



# EVALUATING IT WORKFORCE NEEDS

July 2017

The overarching reach of technology is undeniable. Information technology (IT) permeates nearly everything in our society and economy from waking and sleeping moments, daily and social activities, to work and running businesses. Correspondingly, the size of the tech workforce is massive, and only expected to grow in the foreseeable future. By 2024, 1.8 million tech jobs will need to be filled due to growth and replacements (retirements), according to a CompTIA analysis of EMSI and U.S. Bureau of Labor Statistics occupational data. IT is essential and it's more critical than ever to address the numerous facets of its workforce.

## Looking Ahead

IT is evolving daily. IT professionals recognize the need to keep up with the latest tech trends, are eager to work with the latest technologies, and welcome the opportunity to learn. With so many career options that the IT industry naturally cultivates, it's understandable that just over half of IT pros in CompTIA's *Evaluating IT Workforce Needs* study claim to have a good idea of their desired career path over the next five years (55%). In other words, 45% are at least somewhat unsure. Moreover, they crave more professional development support (53%) and career advancement opportunities as well as career path guidance (48%).

"Beyond the blending of different types of workers, blending may increasingly involve the use of artificial intelligence, bots, virtual assistants, and other types of knowledge based systems."

--See CompTIA's [IT Industry Outlook 2017](#) report.

## Looking Back

Top reasons for initially pursuing or ending up in an IT career include skills/aptitude with technology (64%) and passion/interest in technology (52%). While job opportunities (40%) and high pay/earnings potential (38%) are certainly top drivers for some, tech skills and interest are key driving forces behind seeking a career in IT.

## Present Day

When considering careers to date, one-half of IT pros view their present positions as exactly (14%) or very close (36%) to where they were expecting to be given their skills and experience. Workers in the IT industry are significantly more likely to report being exactly where they expected to be vs. their IT pro counterparts in other industries such as government, military, healthcare/medical, manufacturing, education/training, and financial/banking/insurance.

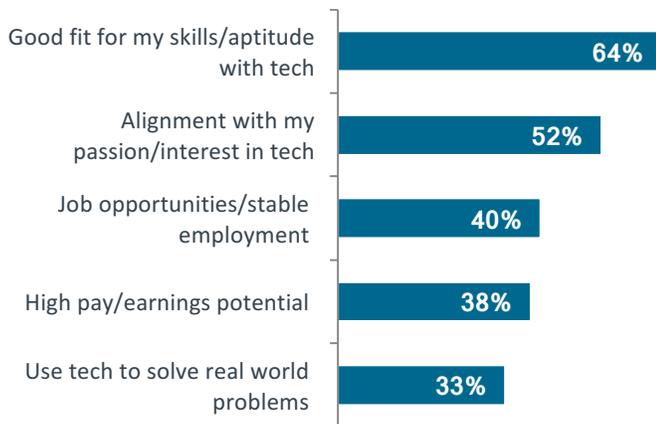
Besides career aspirations, the level of one's job satisfaction is likely the culmination of several factors. Nearly 8 in 10 IT pros now report being very or mostly satisfied with their jobs overall (79% net). Slightly over one-third are very satisfied (34%). There will probably always be room for improvement, however this is notably up from two years ago (73% net and 28% very satisfied in 2015).

Furthermore, nearly three-quarters of IT pros agree that their job provides them with a sense of personal accomplishment (73% net agree). And 71% concur their job makes good use of their talent and skills.

