



Labor Market Analysis for Program Recommendation Computer Networking Technician Occupations Silicon Valley Subregion

Prepared by the Bay Region Center of Excellence for Labor Market Research

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Recommendation

Based on all available data, there appears to be an “undersupply” of Computer Networking Technician workers compared to the demand for this cluster of occupations in the Bay Region and in the Silicon Valley Subregion (Santa Clara County). There is a projected annual gap of about 1,372 students in the Bay Region and 523 students in the Silicon Valley subregion.

Introduction

This report provides student outcomes data on employment and earnings for TOP 0708.10 - Computer Networking programs in the state and region. It is recommended that these data be reviewed to better understand how outcomes for students taking courses on this TOP code compare to potentially similar programs at subregion in the state and region.

This report profiles Computer Networking Technician Occupations in the 12 county Bay Region and in the Silicon Valley subregion

- **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.
 - Typical Entry-Level Educational: Associate’s degree
 - Skill Level: Middle-Skill
 - Work Experience Required: None
 - Percentage of individuals 25+ with an associate degree, certificate, or some postsecondary coursework as their highest level of education attainment: 38%
- **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.
 - Typical Entry-Level Educational: Some college, no degree
 - Skill Level: Middle-Skill
 - Work Experience Required: None
 - Percentage of individuals 25+ with an associate degree, certificate, or some postsecondary coursework as their highest level of education attainment: 38%

Occupational Demand

Table 1. Employment Outlook for Computer Networking Technician Occupations in the Bay Region

Occupation	2023 Jobs	2028 Jobs	5-yr Change	5-yr % Change	5-yr Total Openings	Annual Openings	25% Hourly Wage	Median Hourly Wage
Computer Network Support Specialists	3,799	3,674	-124	-3%	1,470	294	\$35	\$46
Computer User Support Specialists	18,513	19,807	1,293	7%	7,706	1,541	\$32	\$39
Total	22,312	23,481	1,169	5%	9,176	1,835	\$33	\$40

Source: Lightcast 2025.3

The Bay Region includes: Alameda, Contra Costa, Marin, Monterey, Napa, San Benito, San Francisco, San Mateo, Santa Clara, Santa Cruz, Solano and Sonoma Counties

Table 2. Employment Outlook for Computer Networking Technician Occupations in the Silicon Valley Subregion

Occupation	2023 Jobs	2028 Jobs	5-yr Change	5-yr % Change	5-yr Total Openings	Annual Openings	25% Hourly Wage	Median Hourly Wage
Computer Network Support Specialists	1,126	1,076	-49	-4%	448	90	\$36	\$47
Computer User Support Specialists	6,089	6,629	540	9%	2,590	518	\$34	\$38
Total	7,215	7,705	490	7%	3,038	608	\$34	\$39

Source: Lightcast 2025.3

Silicon Valley Subregion includes: Santa Clara County

Job Postings in the Bay Region and Silicon Valley Subregion

Table 3. Number of Job Postings by Occupation for the latest 12 months

Occupation	Bay Region	Silicon Valley
Computer User Support Specialists	4,778	1,641
Computer Network Support Specialists	527	181

Source: Lightcast 2025.3; "Job Posting Analytics." Jan. 2025 - Dec. 2025

Table 4a. Top Job Titles in Job Postings for Computer Networking Technician Occupations in the Bay Region

Title	Bay	Title	Bay
Technical Support Engineers	287	Desktop Support Analysts	90
Desktop Support Technicians	225	Help Desk Technicians	79
IT Support Specialists	190	Genius Administrators	71
IT Specialists	181	Geek Squad Managers	63
IT Support Technicians	117	IT Support Engineers	63
IT Technicians	116	Customer Support Engineers	58
Technical Support Specialists	115	IT Help Desk Technicians	56
Support Engineers	113	IT Engineers	52

