

Phoenix-Mesa-Scottsdale MSA

Labor Market Analysis

Information Technology

Labor Force & Training Needs

INDUSTRY OVERVIEW

The Information Technology (IT) industry encompasses a vast array of technologies, services, and products that facilitate the storage, processing, and transmission of data. It plays a critical role in virtually every aspect of modern life, from communication and entertainment to commerce, healthcare, and government operations. According to the Arizona Office of Economic Opportunity, Information is projected to grow 16.2% for total employment percentage change over the next 10 years.

ESSENTIALS

AVERAGE SALARY



\$132,187

% CHANGE OF WORKFORCE SINCE 2018



5%

EMPLOYED



39,547

COMPANIES

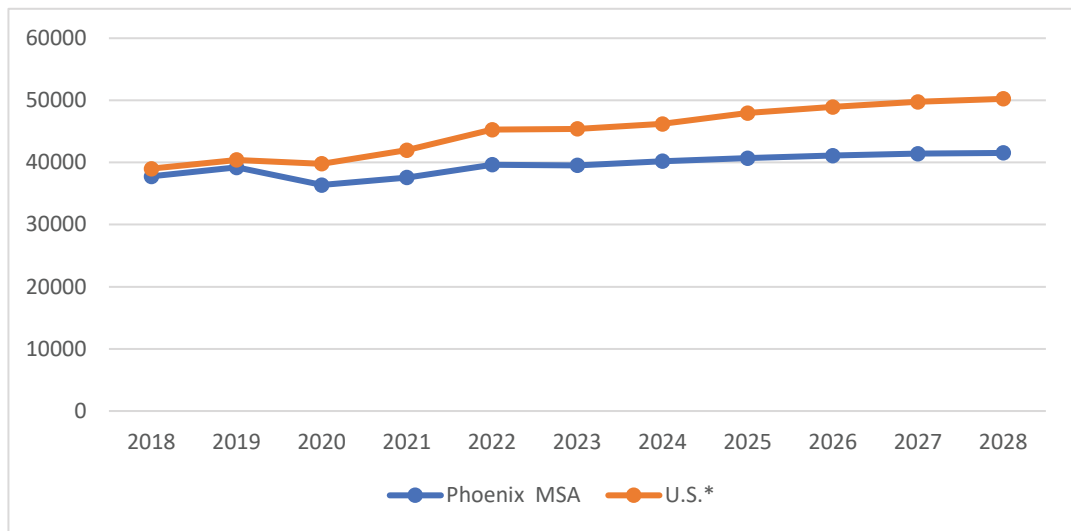


1,080

SOURCE: Lightcast, Mar. 2024; Arizona COG/MPO Employer Database, Businesses with 5 or more employees.

EMPLOYMENT TRENDS

Projected Employment



*the values represent the national average adjusted for region size.

