

# Common IT Employability Skills

Summary | February 2016

CompTIA®

---

# About This Summary

The main purpose of this survey is to obtain quantitative data on the IT employability competency model drafted via qualitative and secondary research. Results will be used to update the IT competency model across technology-centric industries. The objectives of this research include:

- Evaluate the draft version of the IT competency model
  - Validate the IT skills of most importance to employers when hiring for IT positions
  - Assess additions / revisions to the model obtained through the qualitative phase (focus group and in-depth phone interviews)
- Develop the second version of the IT competency model

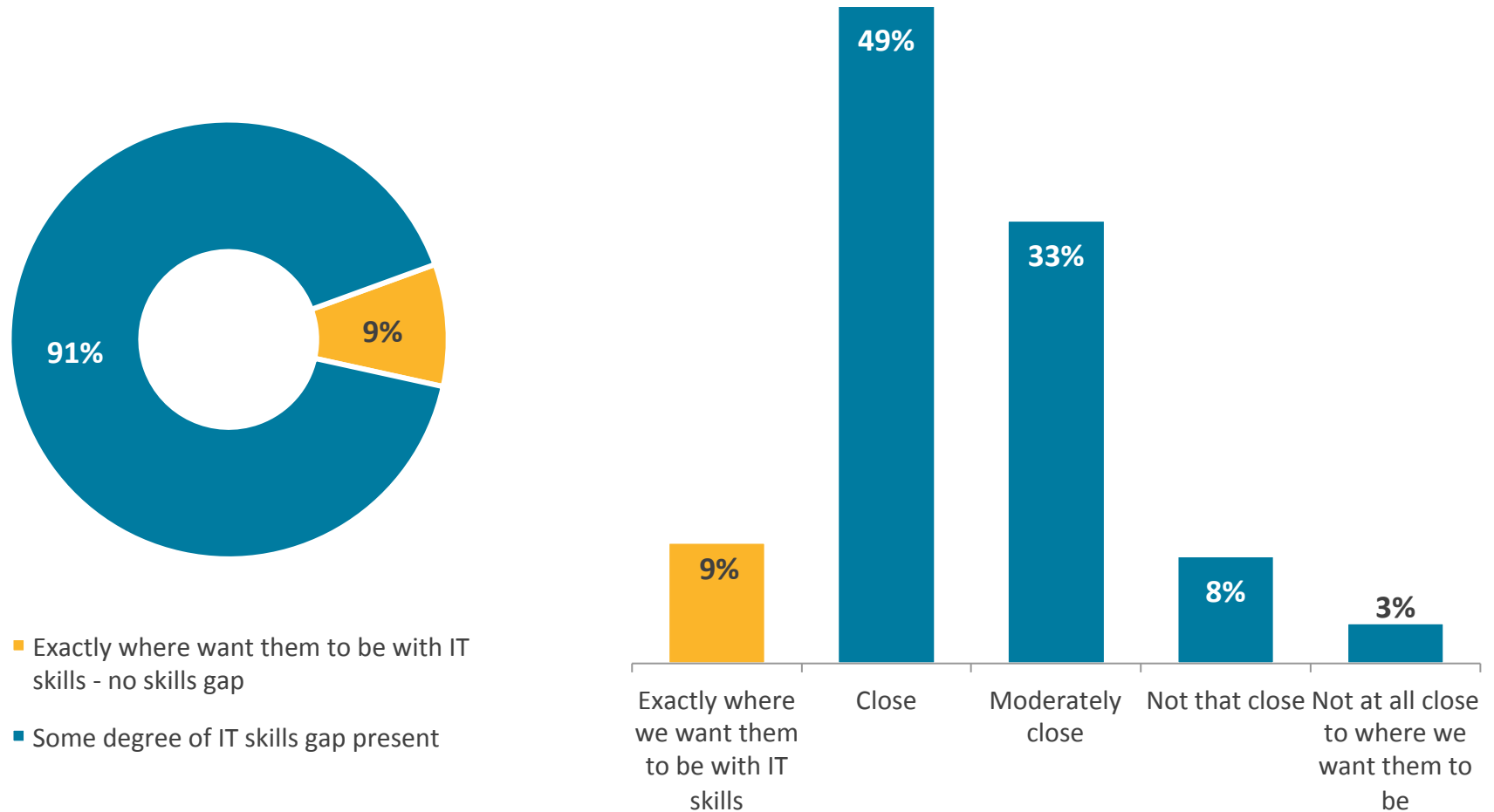
The survey was administered online during the period November 24 – December 6, 2015 and was targeted to managers involved in the hiring or managing of IT staff. CompTIA employed the services of a dedicated research panel provider to procure the sample. A total of 200 US IT hiring managers at companies with at least 25 employees across a mix of industries completed the survey.\* Note that most respondents are from large organizations.

CompTIA is responsible for all content contained in this summary. Any questions regarding the study should be directed to CompTIA Research & Market Intelligence staff at [research@comptia.org](mailto:research@comptia.org).

CompTIA is a member of the Marketing Research Association (MRA) and adheres to the MRA's Code of Marketing Research Standards.