Title	Bay	Title	Bay
Desktop Support Managers	106	Desktop Support Engineers	49

Source: Lightcast 2025.3; "Job Posting Analytics." Jan. 2025 - Dec. 2025

Table 4b. Top Job Titles in Job Posting for Computer Networking Technician Occupations in the Silicon Valley Subregion

Title	Silicon Valley	Title	Silicon Valley
Technical Support Engineers	167	IT Technicians	25
Desktop Support Technicians	100	Genius Administrators	24
IT Support Specialists	65	IT Engineers	21
Support Engineers	47	IT Help Desk Technicians	21
Technical Support Specialists	34	IT Support Engineers	20
Desktop Support Analysts	29	IT Support Technicians	19
Desktop Support Managers	29	IT Network Engineers	18
IT Specialists	25	Help Desk Technicians	17
Desktop Support Engineers	25	Desktop Support Specialists	17

Source: Lightcast 2025.3; "Job Posting Analytics." Jan. 2025 - Dec. 2025

Industry Concentration

Table 5. Industries Hiring for Computer Networking Technician Occupations in the Bay Region

Industry - 6 Digit NAICS (No. American Industry Classification) Codes	Jobs in Industry (2023)	Jobs in Industry (2028)	% Change (2023-28)	% Occupation Group in Industry (2023)
Custom Computer Programming Services	5,279	5,754	9%	23%
Computer Systems Design Services	2,306	2,771	20%	12%
Software Publishers	1,932	1,816	-6%	8%
Computing Infrastructure Providers, Data Processing, Web Hosting, and Related Services	1,456	1,547	6%	6%
Corporate, Subsidiary, and Regional Managing Offices	525	960	83%	4%
Colleges, Universities, and Professional Schools	552	637	15%	3%
Elementary and Secondary Schools (Local Government)	469	590	26%	3%
Local Government, Excluding Education and Hospitals	494	580	17%	3%

Industry - 6 Digit NAICS (No. American Industry Classification) Codes	Jobs in Industry (2023)	Jobs in Industry (2028)	% Change (2023-28)	% Occupation Group in Industry (2023)
Colleges, Universities, and Professional Schools (State Government)	475	468	-1%	2%
Web Search Portals and All Other Information Services	482	478	-1%	2%

Source: Lightcast 2025.3

Table 6. Top Employers Posting Computer Networking Technician Occupations in the Bay Region and the Silicon Valley Subregion

Employer	Bay	Employer	Silicon Valley
Apple	141	Palo Alto Networks	79
TEKsystems	117	Apple	55
Robert Half	107	TEKsystems	31
Palo Alto Networks	79	Robert Half	30
Insight Global	72	Cognizant Technology Solutions	27
Best Buy	64	Supermicro	25

Source: Lightcast 2025.3; "Job Posting Analytics." Jan. 2025 - Dec. 2025

Educational Supply

There are thirteen community colleges in the Bay Region issuing 463 awards on average annually (last 3 years ending 2023-24) on TOP 0708.10 - Computer Networking. In the Silicon Valley subregion, there are five community colleges that issued 85 awards on average annually (last 3 years) on this TOP code.

There are no other CTE educational institutions in the Bay Region issuing awards on average annually (last 3 years ending 2022-23) on CIP 47.0104- Computer Installation and Repair Technology/Technician.

Table 7a. Community College Awards on TOP 0708.10 - Computer Networking in the Bay Region

College	Subregion	Associate Degree	High unit Certificate	Low unit Certificate	Total
Cabrillo	SC-Monterey	5	2	1	8
Deanza	Silicon Valley	20	0	12	32
Evergreen Valley	Silicon Valley	0	0	1	1
Foothill	Silicon Valley	1	0	0	1
Las Positas	East Bay	1	2	6	9
Los Medanos	East Bay	9	0	10	19
Mission	Silicon Valley	21	0	35	56
Monterey	SC-Monterey	4	1	10	15
Ohlone	East Bay	3	0	23	26
San Francisco	Mid-Peninsula	62	0	188	250
San Jose City	Silicon Valley	12	0	17	29
Santa Rosa	North Bay	0	0	2	2
Skyline	Mid-Peninsula	9	5	1	15
Total	-	147	10	306	463

Source: Data Mart

College	Subregion	Associate Degree	High unit Certificate	Low unit Certificate	Total
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Note: The annual average for awards is 2021-22 to 2023-24.