SOURCE: Lightcast, Mar. 2024

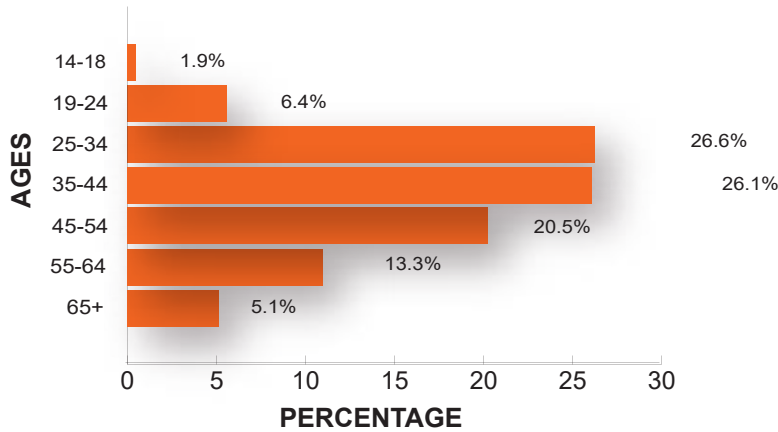
STAFFING PROJECTIONS

HIGHEST DEMAND	ON THE JOB TRAINING	OPENINGS (2025)	2015-2025 % CHANGE	EARNINGS (2024)
Software Developers	None	5,903	146%	\$111,883
Customer Services Representatives	Short-term on-the-job training	2,907	-20%	\$37,814
Sales Representatives	Moderate-term on-the-job	2,406	28%	\$58,614
Computer User Support Specialists	None	1,847	55%	\$59,384
General & Operations Managers	None	1,675	143%	\$86,715
Computer & Information Systems Managers	None	1,346	162%	\$158,974
Telecommunication Equipment Installers	Moderate-term on-the-job training	1,289	-36%	\$60,486
Computer Systems Analysts	None	1,016	14%	\$105,144
Market Research Analysts	None	844	102%	\$64,750
Project Management Specialists	None	840	104%	\$83,054

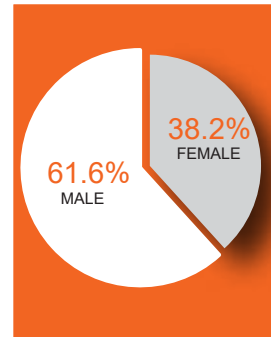
SOURCE: Lightcast, Mar. 2024

TALENT ACQUISITION

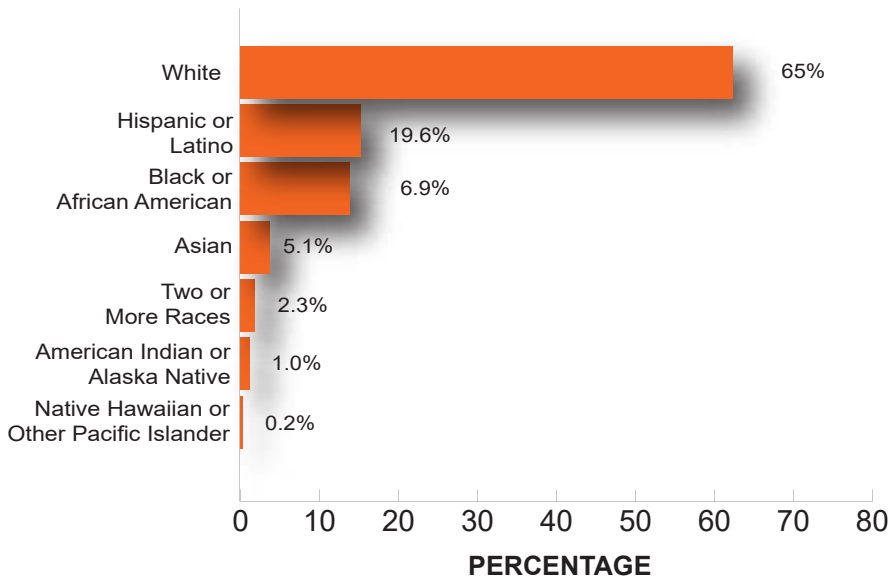
AGE BREAKDOWN



GENDER BREAKDOWN



RACE/ETHNICITY BREAKDOWN



STAFFING DEMOGRAPHICS

AGES	HIRES	SEPERATIONS
Age 14-18	1,302	1,147
Age 19-21	993	893
Age 22-24	1,230	1,080
Age 25-34	6,304	5,498
Age 35-44	5,941	5,227
Age 45-54	4,663	4,188
Age 55-64	3,164	2,867
Age 65+	1,647	1,496

EXPERIENCE BREAKDOWN

MIN EXPERIENCE	% OF TOTAL
No Experience	46%
0 - 1 Years	10%
2 - 3 Years	17%
4 - 6 Years	16%
7 - 9 Years	6%
10+ Years	6%

CAREER PATHING

Top five occupations by educational attainment and median hourly wages.