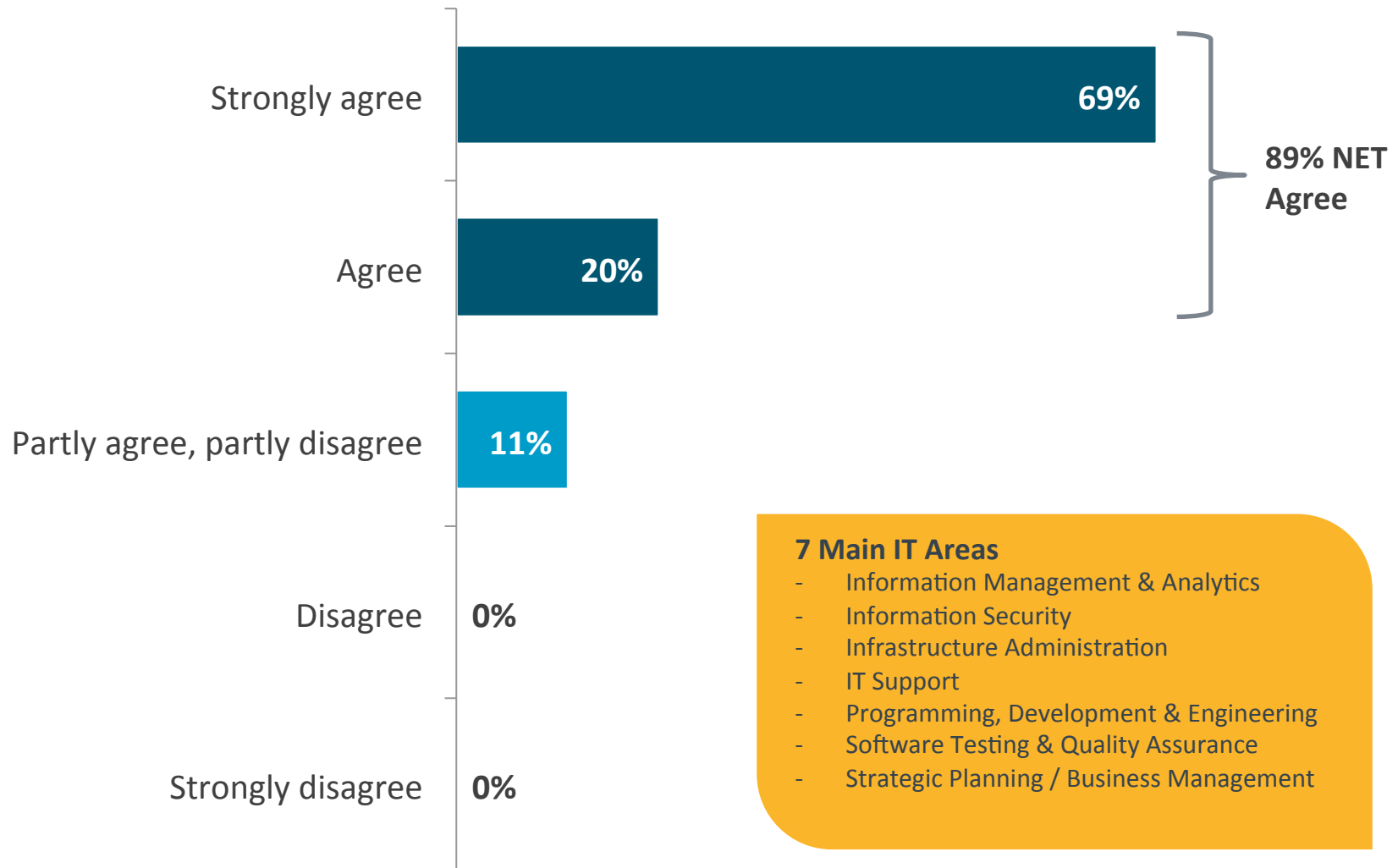
# State of IT Skills Gaps Among New IT Employees

91% of US IT hiring managers indicate some degree of gaps in IT skills between what their organization needs from new IT employees and the IT skills they possess.



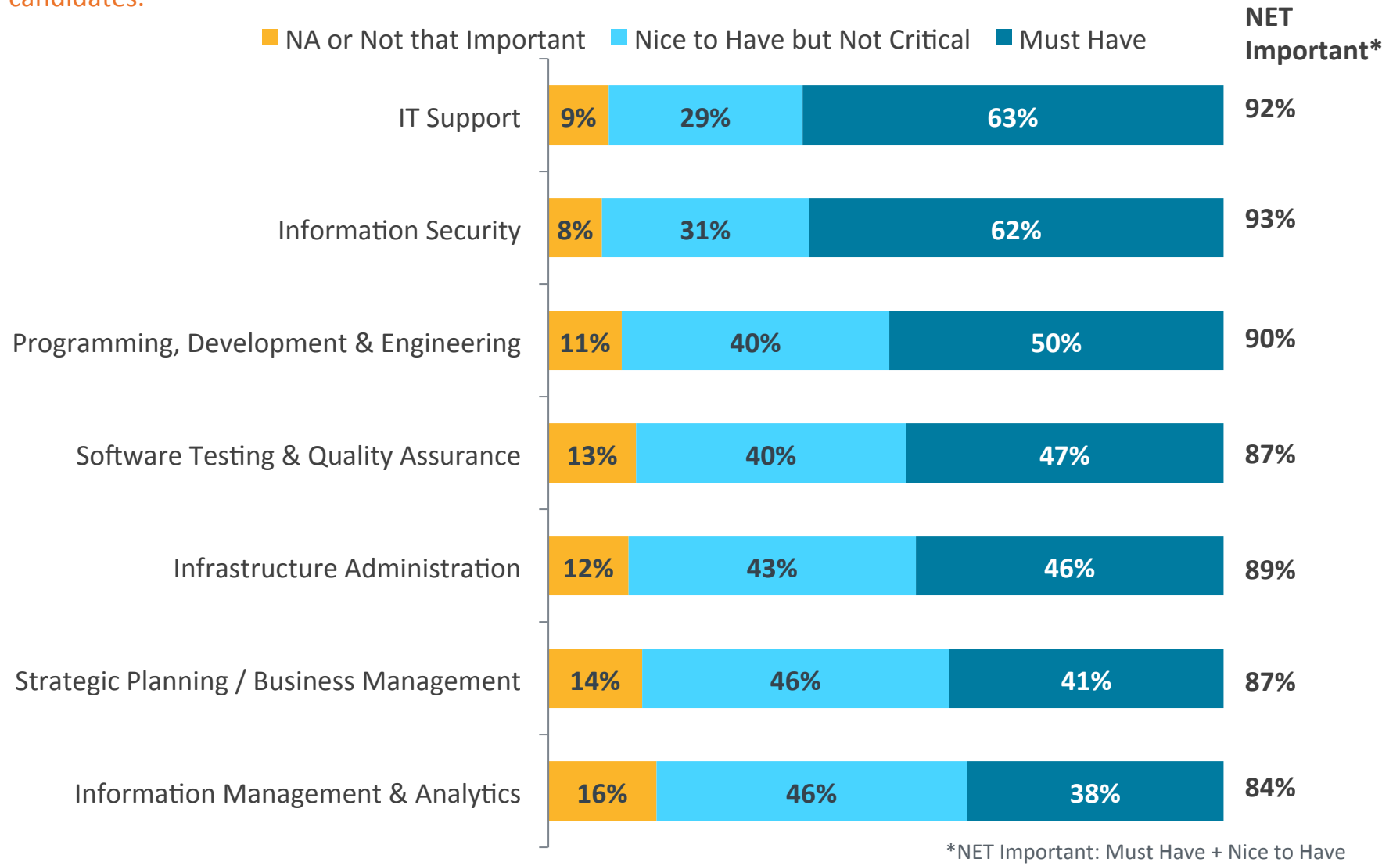
# Level of Agreement with Main Areas of Common IT Employability Skills Model

