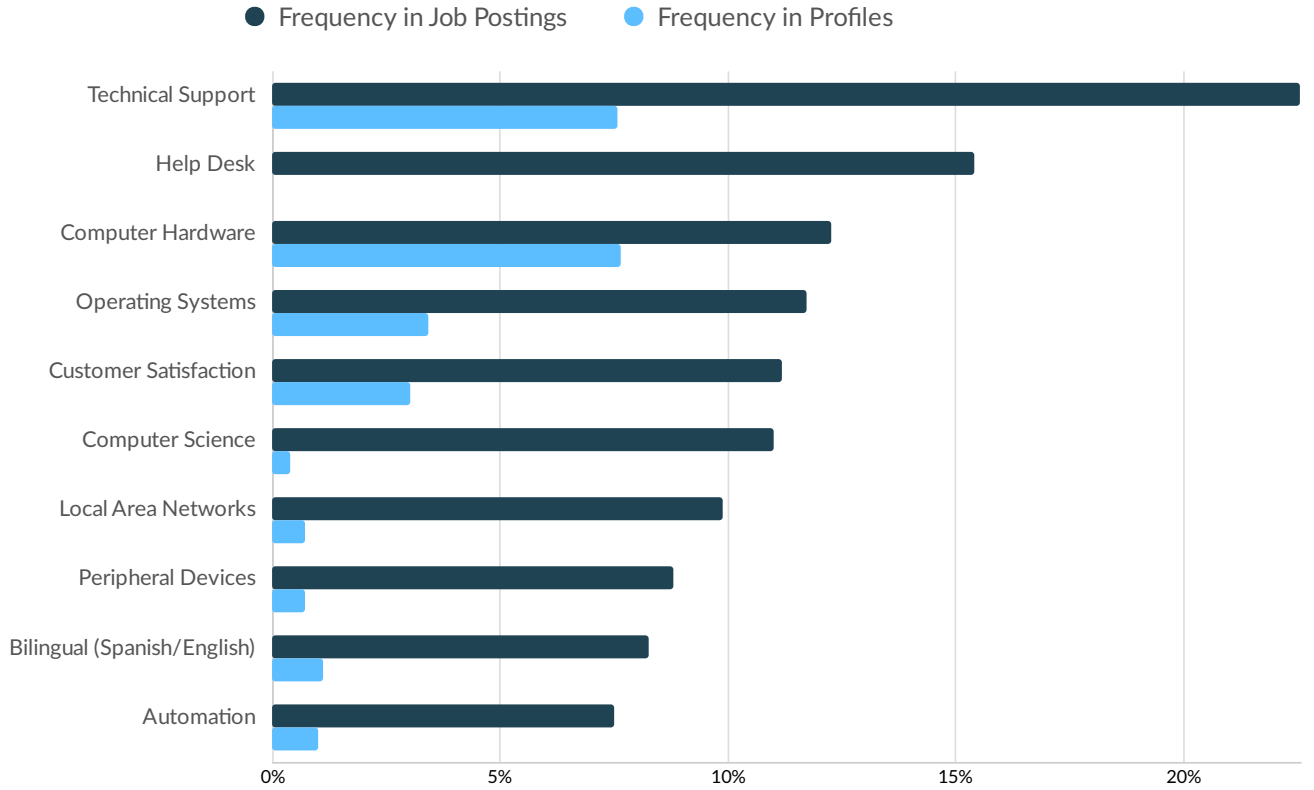
Occupation	Avg Monthly Postings (Jan 2020 - Feb 2021)	Avg Monthly Hires (Jan 2020 - Feb 2021)
Computer User Support Specialists	102	19

*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. Emsi hires are calculated using a combination of Emsi 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
Computer Task Group, Incorpora...	36 
Kforce Inc.	18 
Idea Public Schools	14 
Jackson Hewitt Tax Service Inc.	13 
Kelly Services, Inc.	13 
Army National Guard	12 
The ADT Corporation	12 
Bureau of Customs and Border P...	10 
Gap Inc.	9 
Oracle Corporation	9 