HIGH SCHOOL DIPLOMA

Customer Service Rep.	\$18.18
Data Entry Keyers	\$18.20
Advertising Sales Agents	\$28.37
Telecommunications Line Installers and Repairers	\$28.51
Media and Communication Equipment Workers	\$33.23

ASSOCIATES DEGREE

Desktop Publishers	\$24.26
Web Developers	\$28.19
Electrical and Electronics Drafters	\$29.16
Computer Network Support Specialists	\$31.84
Electrical and Electronics Engineering Technicians	\$36.86

BACHELORS DEGREE

Computer Programmers	\$35.46
Information Security Analysts	\$52.83
Software Developers, Applications	\$53.79
Computer Network Architects	\$59.77
Computer and Information Systems Managers	\$76.43

SOURCE: Lightcast, Mar. 2024

PROFESSIONAL SKILLS

IT professionals must possess a diverse set of skills to be successful within this industry.

KNOWLEDGE

- Computers & Electronics
- Customer and Person Service
- English Language
- Mathematics
- Clerical
- Telecommunications

SKILLS

- Backup or Archival Software
- Data Base User Interface
- Query Software
- E-mail Software
- Object Development Software
- Operating System Software

QUALIFICATIONS

- Operation Monitoring
- Active Listening
- Critical Thinking
- Reading Comprehension
- Coordination
- Oral Comprehension & Expression
- Deductive Reasoning

SOURCE: ONET, United States

TOP EMPLOYERS

EMPLOYER WITH MOST JOB OPENINGS

Oracle
Dish
Cox Communications
T-Mobile US
Lumen Technologies
Early Warning Services
Pearson Technologies
Meta
Verizon Communications
AT&T

SOURCE: Lightcast, Mar 2023 - Feb 2024

TOP CERTIFICATIONS

MOST POSTED CERTIFICATIONS

CompTIA A+
Certified Information Systems Security Professional
Project Management Professional Certification
Cisco Certified Network Associate (CCNA)
CompTIA Network+
Microsoft Certified Professional
Cisco Certified Network Professional
CompTIA Security+
DO-178B/C
GIAC Certifications

SOURCE: Lightcast, Mar. 2024



GETTING STARTED

- **Learn about certification programs** — Arizona Job Connection (<https://www.azjobconnection.gov/ada/r/training>)
- **Explore a career** — Greater Phoenix Chamber of Commerce (<https://phoenixchamberfoundation.com/workforce-development/cybersecurity/>)
- **Plan for a career in Information Technology** — My Next Move (www.mynextmove.org)
- **Enroll in a paid apprenticeship program** — State of Arizona DES (des.az.gov/services/employment/registered-apprenticeship/apprenticeship-employers)

APPRENTICESHIPS

Want to grow your skills, earn while you are learning, and while not creating large student debt? Apprenticeships provide job-driven training with a nationally recognized completion certificate pending completion. Grow your craft while participating in combined classroom instruction and on the job learning. Most apprenticeships last from one to six years, however the average is three to four years.

The following is a list of apprenticeship programs in the ARIZONA@WORK Phoenix MSA area.