The great majority agree (89% NET) that, overall, these 7 main IT areas cover the most important common IT employability skills.



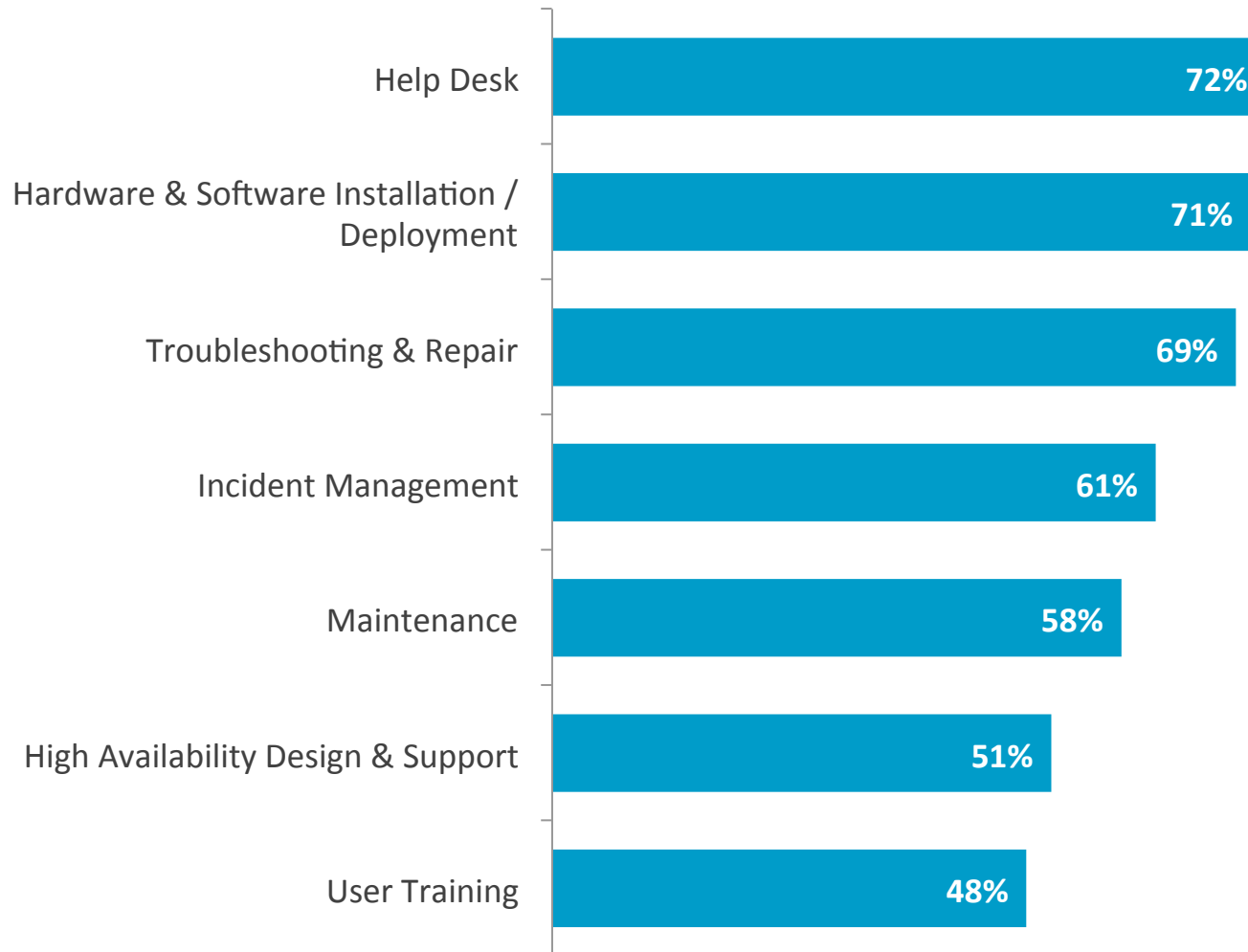
# Importance of Each Main IT Skills Area

Most indicate that each of these IT areas are important to their organization when considering IT job candidates.