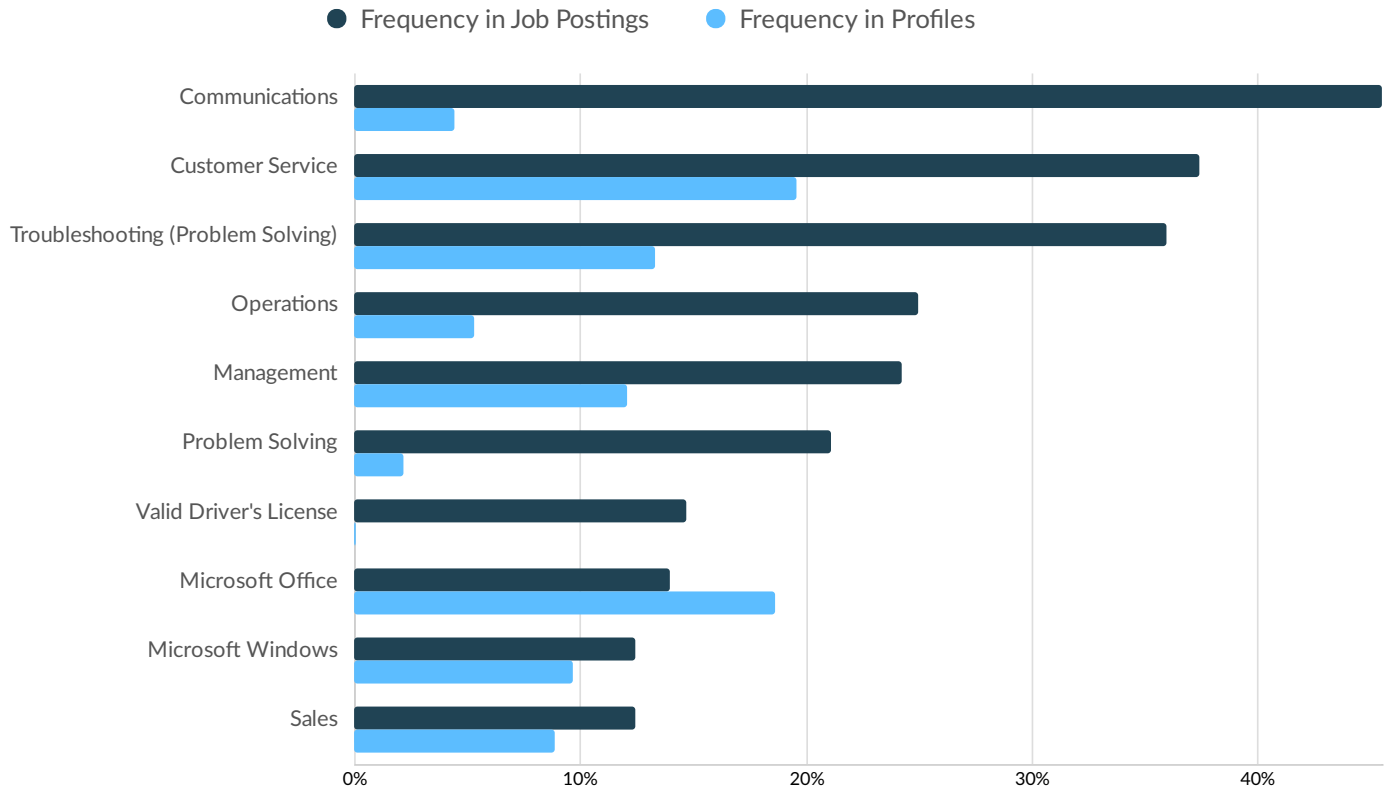
Top Job Titles	Unique Postings
Help Desk Technicians	22 
Mission Support Specialists	16 
IT Specialists	15 
Signal Support Systems Specialis...	13 
Computer Support Specialists	12 
Desktop Technicians	12 
IT Technicians	12 
Installation Technicians	12 
Client Support Associates	11 
Field Technical Specialists	10 

Top Hard Skills



Skills	Postings	% of Total Postings	Profiles	% of Total Profiles
Technical Support	123	23%	75	8%
Help Desk	84	15%	0	0%
Computer Hardware	67	12%	76	8%
Operating Systems	64	12%	34	3%
Customer Satisfaction	61	11%	30	3%
Computer Science	60	11%	4	0%
Local Area Networks	54	10%	7	1%
Peripheral Devices	48	9%	7	1%
Bilingual (Spanish/English)	45	8%	11	1%
Automation	41	8%	10	1%

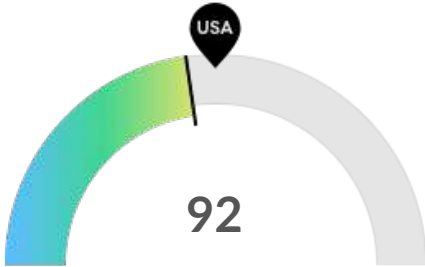
Top Common Skills



Skills	Postings	% of Total Postings	Profiles	% of Total Profiles
Communications	248	46%	44	4%
Customer Service	204	37%	194	20%
Troubleshooting (Problem Solving)	196	36%	132	13%
Operations	136	25%	53	5%
Management	132	24%	120	12%
Problem Solving	115	21%	22	2%
Valid Driver's License	80	15%	1	0%
Microsoft Office	76	14%	185	19%
Microsoft Windows	68	12%	96	10%
Sales	68	12%	88	9%