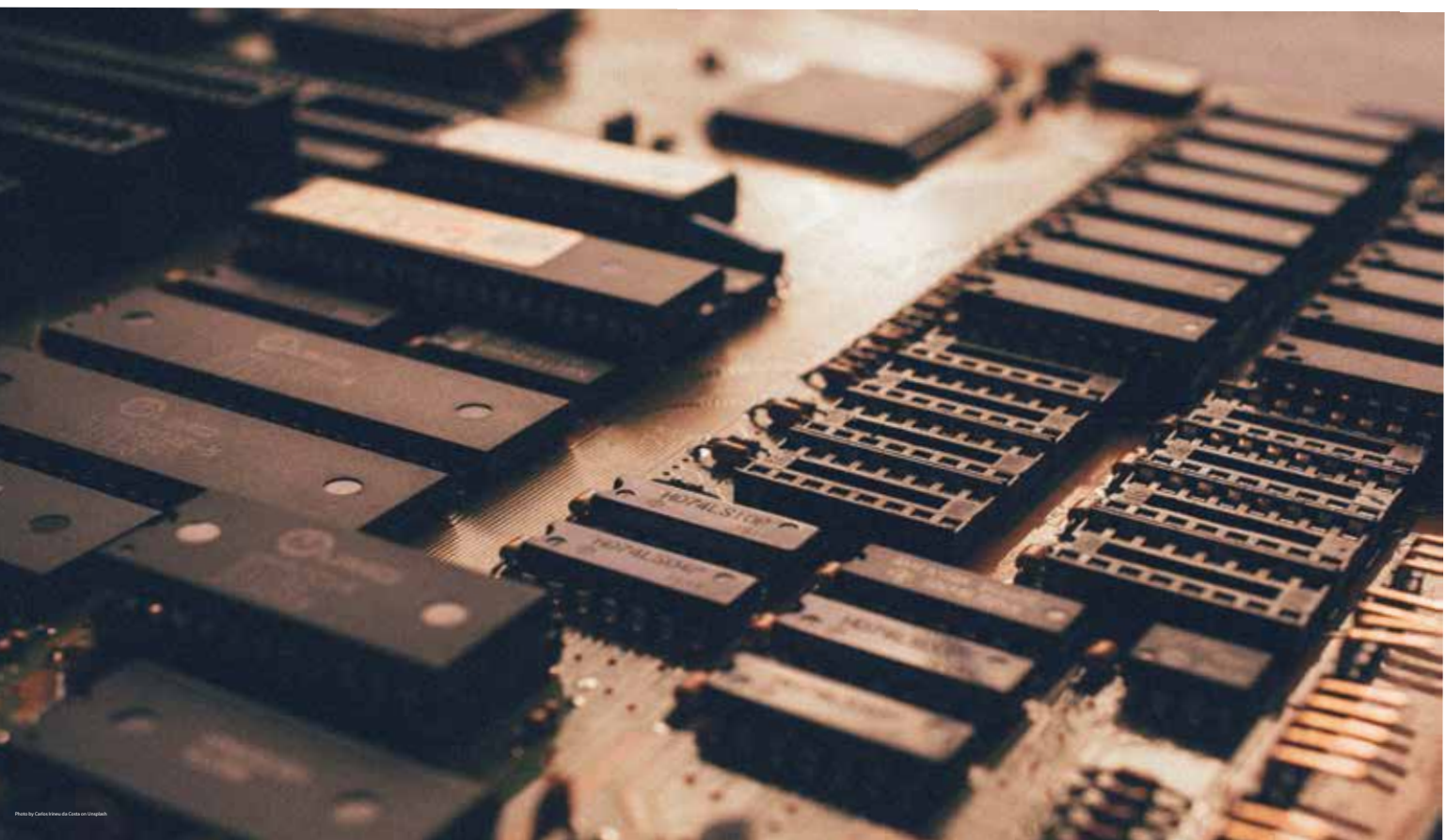
TRAINING PROVIDER	PROGRAM NAME	CATEGORY
Apprentice Now	Network And Computer Systems Administrator	Apprenticeship
Apprentice Now	Computer Support Specialist	Apprenticeship
Apprentice Now	Information Technology Specialist	Apprenticeship
Apprentice Now	Application Developer	Apprenticeship
Arizona State University	Help Desk Technician	Apprenticeship
Arizona State University	IT Project Manager	Apprenticeship
Arizona State University	Application Developer	Apprenticeship
Arizona State University	IT Analyst	Apprenticeship
Arizona State University	Software Quality Assurance Analyst	Apprenticeship
Data Doctors, Inc.	Computer Support Specialist-Desktop Support Tech	Apprenticeship
DeVry University	Network Support Technician	Apprenticeship
DeVry University	IT Project Manager	Apprenticeship
DeVry University	Cyber Security Support Technician	Apprenticeship
DeVry University	Computer Support Specialist-Desktop Support Tech	Apprenticeship
DeVry University	Data Analyst	Apprenticeship
GateWay Community College	IT Generalist	Apprenticeship
Kudelski Security	Cyber Security Support Technician	Apprenticeship
Salt River Pima-Maricopa Indian Community	IT Generalist	Apprenticeship
Salt River Pima-Maricopa Indian Community	Computer-Peripheral-Equipment-Op	Apprenticeship
Tech One IT	IT Generalist	Apprenticeship
Tech One IT	Computer Programmer	Apprenticeship
Tech One IT	Application Developer	Apprenticeship