# IT Skills Rated as Having Greatest Importance: IT Support\*

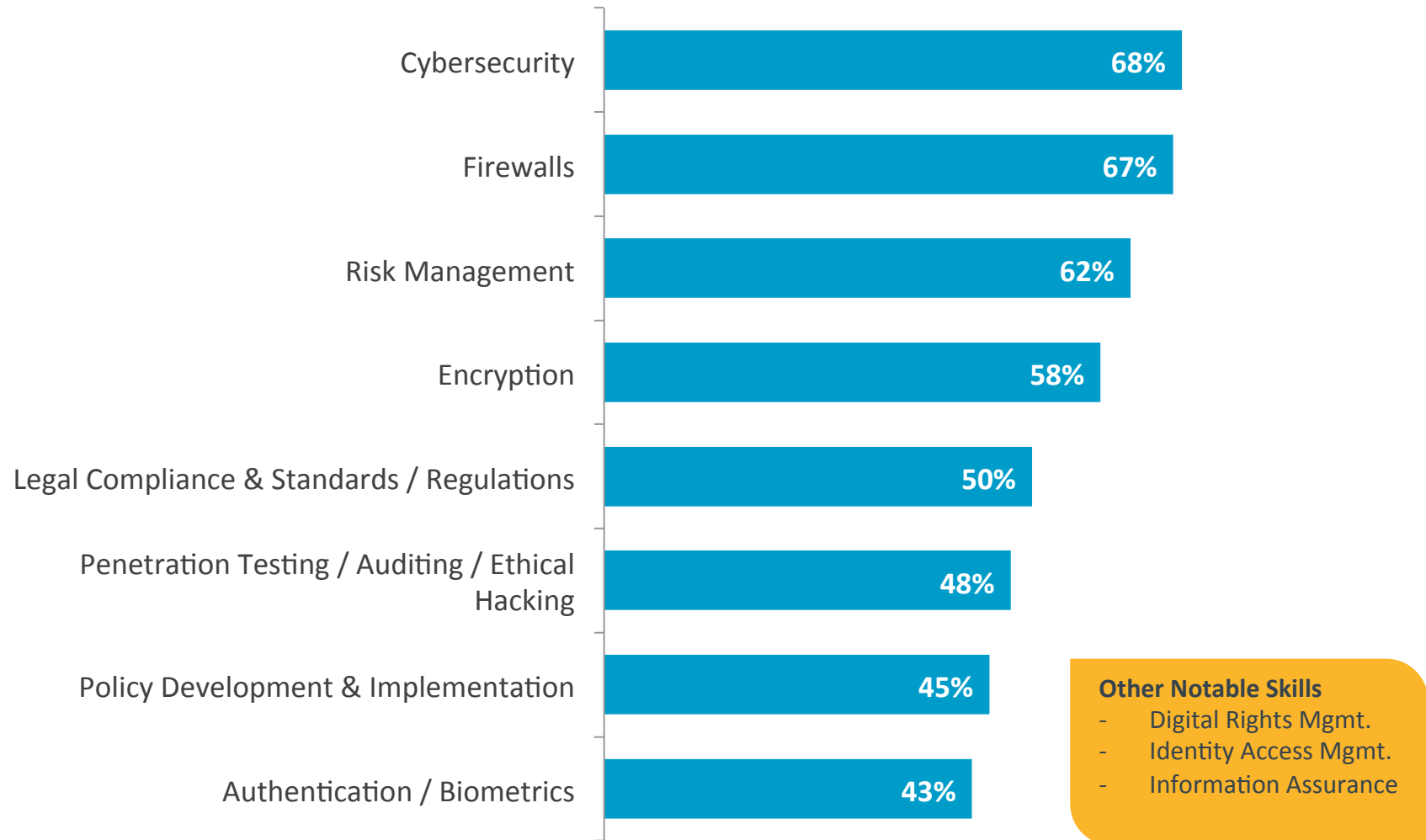
Most important skills to employers when hiring for these related IT positions.



\*Provide technical assistance to computer users.

