

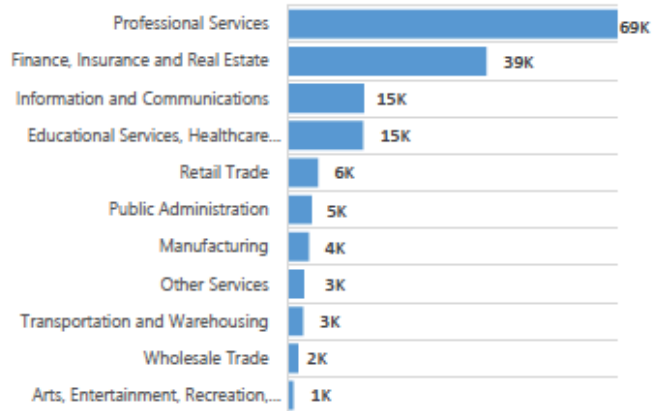
Information Technology in New York City

What is it? Technology is everywhere and so are the jobs that support it. For some businesses, IT is their main focus. For others, it helps them operate. The bar chart to the right shows where IT jobs are in New York City.

Key Sector Trends

- Employment growth from 2005-2015 outpaced the economy as a whole.
- Most jobs in the field require at least a bachelor's degree.
- Companies maintain a baseline of full-time headcount roles, but use a flexible staffing approach based on workload levels and unique skills required.
- Automation and technology advancement continue to shape the industry.

IT Employment in New York City, 2015



Industry Employment. There are about 162,000 people employed in IT jobs in New York City. Professional Services employs the most people in tech jobs, close to 70,000. This includes tech-heavy IT service and solutions providers and firms that provide scientific research and development, advertising, and public relations services.

Top 3 Skills & Certifications

Many sub-BA level jobs are client-facing, which is why customer service skills are critical. Certifications are also important for less experienced people who want to break into the field.

| General Skills | Specialized | Technology | Certifications |
|-----------------------|-----------------|------------------|-----------------|
| Communication Skills | Technical | Linux, Unix, | Certified A+ |
| Troubleshooting | Support, | Microsoft | Cisco Certified |
| Organizational Skills | Teamwork, | Operating | Network |
| Customer Support | User Interface, | Systems, | Professional |
| | Visual Design | JavaScript, HTML | (CCNA) |
| | | CSS, jQuery | |



Computer User Support Specialist



Web Developer



Computer Network Support Specialist



Quality Assurance Tester



Web Content Management

Adapted from material created by the NYC Labor Market Information Service, CUNY Graduate Center.