



**Labor Market Analysis: 0708.20 – Computer Support
11.1006 – Computer Support Specialist
Helpdesk Support – Certificate requiring 16 to <30 semester units**
Los Angeles Center of Excellence, May 2026

Program Endorsement:	Endorsed: All Criteria Met <input checked="" type="checkbox"/>	Endorsed: Some Criteria Met <input type="checkbox"/>	Not Endorsed <input type="checkbox"/>
Program Endorsement Criteria			
Supply Gap:	Yes <input checked="" type="checkbox"/> (See below)	No	<input type="checkbox"/>
Living Wage: (Entry-Level, 25th)	Yes <input checked="" type="checkbox"/>	No	<input type="checkbox"/>
Education:	Yes <input checked="" type="checkbox"/>	No	<input type="checkbox"/>
Emerging Occupation(s)			
	Yes <input type="checkbox"/>	No	<input checked="" type="checkbox"/>

SUMMARY

This report analyzes whether local labor market demand is being met by community college programs aligned with the identified middle-skill occupations¹ or whether a shortage of workers exists. Labor market demand is measured by annual job openings while education supply is measured by the number of awards (degrees and certificates) conferred on average each year.

Based on the available data, there does not appear to be a supply gap for the four identified occupations in the region. While the number of awards conferred is more than the number of job openings, the talent supply is within the COE’s acceptable margin (the number of the number of awards issued is 25% over or under the number of annual openings) and is therefore considered “supply met” rather than a “supply gap.” For this reason, real-time labor market data is included in this report as well – to provide a more nuanced view of the regional job market for middle-skill computer support occupations. Furthermore, entry-level wages are higher than the self-sufficiency standard wage in both Los Angeles and Orange counties, and more than one-third of current workers in the field have completed some college or an associate degree as their highest level of educational attainment.

Recommendation: Due to all three program endorsement criteria being met, the Los Angeles Center of Excellence for Labor Market Research (LA COE) endorses this proposed program.

¹ Middle-skill occupations typically require some postsecondary education, but less than a bachelor’s degree. The COE classifies middle-skill jobs as the following:

- All occupations that require an educational requirement of some college, associate degree or apprenticeship;
- All occupations that require a bachelor’s degree, but also have more than one-third of their existing labor force with an educational attainment of some college or associate degree; or
- All occupations that require a high school diploma or equivalent or no formal education, but also require short- to long-term on-the-job training where multiple community colleges have existing programs.

Key Findings

Supply Gap

- 2,410 annual job openings are projected in the region through 2029. This number is less than the three-year average of 2,848 awards conferred by educational institutions in the region.
 - Although there are more awards conferred than job openings, the data suggests that the **demand has been met for these occupations within the LA/OC region** since the three-year average number of awards (supply) is within the COE's 25% margin of annual job openings (demand).
 - Over the past 12 months, there were **9,948 online job postings for middle-skill computer support occupations**. The highest number of job postings were for network engineers, systems administrators, desktop support technicians, IT support specialists, and IT specialists.

Living Wage

- All four occupations have entry-level wages **above** Los Angeles County's self-sufficiency standard hourly wage (\$24.03/hour).²

Educational Attainment

- 68% of the annual job openings typically require an associate degree or some college for middle-skill occupations related to computer support in the LA/OC region.
- 37%-39% of workers in the field have completed some college or an associate degree, according to national educational attainment data.

Community college supply

- 28 community colleges issued awards related to computer support in the greater LA/OC region.
- 1,575 awards (degrees and certificates) were conferred on average each year between 2023 and 2025.

Other postsecondary supply

- 19 educational institutions in the LA/OC region have conferred awards in programs related to computer support over the past three years.
- 1,273 awards were conferred on average each year by other postsecondary institutions throughout the greater LA/OC region between 2022 and 2024.

