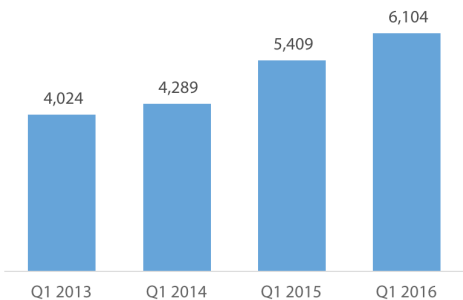




HIGH MATCH
between job posting requirements and Pipeline Competencies

Service Desk / User Support Specialist

Service Desk Jobs Posted Online in MN

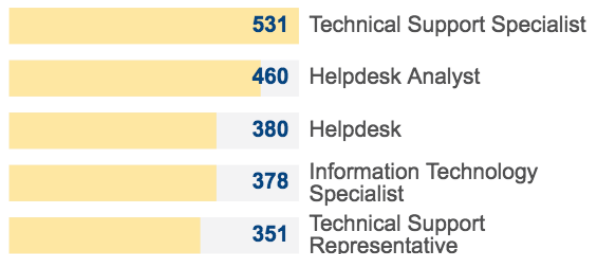


Current Hiring Statistics (3/31/16)

Online openings, including staffing: 91,635 jobs
 Number of employers hiring now: 688 employers
 Candidate supply: 14,000
 Average posting period: 38 days
 Median salary: \$48,000

Locally **8** candidates / job opening

Top 5 Job Titles Used by Employers



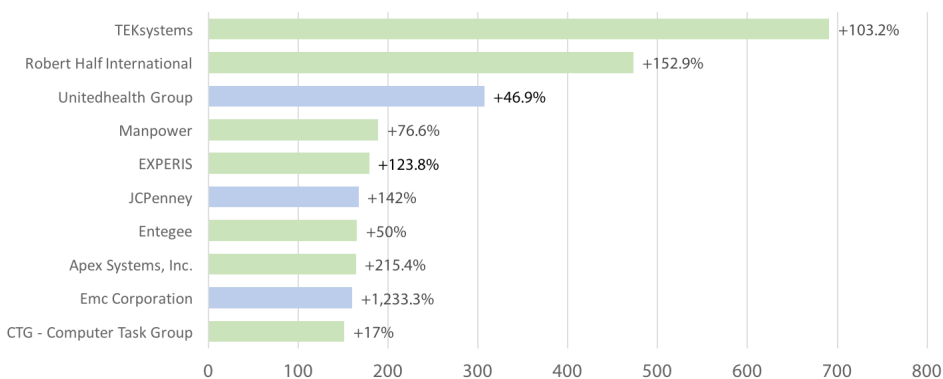
Top 5 Hard Skills (2015)

1. Technical Support / Trouble Ticket Systems
2. Microsoft Windows 7*
3. Microsoft Active Directory*
4. Local Area Network / Virtual Private Network
5. Linux / UNIX*

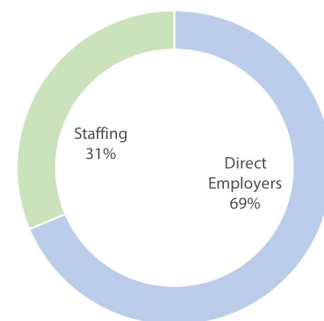
Top 5 Soft Skills (2015)

1. Oral & Written Communication
2. Troubleshooting*
3. Customer Service Oriented
4. Problem Solving
5. Detail Oriented*

Top Employers of 2015



Online Job Postings, 2015



Real-time online job postings available through direct employers and staffing agencies between 1/1/2016 and 3/31/2016 (excludes anonymous and duplicate postings). Computer User Support Specialist: SOC 15-1151. Skills and education data based on required skills identified by employers in jobs advertised online in 2015. Top titles count back 4 years. Accessed 9:00am on 4/1/2016 at www.wantedanalytics.com. Differences in counts pulled at an earlier or later date are likely the result of changes in access to certain job banks, websites, or databases as well as actual changes in available jobs. *Indicates skills not specifically identified by Pipeline Competency Pyramid.