**79% NET Overall Job Satisfaction Among IT Pros**

(34% very + 45% mostly satisfied)

### Top 5 Reasons for Pursuing a Career in IT

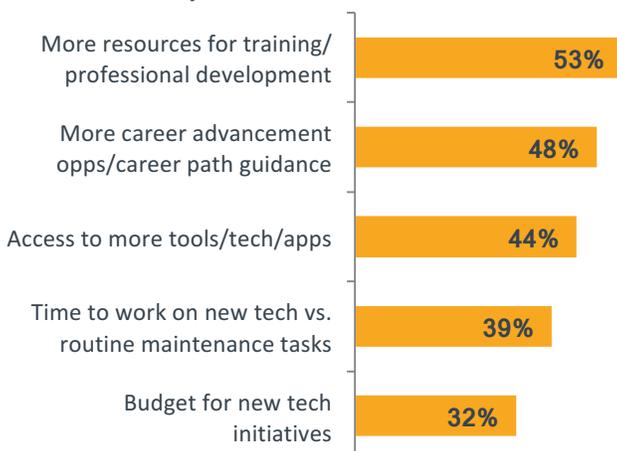


On the other hand, a substantial portion of IT pros disagree that their employer adequately supports their professional development efforts (40% at least partly disagree) or that they have the resources and tools necessary to do their job well (also 40%). These two matters may be quite frustrating for IT pros, especially given their desire for continued learning. Though many organizations may support IT employee training and professional development to some degree, it's simply not enough. (See CompTIA's [Assessing the IT Skills Gap](#) report.)

Likewise, more resources for professional development and career path guidance top the 'wish list' items for IT pros when considering what would be most helpful in allowing them to perform their job more efficiently or effectively. Interrelated, 82% anticipate needing additional training or education. Furthermore, IT pros continue to express interest in working on cutting edge technologies such as hacking/cybersecurity, new hardware or software, cloud, and the Internet of Things (IoT).

Employers are a natural provider of such job and career resources, yet there are numerous other types of groups available to support workers, candidates, and students.

### Top 5 IT Pro Job Wish List Items

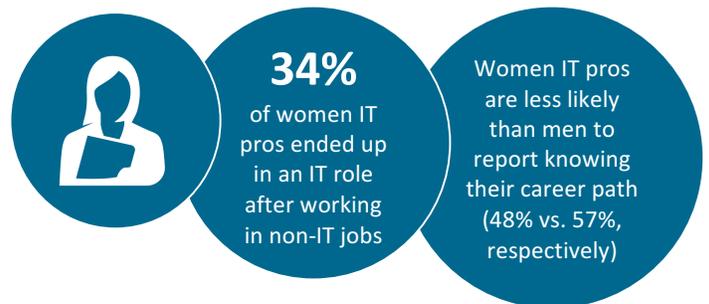


### Top 3 Job Concerns Among IT Professionals

- 1 Lack of resources to do my job effectively
- 2 Skills become obsolete
- 3 Lack of work-life balance

However, just over half of IT pros report being involved in a professional society, trade or alumni association, business or tech group/community (53%). Regardless of participation, the majority believe that involvement in such a group would benefit their IT career (61% definitely + probably; + another 27% maybe). What do IT pros find most valuable about groups? Networking/learning and collaborating with peers (67%), and career guidance/job opportunities and other workforce resources (47%). Interestingly, for those younger than 25 years of age, the opportunity to be a part of something is one of the key group offerings (57%).

There are many possible fields to begin one's career in IT, switch to, or grow in. One other inherent attribute among IT pros is the desire to help others, e.g. working to help others use technology. For some, as described in their "dream job" description, they are driven to help their companies succeed.



### Research Methodology

The quantitative data for this study was collected via an online survey conducted during June 2017. A total of 820 IT professionals in the US participated in the survey, yielding an overall margin of sampling error at 95% of +/- 3.4 percentage points. Sampling error is larger for subgroups of the data.

CompTIA is responsible for all content contained in this brief. 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 research industry's Insights Association and adheres to its internationally respected Code of Standards.

### About CompTIA AITP

CompTIA AITP serves as the go-to resource for individuals seeking to start, grow and advance a career in technology. We see the technology industry as the primary contributor to economic growth and seek to fill the pipeline with next-gen workers, attracting and supporting a large, diverse and skilled talent pool.