TARGET OCCUPATIONS

LA COE prepared this report to provide regional labor market and postsecondary supply data related to four middle-skill occupations. Although two occupations in this report typically require a bachelor's degree, they are considered middle-skill because approximately one-third of workers in the field have completed some college or an associate degree. [For full occupation descriptions, please see Appendix.](#)

² Center for Women's Welfare, University of Washington. (2024). *The self-sufficiency standard for California 2024*. <http://selfsufficiencystandard.org/California>.

- **Computer Network Support Specialists (15-1231)** ³
- **Computer User Support Specialists (15-1232)** ⁴
- **Computer Network Architects (15-1241)** ⁵
- **Network and Computer Systems Administrators (15-1244)** ⁶

OCCUPATIONAL DEMAND

Exhibit 1 shows the five-year occupational demand projections for these middle-skill computer support occupations. In the greater Los Angeles/Orange County region, the number of jobs related to these occupations is projected to decrease by 1% through 2029. However, there will be more than 2,400 job openings per year through 2029 due to retirements and workers leaving the field. The majority of jobs in 2024 for these middle-skill computer support occupations (70%) were located in Los Angeles County.

Exhibit 1: Current employment and occupational demand, Los Angeles and Orange counties⁷

Geography	2024 Jobs	2029 Jobs	2024-2029 Change	2024-2029 % Change	Annual Openings
Los Angeles	28,278	27,918	(359)	(1%)	1,670
Orange	12,308	12,260	(48)	(0%)	740
Total	40,585	40,178	(408)	(1%)	2,410

Detailed Occupation Data

Exhibit 2 displays the current employment and projected occupational demand for each of the target occupations in Los Angeles County. The average percentage of workers aged 55+ across all occupations in the Los Angeles/Orange County region is 26%; occupations with a larger share of workers aged 55 and older typically have greater replacement needs to offset the amount of impending retirements. On average, 81% of workers across all occupations in California are employed full-time.

Exhibit 2: Detailed employment and occupational demand, Los Angeles County⁸

Occupation	2024 Jobs	2029 Jobs	5-Yr % Change	Annual Openings	% Aged 55 and older	% Full Time Workers
Computer Network Support Specialists	3,065	3,067	0%	196	17%	Data unavailable
Computer User Support Specialists	15,010	14,854	(1%)	942	17%	96%
Computer Network Architects	3,415	3,438	1%	184	17%	100%

³ [Computer Support Specialists \(bls.gov\)](https://www.bls.gov)

⁴ Ibid.

⁵ [Computer Network Architects \(bls.gov\)](https://www.bls.gov)

⁶ [Network and Computer Systems Administrators \(bls.gov\)](https://www.bls.gov)

⁷ Five-year change represents new job additions to the workforce. Annual openings include new jobs and replacement jobs that result from retirements and separations.

⁸ Ibid.

Occupation	2024 Jobs	2029 Jobs	5-Yr % Change	Annual Openings	% Aged 55 and older	% Full Time Workers
Network and Computer Systems Administrators	6,787	6,559	(3%)	348	16%	100%
Total	28,278	27,918	(1%)	1,670	-	-

WAGES

The labor market endorsement in this report considers the entry-level hourly wages for these middle-skill computer support occupations in Los Angeles County as they relate to the county's self-sufficiency standard wage. Orange County wages are included below in order to provide a complete analysis of the greater Los Angeles/Orange County region.

Los Angeles County

All four occupations have entry-level wages above the self-sufficiency standard wage for one adult (\$24.03 in Los Angeles County). Typical entry-level hourly wages are in a range between \$27.30 and \$52.83. (Exhibit 3). Experienced workers can expect to earn wages between \$41.21 and \$80.02.

Exhibit 3: Earnings for occupations in Los Angeles County

Occupation	Entry-Level Hourly Earnings (25 th Percentile)	Median Hourly Earnings	Experienced Hourly Earnings (75 th Percentile)	Median Annual Earnings*
Computer Network Support Specialists	\$27.30	\$35.58	\$47.50	\$74,000
Computer User Support Specialists	\$28.13	\$34.19	\$41.21	\$71,100
Computer Network Architects	\$52.83	\$65.75	\$80.02	\$136,800
Network and Computer Systems Administrators	\$40.93	\$50.60	\$62.60	\$105,200

*Rounded to the nearest \$100

Orange County

All four occupations have entry-level wages above the self-sufficiency standard wage for one adult (\$27.13 in Orange County). Typical entry-level hourly wages are in a range between \$27.33 and \$53.62 (Exhibit 4). Experienced workers can expect to earn wages between \$41.12 and \$81.17.