# IT Skills Rated as Having Greatest Importance: Information Security\*

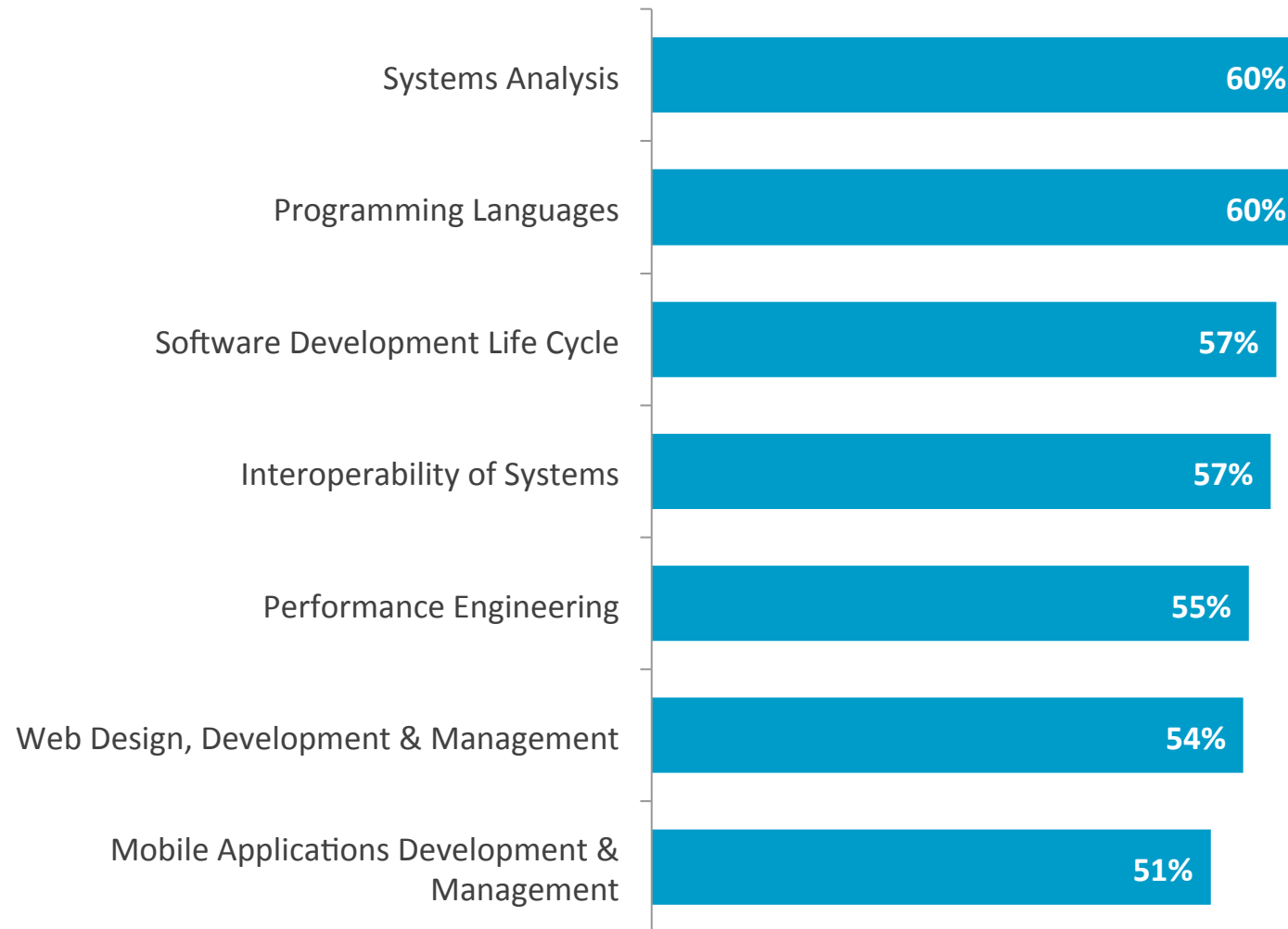
Most important skills to employers when hiring for these related IT positions.



\*Protection of computer networks and information.

# IT Skills Rated as Having Greatest Importance: Programming, Development and Engineering\*

Most important skills to employers when hiring for these related IT positions.

