EARN UP
POWERED BY JAXUSA

Technology Services

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The Technology Services Sector continues to grow steadily in Northeast Florida. A cross-pollination of IT jobs are represented in all high-growth, high-demand as well as ancillary sectors. The number of graduates in post-secondary programs struggles to keep pace with the ever-increasing demand for talent. Therefore, a multitude of opportunities exist for individuals in corporate IT operations, telecommunications infrastructure, and software development.

With 100+ national or divisional headquarters are located in Jacksonville; the market is ripe for recruiting more senior level talent which can increase the number of computer systems and support roles that will surround the manager or developer on a team and provide excellent opportunities for mentorship.

It pays to continue growing, learning and gaining experience in your career. **For example, a Computer and Information Systems Manager has an entry level salary of $80,400 and an average wage of $136,400.**

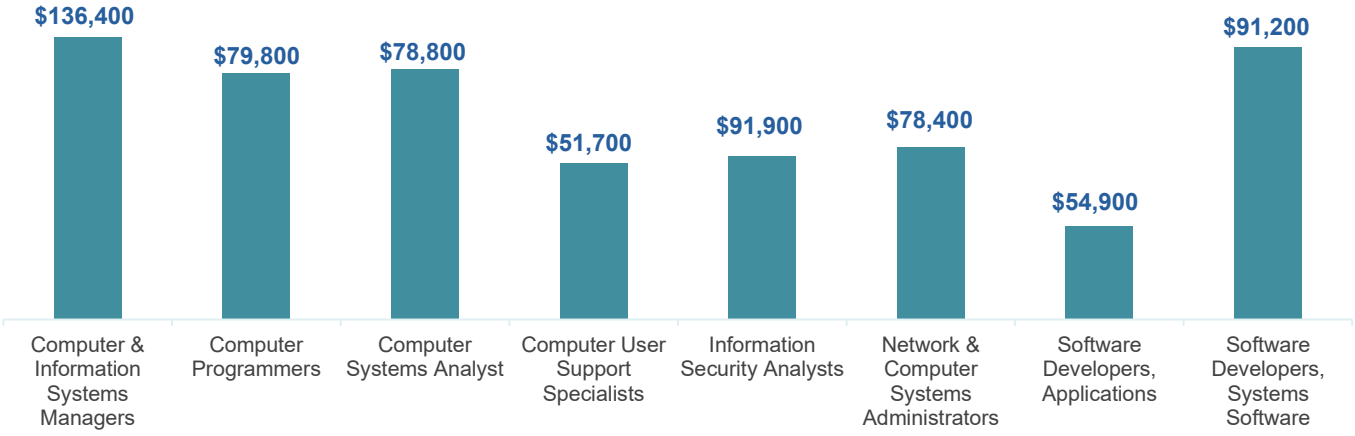
The occupations shown below represent a cross-section of entry-, mid- and executive-level positions within the industry.

FAST FACTS	14,480 EMPLOYED IN THE SECTOR IN THE REGION
$123,429 AVERAGE WAGE PER WORKER IN THE REGION	OUR REGION IS CONNECTED TO 40 COUNTRIES VIA JAX NAP

TOP REGIONAL EMPLOYERS (2022)

Company	Number of Employees
AT&T	2,600
Black Knight Financial Services	1,900
Newfold Digital	2,000
Fanatics	1,700
FIS	1,500

AVERAGE WAGES



Technology Services Pathway

TALENT PIPELINE

31 CTE or related programs ranging from Cybersecurity to Programming

7 Regional colleges & degree or certificate programs with **Technology Services** (or related) concentrations

- Edward Waters University
- Florida State College at Jacksonville
- Jacksonville University
- Keiser University
- St. Johns River State College
- University of North Florida
- Flagler College

Graduate Level

- Information Security, Master of Science (MS)
- Information Technology Leadership, MS
- Technology Management, MBA
- Applied Business Analytics, MS
- Master of Computer & Information Science (MS-CIS)
- Data Analytics

ADVANCED DEGREE

- **Computer & Information Systems Managers** (Avg. Annual Wage: $136,400)

*Experience may substitute for Advanced Degree.

Bachelor Level

- Software Engineering, Bachelor of Science (BS)
- Network Systems & Data Communications, BS
- Management Information Systems, BS (MIS)
- Computer Information Systems, BS
- Information Technology Management, BS
- Computing & Information Sciences, BS Concentrations in: IT, Information Systems, Information Science, Data Science

4-YEAR DEGREE

- **Software Developers, Applications** (Avg. Annual Wage: $54,900)
- **Computer User Support Specialists** ($51,700)
- **Computer Systems Analysts** ($78,800)
- **Software Developers, Systems Software** ($91,200)
- **Computer Programmers** ($79,800)
- **Network & Computer Systems Administrators** ($78,400)

Associate Level

- Network Systems Technology
- Internet Services Technology
- Computer Programming & Analysis
- Computer Systems Networking & Telecommunications
- Information Technology
- Network & Systems Administration/Administrator
- Web Page, Digital Media & Information Resources Design
- IT & Programming
- Computer Graphics

2 YEAR CERTIFICATE; INDUSTRY CERTIFICATIONS

- **Computer User Support Specialists*** (Avg. Annual Wage: $51,700)
- **Network & Computer Systems Administrators*** ($78,400)
- **Computer Programmers** ($79,800)
- **Customer Service Representatives** ($37,200)
- **Sales Representatives, Services** ($64,400)

*Industry-recognized certification(s) required

Entry Point

- High school students enrolled in related CTE academies or curriculum. Earn industry certifications, like CompTIA+, Cisco, Java/Oracle.

HIGH SCHOOL DIPLOMA

Academic Career Planning Awareness & Support, Workforce Advising, Faculty Mentoring
On-the-job Training Hours, Internships, Related Work Experience

DATA PROVIDED BY JOBSEQ 2021 ONET.ORG, BLS.GOV AND SALARY.COM This represents a sampling of programs currently being offered. Curriculum is subject to change.

Regional Employers – Technology Services

ADT Security Services

American Technical Ceramics

AT&T*

Auditmatics

Availity LLC*

Beeline

Black Knight Financial Services*

C2C Solutions

Citizens Property Insurance

Enterprise Integration

Emtec*

Ernst & Young*

Fanatics*

FIS*

Forcura*

Honeywell

Optimum Healthcare IT

Oracle

SmartStream

SS&C Technologies

Newfold Digital*

*JAXUSA Partnership Investor

Technology Services: growth crosses industry boundaries

SmartStream Technologies, a London based financial solutions company opened a Jacksonville office in June 2021. This industry-recognized Fintech company provides smart technology and business support services as well as client onboarding, according to their website smartstream-stp.com. SmartStream has over 2,000 customers in 24 global offices.

Jacksonville is their first Southeastern U.S. office. Most new employees will be hired from within Northeast Florida.

JAXUSA TALENT DEVELOPMENT

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Earn Up is powered by JAXUSA Partnership, the private, nonprofit division of JAX Chamber that is Jacksonville's regional economic development initiative overseeing the efforts of the seven counties of Northeast Florida. Earn Up also works closely with CareerSource Northeast Florida to ensure that employers have the best assistance for any pertinent workforce needs.