Exhibit 4: Earnings for occupations in Orange County

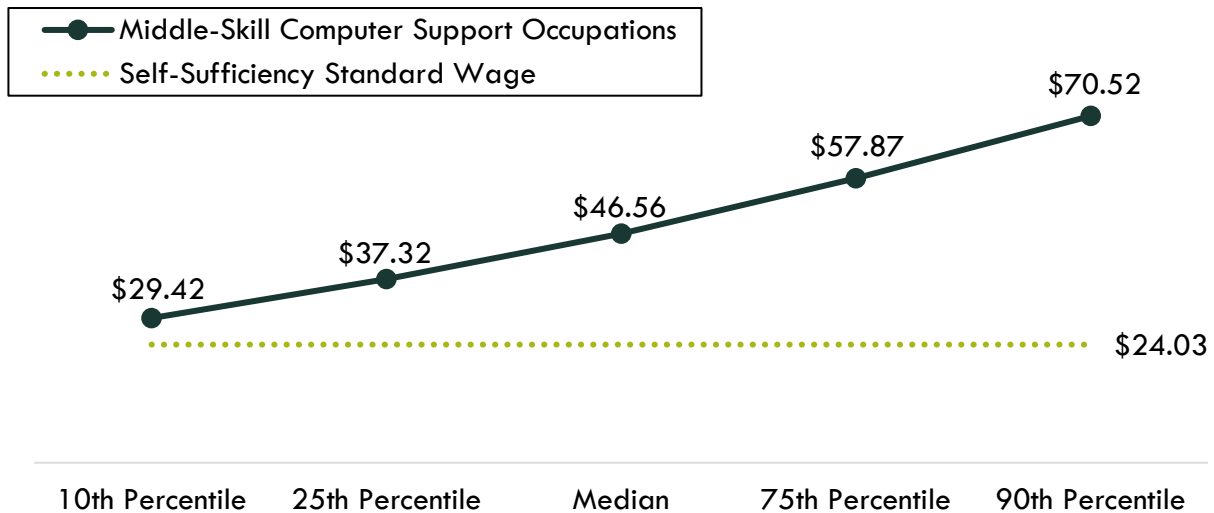
Occupation	Entry-Level Hourly Earnings (25 th Percentile)	Median Hourly Earnings	Experienced Hourly Earnings (75 th Percentile)	Median Annual Earnings*
Computer Network Support Specialists	\$27.33	\$35.62	\$47.61	\$74,100
Computer User Support Specialists	\$28.05	\$34.11	\$41.12	\$70,900

Occupation	Entry-Level Hourly Earnings (25 th Percentile)	Median Hourly Earnings	Experienced Hourly Earnings (75 th Percentile)	Median Annual Earnings*
Computer Network Architects	\$53.62	\$66.72	\$81.17	\$138,800
Network and Computer Systems Administrators	\$40.47	\$50.04	\$61.91	\$104,100

*Rounded to the nearest \$100

Across the greater Los Angeles and Orange County region, the average entry-level hourly earnings for the occupations in this report are \$37.32; this is above the living wage for one single adult in Los Angeles County (\$24.03). Exhibit 5 shows the average hourly wage for the occupations in this report, for entry-level to experienced workers.