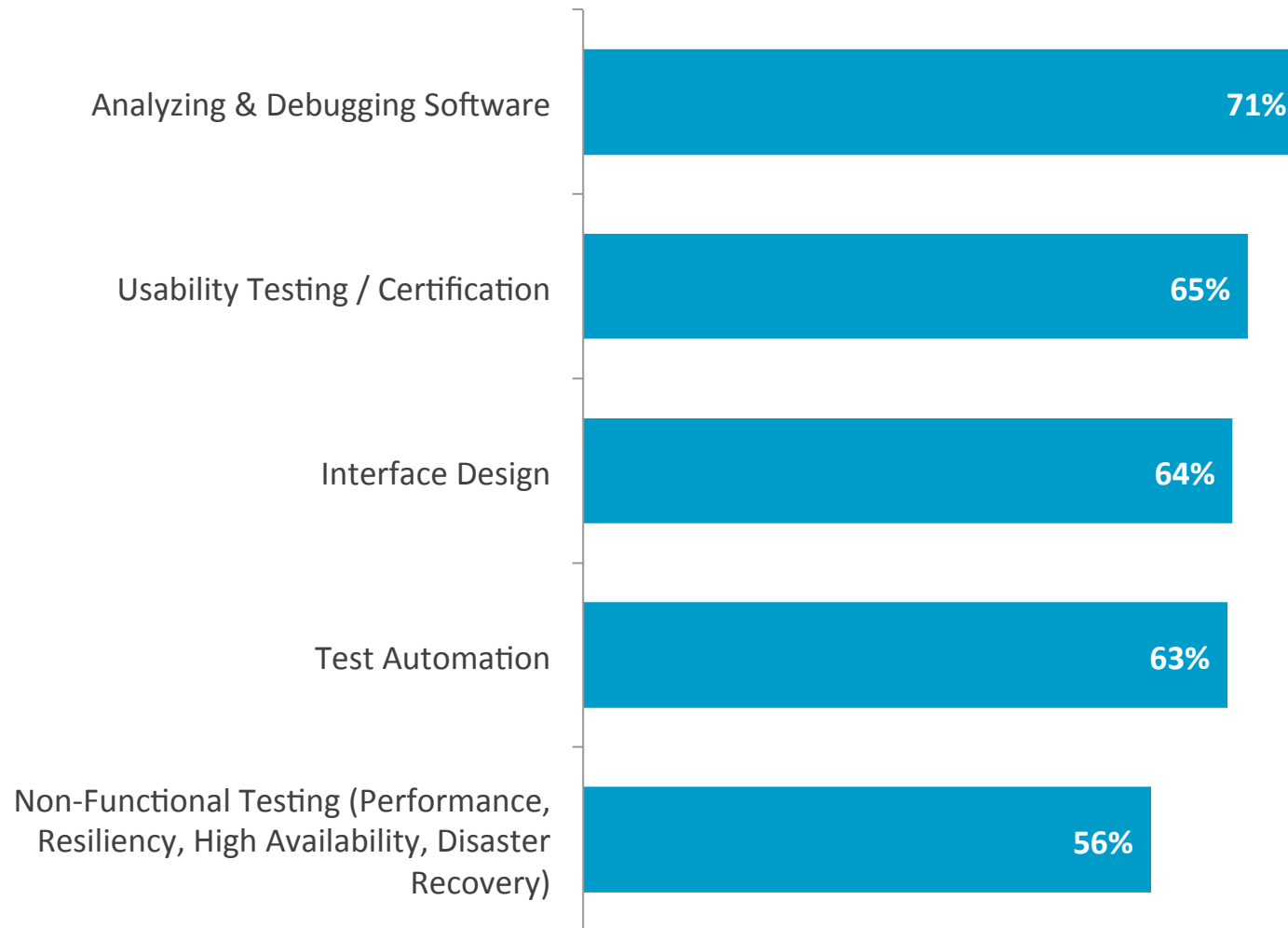


\*Design development, and integration of software, applications, systems and web technologies.



# IT Skills Rated as Having Greatest Importance: Software Testing and Quality Assurance\*

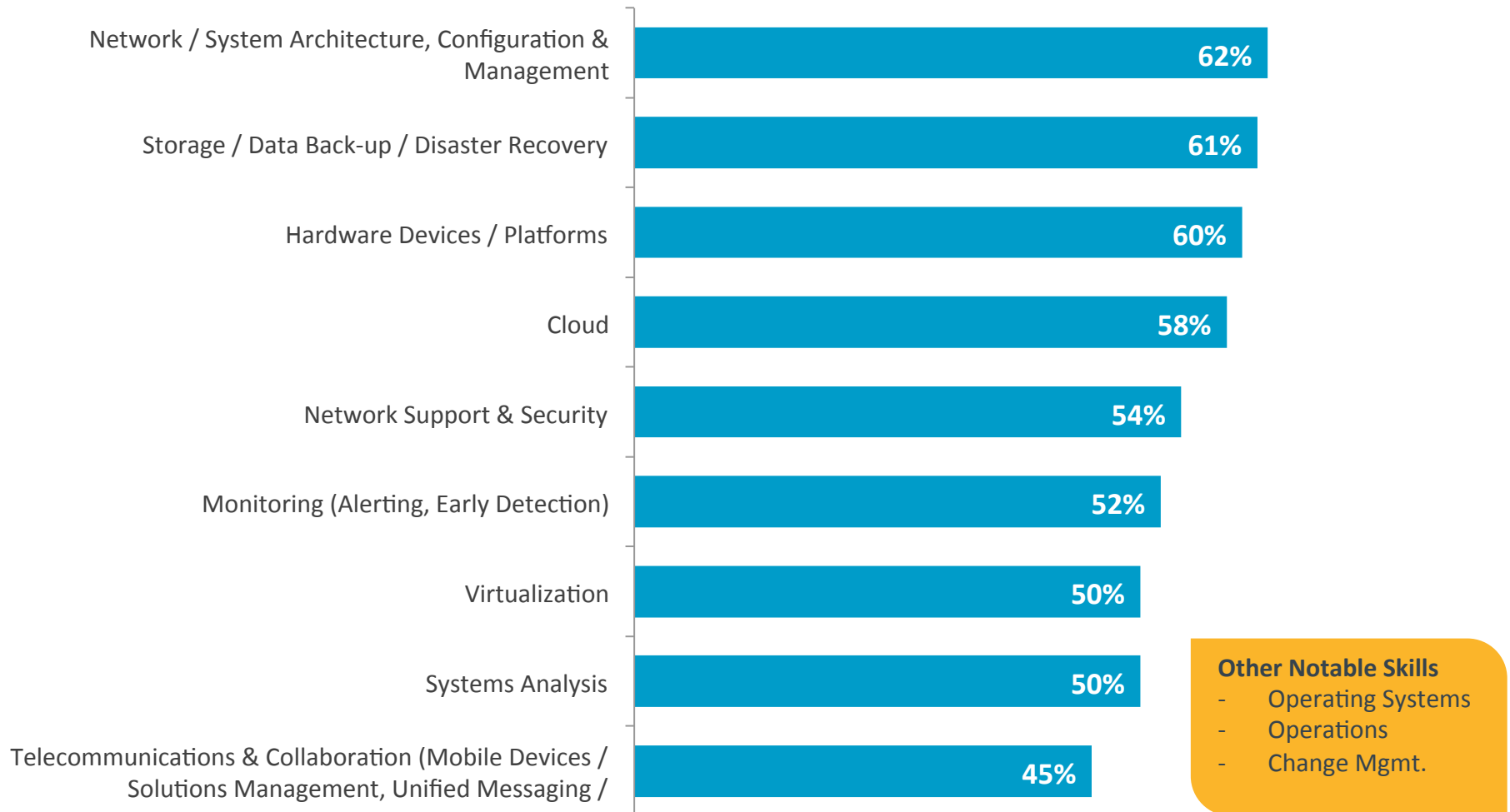
Most important skills to employers when hiring for these related IT positions.



\*Optimization of software usability and identification of software problems and their causes.