Gap Analysis

Based on the data included in this report, there is a labor market gap in the Bay Region with 1,835 annual openings for the Computer Networking Technician occupational cluster and 463 annual (3-year average) awards for an annual undersupply of 1,372 students. In the Silicon Valley subregion, there is also a gap with 608 annual openings and 85 annual (3-year average) awards for an annual undersupply of 523 students.

Student Outcomes

Table 8. Four Employment Outcomes Metrics for Students Who Took Courses on TOP 0708.10 - Computer Networking

Metric Outcomes	Bay All CTE Program	State 0708.10	Bay 0708.10	Silicon Valley 0708.10
Students with a Job Closely Related to Their Field of Study	74%	69%	69%	64%
Median Annual Earnings for SWP Exiting Students	\$53,090	\$56,596	\$65,840	\$69,665
Median Change in Earnings for SWP Exiting Students	24%	17%	23%	27%
Exiting Students Who Attained the Living Wage	54%	67%	62%	65%

Source: Launchboard Strong Workforce Program Median of 2018 to 2021.

Skills, Certifications and Education

Table 9. Top Skills in Job Postings for Computer Networking Technician Occupations in the Bay Region

Skill	Posting	Skill	Posting
Technical Support	1,877	Linux	686
Operating Systems	1,221	Customer Support	671
Help Desk Support	1,134	Computer Hardware	656
Computer Science	1,084	Network Troubleshooting	617
Technical Issues	1,042	Issue Tracking	609
Mac OS	926	Automation	599
Active Directory	911	Workflow Management	584
Desktop Support	901	Scripting	555
Microsoft 365	774	ServiceNow	536
Peripheral Devices	740	Virtual Private Networks (VPN)	536

Source: Lightcast 2025.3; "Job Posting Analytics." Jan. 2025 - Dec. 2025

Table 10. Certifications in Job Postings for Computer Networking Technician Occupations in the Bay Region

Certification	Posting	Certification	Posting
CompTIA A+	551	ITIL Foundation Certification	98
Valid Driver's License	381	CompTIA Certification	67
CompTIA Network+	296	ITIL Certifications	46
Microsoft Certified Professional	185	Project Management Professional Certification	31
CompTIA Security+	124	IAT Level II Certification	30

Source: Lightcast 2025.3; "Job Posting Analytics." Jan. 2025 - Dec. 2025

Table 11. Education Requirements for Computer Networking Technician Occupations in the Bay Region

Education Level	Job Postings	% of Total
High school or GED	427	13%
Associate degree	611	19%
Bachelor's degree & higher	2,157	68%

Source: Lightcast 2025.3; "Job Posting Analytics." Jan. 2025 - Dec. 2025

Note: 53% of records have been excluded because they do not include a degree level. As a result, the chart above may not be representative of the full sample.

Methodology

Occupations for this report were identified by use of job descriptions and skills listed in O*Net. Labor demand data is sourced from Lightcast occupation and job postings data. Educational supply and student outcomes data is retrieved from multiple sources, including CCCC Data Mart and CTE Launchboard.

Middle-skill occupations as those typically requiring more than a high school diploma, but less than a bachelor's degree except in cases where a bachelor's degree is required, but more than one-third of the workforce has less than a bachelor's degree.

Sources

O*Net Online

Lightcast

CTE LaunchBoard www.calpassplus.org

Statewide CTE Outcomes Survey

Employment Development Department Unemployment Insurance Dataset

CCCCO Data Mart

Contacts

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