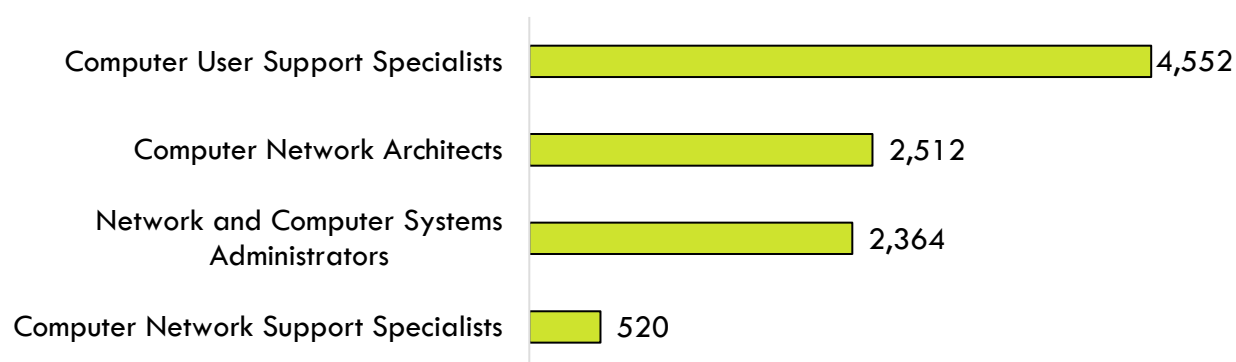
Exhibit 5: Average hourly earnings for target occupations, Los Angeles and Orange counties



JOB POSTINGS

There were 9,948 online job postings related middle-skill computer support occupations listed in the past 12 months in Los Angeles and Orange counties. Exhibit 6 displays the number of job postings by occupation. The majority of job postings (46%) were for *computer user support specialists*, followed by *computer network architects* (25%) and *network and computer systems administrators* (24%).

Exhibit 6: Job postings by occupation (last 12 months), Los Angeles and Orange counties



Job postings were analyzed for the most common job titles, skills, and employers associated with the target occupations in this report (Exhibit 7).

Exhibit 7: Most commonly requested job titles, skills and employers in job postings, Los Angeles and Orange counties

Top Job Titles	Top Skills	Top Employers
<ul style="list-style-type: none"> • Network engineers • Systems administrators • Desktop support technicians • IT support specialists • IT specialists • Help desk technicians • IT support technicians • IT technicians 	<ul style="list-style-type: none"> • Technical support • Computer science • Operating systems • Help desk support • Automation • Active directory • Firewall • Network routing • Microsoft 365 	<ul style="list-style-type: none"> • Robert Half* • TEKsystems* • Northrop Grumman • Insight Global* • Ledgent* • Boeing • The Judge Group* • Anduril Industries • RTX

*Staffing company

In the greater Los Angeles/Orange County region, 58% of the target job postings listed a minimum educational requirement. Exhibit 8 details the number and percentage of job postings by educational level.

Exhibit 8: Education levels requested in job postings for target occupations, Los Angeles and Orange counties

Education Level	Job Postings	% of Job Postings
Bachelor's degree	3,604	62%
Associate degree	715	12%
High school diploma or vocational training	1,488	26%

EDUCATIONAL ATTAINMENT

In the greater Los Angeles/Orange County region, the majority of annual job openings (68%) typically require an associate degree or some college/no degree (Exhibit 9). Furthermore, the national-level data indicates between 37% and 39% of workers in the field have completed an associate degree or some college as their highest level of educational attainment. The Bureau of Labor Statistics (BLS) lists the following typical entry-level education levels for the occupations in this report:

Exhibit 9: Entry-level education preferred by employers nationally, Bureau of Labor Statistics

Occupation	Education Level
Computer Network Support Specialists	Associate degree
Computer User Support Specialists	Some college, no degree
Computer Network Architects	Bachelor's degree
Network and Computer Systems Administrators	Bachelor's degree

EDUCATIONAL SUPPLY

Community College Supply

Exhibit 10 shows the annual and three-year average number of awards conferred by community colleges in programs that have historically trained for the occupations of interest. The colleges with the most completions in the region are Long Beach, Cypress, and Coastline.