EDUCATIONAL PROVIDERS

ARIZONA@WORK has over 60 training programs listed in our eligible training provider list. The certifications help increase your craft and are connected to jobs in the contact center industry. We encourage job seekers to make an informed choice regarding the next steps in their career. Go to azjobconnection.gov to review more details regarding the training programs listed below. You can also go to ARIZONATWORK.com to discover resources such as career assessment, workshops, job search assistance, and resume review services.

TRAINING PROVIDER	PROGRAM NAME	CATEGORY	
GateWay Community College	Back End Software Developer	Software Development	
	Front End Software Developer	Software Development	
Interface Technical Training	A+, CCNA Cisco Program, CISSP , CompTIA Network +	IT Support	
	CompTIA Security +, ITIL Foundation, Project Management	Network Admin.	
Paradise Valley Community College	Amazon Web Services Cloud Foundations	Network Admin.	
Per Scholas, Inc.	IT Support	IT Support	
Phoenix College	Linux Associate CCL	Network infrastructure	
Phoenix Computer Academy	Cisco Certified Entry Network Tech., Adv. Security Practitioner	Cyber Security	
	Computer Hardware and Software Support Professional (A+)	IT Support	
	Amazon Web Services Cloud And Solutions Architect Associate	Network Admin.	
	Computer Networking, Hardware and Software Support	IT Support	
	IT Applications, IT Project Management with Agile Scrum	IT Support	
	Lean Six Sigma Green Belt, MS Office w/ Web Design	Network Admin.	
	Project Management Professional /CAPM with Agile Scrum	Project Management	
	Systems and Application Support	Network Admin.	
	Tekskills, Computer Learning Center	CompTia Cyber Defense Professional/CYSA+	CyberSsecurity
		Computer Support Specialist, Ethical Hacker, Graphic Design	IT Support
Internet Webmaster, IT Support Specialist, Linux +		IT Support	
Network Associate, Network Support Specialist		Network Admin.	
	Security Support Specialist, Server Management	Network Admin.	





CITY OF PHOENIX

A proud partner of the [americanjobcenter](http://www.americanjobcenter.com) network

ARIZONA@WORK is the statewide workforce development network that helps employers of all sizes and types recruit, develop and retain the best employees for their needs. We are a public and private partnership with 12 regional areas and 48 local offices, providing innovative workforce solutions to employers and job seekers at no charge.

We strengthen Arizona's economy by developing the workforce and matching employers with job seekers.

Visit <http://www.arizonaatwork.com/> for center locations and additional online resources to assist you.

LOCATIONS:

City of Phoenix – North Job Center
9801 North 7th Street
Phoenix, Arizona 85020
Phone (602) 495-6907

City of Phoenix - West Job Center
3406 North 51st Avenue
Phoenix, Arizona 85031
Phone (602) 495-6906

City of Phoenix - South Job Center
4732 South Central Avenue
Phoenix, Arizona 85040
Phone (602) 495-6905

Phoenix Business & Workforce Development Center
302 N. 1st Avenue
Phoenix, Arizona 85003
Phone (602) 256-3147