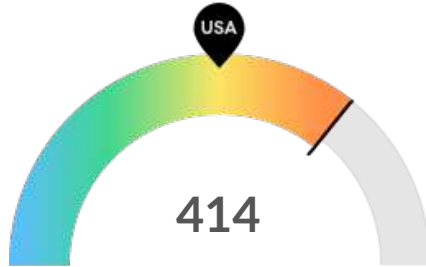
Demographics

Retirement Risk Is Low, While Overall Diversity Is High



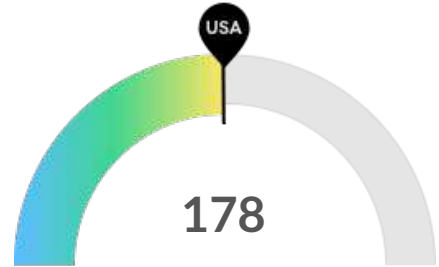
Retiring Soon

Retirement risk is low in your area. The national average for an area this size is 105* employees 55 or older, while there are 92 here.



Racial Diversity

Racial diversity is high in your area. The national average for an area this size is 228* racially diverse employees, while there are 414 here.

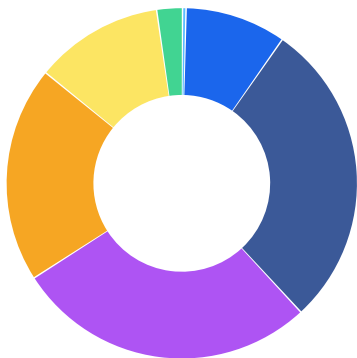


Gender Diversity

Gender diversity is about average in your area. The national average for an area this size is 179* female employees, while there are 178 here.

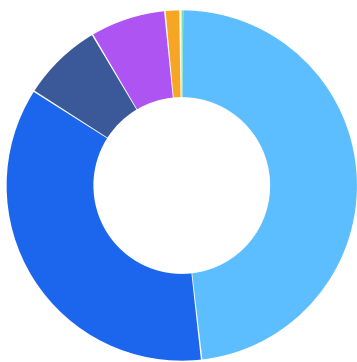
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Occupation Age Breakdown



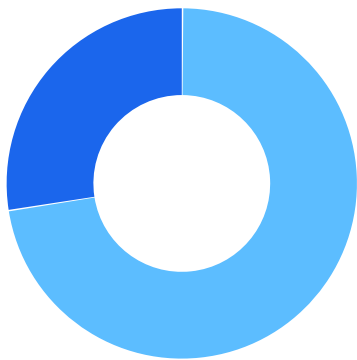
	% of Jobs	Jobs
14-18	0.3%	2
19-24	9.3%	60
25-34	28.4%	183
35-44	27.8%	180
45-54	19.9%	129
55-64	11.8%	76
65+	2.4%	15

Occupation Race/Ethnicity Breakdown



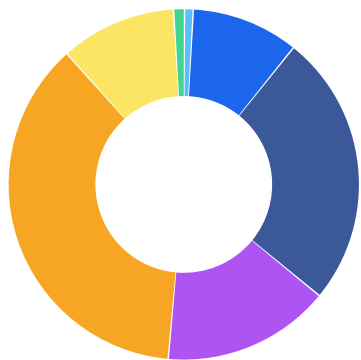
	% of Jobs	Jobs
Hispanic or Latino	48.1%	311
White	35.9%	232
Black or African American	7.5%	48
Asian	7.0%	45
Two or More Races	1.4%	9
American Indian or Alaska Native	0.2%	1
Native Hawaiian or Other Pacific Islander	0.1%	0

Occupation Gender Breakdown



	% of Jobs	Jobs
Males	72.4%	468
Females	27.6%	178

National Educational Attainment



	% of Jobs
● Less than high school diploma	0.8%
● High school diploma or equivalent	9.9%
● Some college, no degree	25.2%
● Associate's degree	15.5%
● Bachelor's degree	37.0%
● Master's degree	10.7%
● Doctoral or professional degree	1.0%

Occupational Programs



2 Programs

Of the programs that can train for this job, 2 have produced completions in the last 5 years.



154 Completions (2019)

The completions from all regional institutions for all degree types.



45 Openings (2019)

The average number of openings for an occupation in the region is 51.

CIP Code	Top Programs	Completions (2019)
11.0701	Computer Science	137
11.1006	Computer Support Specialist	17

Top Schools	Completions (2019)
The University of Texas Rio Grande Valley	89
South Texas College	48
Southern Careers Institute-Pharr	17

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.

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.

Cost of Living Data

Emsi's cost of living data is based on the Cost of Living Index published by the Council for Community and Economic Research (C2ER).

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.