Exhibit 10: Regional community college awards (certificates and degrees), 2023-2025

TOP Code	Program	College	2022-23 Awards	2023-24 Awards	2024-25 Awards	3-Year Average
0701.00	Information Technology, General	Citrus	-	1	-	0
		East LA	18	25	12	18
		Glendale	16	17	14	16
		LA Mission	3	2	2	2
		LA Southwest	1	7	3	4
		Long Beach	73	63	87	74
		Mt San Antonio	12	22	18	17
		West LA	-	3	2	2
		LA Subtotal	123	140	138	134
		Orange Coast	-	-	17	6
		OC Subtotal	-	-	17	6
Supply Subtotal/Average			123	140	155	139

TOP Code	Program	College	2022-23 Awards	2023-24 Awards	2024-25 Awards	3-Year Average
0702.00	Computer Information Systems	Citrus	2	5	4	4
		Compton	4	4	1	3
		East LA	23	42	57	41
		El Camino	19	27	34	27
		Glendale	11	5	5	7
		LA City	4	20	21	15
		LA Harbor	2	3	5	3
		LA Mission	-	-	2	1
		LA Southwest	20	10	-	10
		LA Trade-Tech	35	18	25	26
		Long Beach	6	26	45	26
		Mt San Antonio	41	41	44	42
		Pasadena	-	-	2	1
		Rio Hondo	13	14	10	12
		Santa Monica	2	6	45	18
		West LA	8	7	12	9
		LA Subtotal	190	228	312	243
		Coastline	7	11	3	7
		Fullerton	48	51	46	48
		N. Orange Continuing Ed.	-	-	10	3
		Orange Coast	-	-	246	82
		Saddleback	-	1	2	1
		Santa Ana	8	23	31	21
		Santiago Canyon	5	2	-	2
		OC Subtotal	68	88	338	165
		Supply Subtotal/Average			258	316
0707.30	Computer Systems Analysis	Cerritos	1	1	6	3
		East LA	4	3	1	3
		LA City	5	3	7	5
		LA Harbor	-	1	2	1
		LA Mission	2	3	4	3
		LA Pierce	6	6	23	12
		LA Trade-Tech	2	2	4	3
		Mt San Antonio	6	6	3	5
		Rio Hondo	2	1	-	1

TOP Code	Program	College	2022-23 Awards	2023-24 Awards	2024-25 Awards	3-Year Average		
		Santa Monica	-	6	8	5		
		LA Subtotal	28	32	58	39		
		Cypress	-	-	1	0		
		OC Subtotal	-	-	1	0		
		Supply Subtotal/Average	28	32	59	40		
0708.00	Computer Infrastructure and Support	Cerritos	14	14	21	16		
		East LA	11	3	6	7		
		El Camino	8	13	16	12		
		Glendale	3	4	-	2		
		LA City	19	50	32	34		
		LA Mission	20	58	50	43		
		LA Valley	2	3	1	2		
		Long Beach	24	37	59	40		
		Mt San Antonio	17	34	35	29		
		Pasadena	17	3	15	12		
		Rio Hondo	30	31	33	31		
		West LA	4	7	4	5		
				LA Subtotal	169	257	272	233
				Coastline	81	137	134	117
				Cypress	-	1	-	0
				Fullerton	-	1	4	2
				Orange Coast	2	2	-	1
				Saddleback	14	14	15	14
				Santa Ana	20	18	34	24
				Santiago Canyon	1	1	-	1
				OC Subtotal	118	174	187	160
				Supply Subtotal/Average	287	431	459	392
		0708.10	Computer Networking	Cerritos	10	13	14	12
				El Camino	-	-	2	1
				Glendale	1	-	3	1
				LA City	6	11	7	8
LA Pierce	14			24	86	41		
LA Valley	-			-	1	0		
Long Beach	70			39	44	51		
Mt San Antonio	13			21	22	19		
Rio Hondo	7			10	23	13		