# IT Skills Rated as Having Greatest Importance: Infrastructure Administration\*

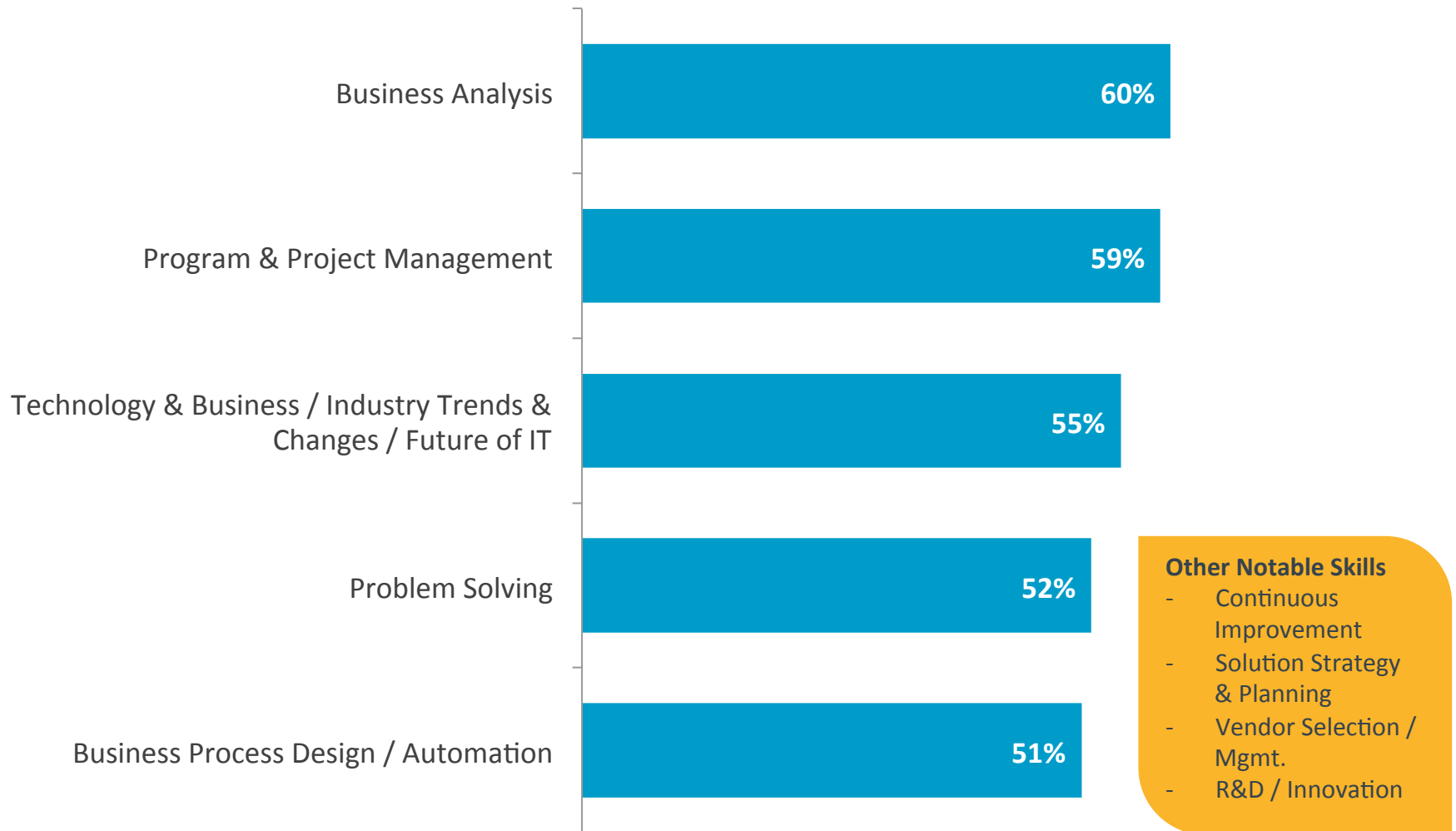
Most important skills to employers when hiring for these related IT positions.



\*Management of computer systems, networks and other data communication systems.