TOP Code	Program	College	2022-23 Awards	2023-24 Awards	2024-25 Awards	3-Year Average
		West LA	24	68	77	56
		LA Subtotal	145	186	279	203
		Coastline	17	36	4	19
		Cypress	116	151	120	129
		Irvine	27	34	38	33
		Saddleback	15	15	16	15
		Santa Ana	47	88	41	59
		OC Subtotal	222	324	219	255
Supply Subtotal/Average			367	510	498	458
0708.20	Computer Support	Citrus	-	-	4	1
		El Camino	1	1	1	1
		Glendale	7	8	5	7
		LA Pierce	4	5	31	13
		LA Valley	5	4	5	5
		Long Beach	20	12	12	15
		Pasadena	19	20	30	23
		LA Subtotal	56	50	88	65
		Coastline	-	2	-	1
		Cypress	15	15	22	17
		Santa Ana	-	3	7	3
		OC Subtotal	15	20	29	21
Supply Subtotal/Average			71	70	117	86
0709.00	World Wide Web Administration	Cerritos	3	7	3	4
		Glendale	2	6	-	3
		LA Pierce	1	1	2	1
		Long Beach	39	15	13	22
		Mt San Antonio	4	8	5	6
		Santa Monica	3	3	22	9
		West LA	3	5	3	4
		LA Subtotal	55	45	48	49
		Fullerton	-	1	2	1
		Saddleback	2	-	1	1
OC Subtotal	2	1	3	2		
Supply Subtotal/Average			57	46	51	51
Supply Total/Average			1,191	1,545	1,989	1,575

Exhibit 11 displays the community college awards broken down by award type. In this case, the majority of awards issued by community colleges are certificates (65%).

Exhibit 11: Community college awards by award type, 2023-2025

Award Type	# of Awards	% of Awards
A.A./A.S. degrees	524	33%
Certificates	1,021	65%
Noncredit awards	30	2%
Total	1,575	100%

Other Postsecondary Supply

For a comprehensive regional supply analysis, it is important to consider the supply from other institutions in the region that provide training programs for middle-skill computer support occupations. Exhibit 12 shows the number of awards conferred by these institutions in relevant programs. Due to different data collection periods, the most recent data is from 2022 to 2024. Between 2022 and 2024, other postsecondary college institutions in the region conferred an average of 1,273 bachelor's and sub-baccalaureate awards. Sub-baccalaureate awards include associate degrees, postsecondary awards, and other academic awards that typically take fewer than four years to complete.

Exhibit 12: Other regional postsecondary awards, 2022-2024

CIP Code	Program	Postsecondary Institution	2021-22 Awards	2022-23 Awards	2023-24 Awards	3-Year Average
11.0101	Computer and Information Sciences, General	Azusa Pacific University	5	7	1	4
		Chapman University	25	20	11	19
		LA Pacific College	2	2	12	5
		Loyola Marymount Univ.	51	35	52	46
		University of La Verne	20	22	21	21
		Univ. of Mass. Global	37	39	21	32
		University of the People	478	783	1,077	779
11.0103	Information Technology	Bethesda University	-	1	2	1
		Brand College	18	23	13	18
		CSU-Dominguez Hills	17	19	14	17
		CSU-Los Angeles	90	86	101	92
		CSU-Northridge	45	43	37	42
		Platt College-Anaheim	12	16	12	13
		Platt College-LA	3	6	3	4
		University of La Verne	15	7	8	10
		Univ. of Mass. Global	1	1	4	2
		Westcliff University	1	2	-	1
11.0201	Computer Programming/	ABCO Technology	14	17	10	14

CIP Code	Program	Postsecondary Institution	2021-22 Awards	2022-23 Awards	2023-24 Awards	3-Year Average
	Programmer, General					
11.0901	Computer Systems Networking and Telecommunications	Brand College	2	-	2	1
11.1001	Network and System Administration/Administrator	ABCO Technology	104	46	1	50
		Brand College	9	6	5	7
11.1002	System, Networking, and LAN/WAN Management/Manager	ABCO Technology	91	15	2	36
		Brand College	1	-	2	1
11.1003	Computer and Information Systems Security/Auditing/Information Assurance	ABCO Technology	-	-	41	14
		InterCoast Colleges-West Covina	2	6	23	10
		Learnet Academy	3	1	-	1
		Platt College-LA	-	7	1	3
		Westcliff University	-	-	4	1
11.1006	Computer Support Specialist	Southern California Institute of Technology	24	31	27	27
Supply Total/Average			1,070	1,241	1,507	1,273

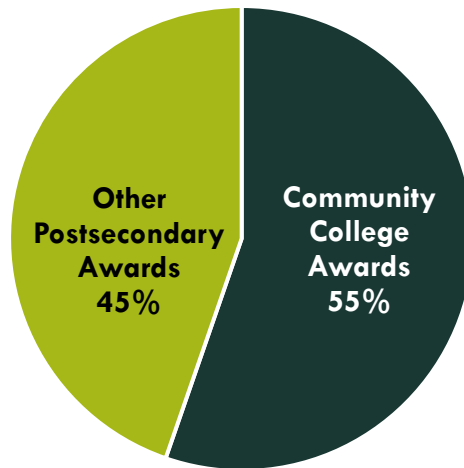
Exhibit 13 shows the breakdown of other postsecondary awards by award type. The majority of awards issued by other postsecondary schools are bachelor's degrees (53%).

Exhibit 13: Other postsecondary awards by award type, 2022-2024

Award Type	# of Awards	% of Awards
Bachelor's degrees	677	53%
Sub-baccalaureate awards	596	47%
Total	1,273	100%

Exhibit 14 shows the proportion of community college awards conferred in the greater Los Angeles/Orange County region compared to the number of other postsecondary awards for the programs in this report. The majority of awards conferred in these programs are awarded by community colleges in the greater Los Angeles/Orange County region.

Exhibit 14: Percentage of community college awards compared to other postsecondary institution awards in the Los Angeles/Orange County region



APPENDIX: OCCUPATION DESCRIPTIONS

LA COE prepared this report to provide regional labor market supply and demand data related to these target occupations:

- **Computer Network Support Specialists (15-1231)** Analyze, test, troubleshoot, and evaluate existing network systems, such as local area networks (LAN), wide area networks (WAN), cloud networks, servers, and other data communications networks. Perform network maintenance to ensure networks operate correctly with minimal interruption. ⁹
- **Computer User Support Specialists (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. ¹⁰
- **Computer Network Architects (15-1241)** Design and implement computer and information networks, such as local area networks (LAN), wide area networks (WAN), intranets, extranets, and other data communications networks. Perform network modeling, analysis, and planning, including analysis of capacity needs for network infrastructures. May also design network and computer security measures. May research and recommend network and data communications hardware and software. ¹¹
- **Network and Computer Systems Administrators (15-1244)** Install, configure, and maintain an organization's local area network (LAN), wide area network (WAN), data communications network, operating systems, and physical and virtual servers. Perform system monitoring and verify the integrity and availability of hardware, network, and server resources and systems. Review system and application logs and verify completion of scheduled jobs,

⁹ [Computer Support Specialists \(bls.gov\)](https://www.bls.gov)

¹⁰ [Ibid.](#)

¹¹ [Computer Network Architects \(bls.gov\)](https://www.bls.gov)

including system backups. Analyze network and server resource consumption and control user access. Install and upgrade software and maintain software licenses. May assist in network modeling, analysis, planning, and coordination between network and data communications hardware and software. ¹²

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DATA SOURCES

- O*NET Online
- Lightcast (formerly Emsi)
- Bureau of Labor Statistics (BLS)
- California Employment Development Department, Labor Market Information Division, OES
- California Community Colleges Chancellor's Office Management Information Systems (MIS)
- Self-Sufficiency Standard at the Center for Women's Welfare, University of Washington
- Chancellor's Office Curriculum Inventory (COCI 2.0)

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¹² [Network and Computer Systems Administrators \(bls.gov\)](https://www.bls.gov)