# IT Skills Rated as Having Greatest Importance: Strategic Planning / Business Management\*

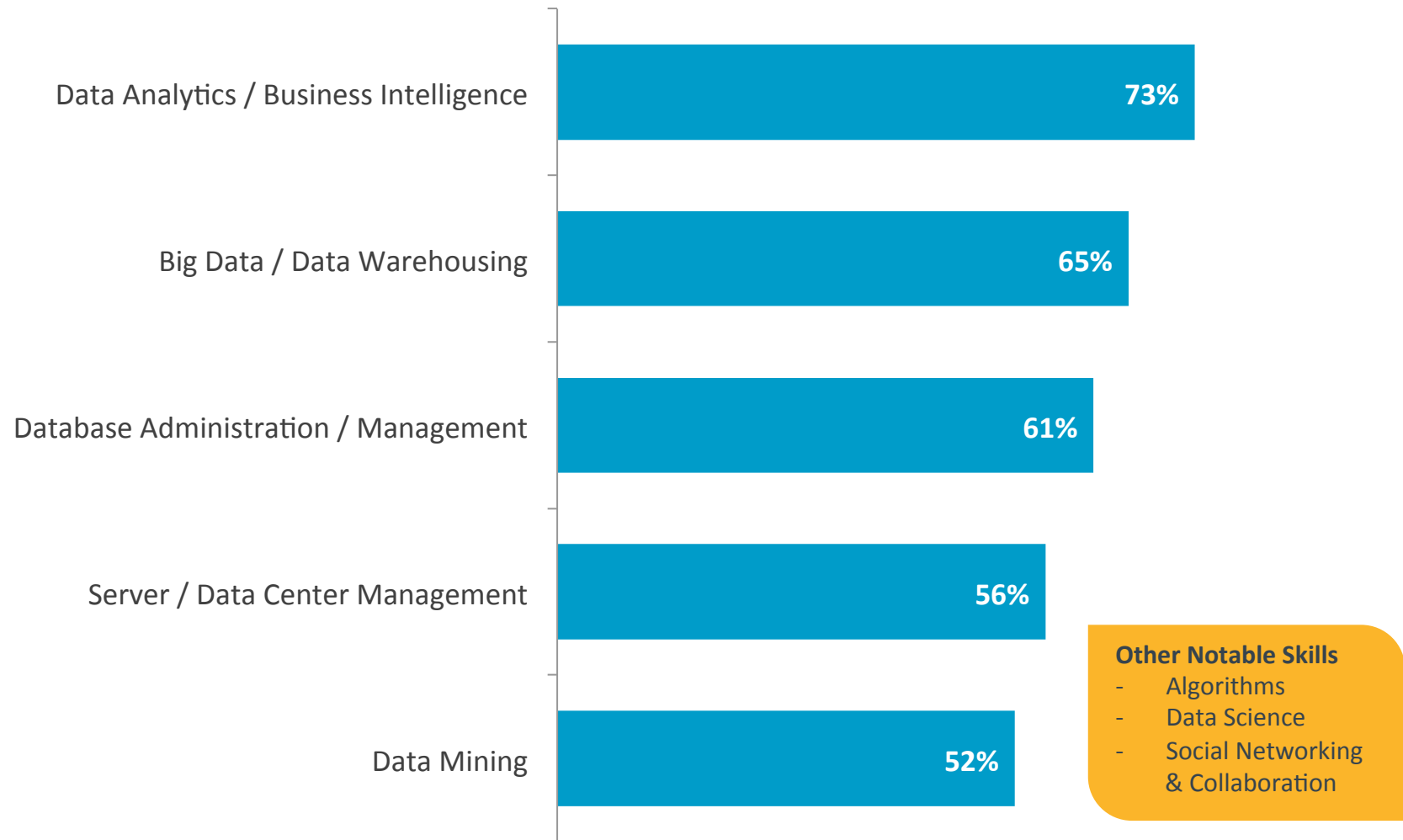
Most important skills to employers when hiring for these related IT positions.



\*Effective and efficient planning, prioritization, and management of IT resources to accomplish business goals.

# IT Skills Rated as Having Greatest Importance: Information Management and Analytics\*

Most important skills to employers when hiring for these related IT positions.



\*Storage, organization, and delivery of data and insights.

# Appendix

# Top Business Priorities

Over the next 12 months



# Respondent Profile

IT hiring managers in the US at organizations that had IT job openings over the past 12 months.

Primary Industry	
Information Technology (IT) services or consulting	32%
Education	20%
Financial/Banking/Insurance	15%
Manufacturing (other than IT related)	12%
Healthcare/Medical	10%
Professional services (other than IT related)	6%
Other IT-related industry (e.g. hardware manufacturer, software vendor, telecom, distributor, retail)	2%
Retail/Wholesale (other than IT related)	2%
Government (federal, state, local)	1%
Other industry (e.g. telecom, software)	3%

Employee Size	
25 – 49	5%
50 – 99	5%
100 – 499	20%
500 – 999	15%
1,000 or more employees	57%

Small (25-99 employees): 9%  
 Medium (100-499): 20%  
 Large (500+): 72%

Job Role	
Executive Management (CEO, President, Managing Director, Owner, etc.)	4%
Senior Management – IT function (CIO, CSO, VP of IT-related function, etc.)	16%
Middle Management – IT function (Director, Manager, Team Leader etc.)	39%
Staff level – IT function	9%
Senior Management – business function (CFO, VP, GM of business function)	4%
Middle Management – business function (Director, Manager, Team Leader etc.)	13%
Staff level – business function	6%
IT or Business Consultant	5%
Trainer / Teacher / Instructor	4%
Other (e.g. HR, Division Chairperson)	2%

IT Involvement (very involved + somewhat involved)	
Hiring or managing IT staff	100%
Setting or influencing technology-related strategies	87%
Installing or managing hardware, software, communications and other technology	74%

# Additional Resources

- CompTIA *Cyberstates 2016: The Definitive State-by-State Analysis of the U.S. Tech Industry*  
<https://www.comptia.org/resources/cyberstates-2016>
- CompTIA *IT Employment Midyear Update 2015*  
<https://www.comptia.org/resources/it-employment-midyear-update-2015>
- CompTIA *IT Career Insights* – US summary <https://comptia.box.com/s/e6r7wudkhxjm5lxrgluaranl5ddeoy4o>
- Additional CompTIA IT workforce-related industry research, for example:
  - *IT Industry Outlook and Quarterly IT Industry Business Confidence Index*
  - *IT Career Insights* (Canada, Middle East, South Africa, UK, US)
  - *Managing the Multigenerational Workforce*
  - *HR Perceptions of IT Training and Certification*
  - *Cyberprovinces*
  - *International Technology Adoption & Workforce Trends*
  - *The Impact of CompTIA Certification*
  - *Building Digital Organizations*
  - *Military Career Path Study: Assessing the role of training and certifications*
  - *Information Security Trends*
- CompTIA premier members, partners & registered users can access research here:
  - CompTIA website <http://www.comptia.org/insight-tools>
  - CompTIA Partner Portal <http://partners.comptia.org/delivery/research.aspx>