

Technology Services

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 for talent. Therefore, a multitude of opportunities exist for individuals in corporate IT Operations telecommunications, infrastructure and software development. Some of the top companies in this industry that are hiring for these roles, such as FIS and ICE, are headquartered right here in the region.

With 150+ national or divisional headquarters 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. This industry also has multiple opportunities for career and wage growth. For example, the average wage for a software developer is \$118,800 which is demonstrating a 3.5% annual growth.

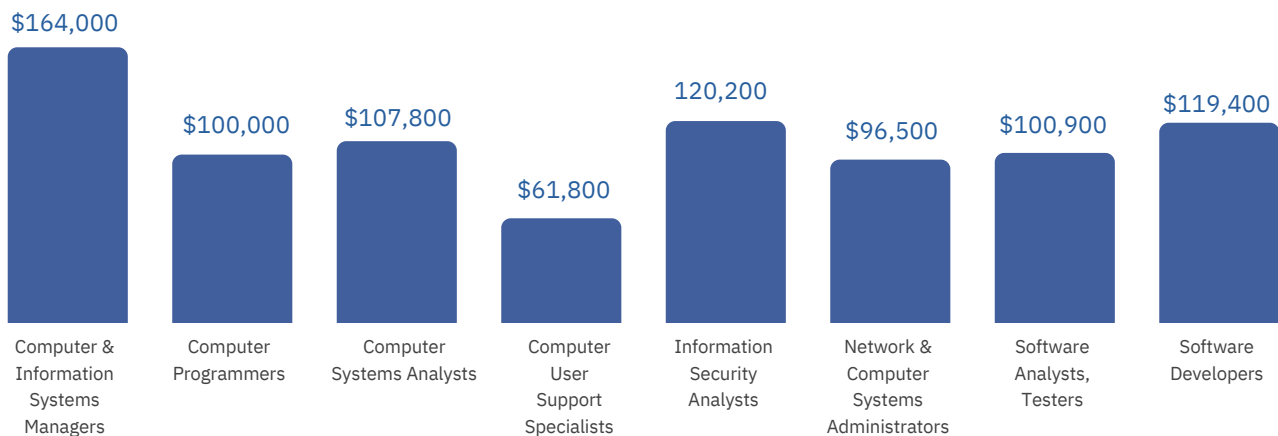
The occupations shown on the chart below represent a cross-section of entry-, mid- and executive-level positions within the industry.

FAST FACTS	29,933 EMPLOYED IN THE SECTOR IN THE REGION
OUR REGION IS CONNECTED TO 40 COUNTRIES VIA JAX NAP	\$123,429 AVERAGE WAGE PER WORKER

TOP INDUSTRY EMPLOYERS (2024)

Company	Number of Employees
AT&T	2,600
Fanatics	1,700
ICE	1,566
FIS	1,500
Availity	350

AVERAGE WAGES



Technology Services Pathway

TALENT PIPELINE

26

Districts with CTE Programs teaching AI, Cyber, Integrated Info Tech, Computer Science

8

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
- First Coast Technical College

Graduate and Doctoral 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
- PHD in Computing

ADVANCED DEGREE

- **Computer & Information Systems Managers** (Avg. Annual Wage: \$164,000)

**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**, (Avg. Annual Wage: \$119,400)
- **Computer User Support Specialists** (\$61,800)
- **Computer Systems Analysts** (\$107,800)
- **Software Developers** (\$119,400)
- **Computer Programmers** (\$100,000)
- **Network & Computer Systems Administrators** (\$96,500)

Associate Level/Certificate

- 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
- Applied Cybersecurity

2 YEAR DEGREES AND INDUSTRY CERTIFICATIONS

- **Computer User Support Specialists*** (Avg. Annual Wage: \$61,800)
- **Network & Computer Systems Administrators*** (\$96,500)
- **Computer Programmers** (\$100,000)
- **Customer Service Representatives** (\$43,600)
- **Sales Representatives, Services** (\$75,500)

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

Regional Employers Technology Services



ADT Security Services	Black Knight Financial	Fanatics	Newfold Digital*
Amazon*	Services	Forcura	Oracle
American Technical	Bridgenext*	Honeywell Optimum	SBA Edge*
AT&T*	C2C Solutions	Healthcare IT	SmartStream
Auditmacs	Citizens Property	Insurance Enterprise	SS&C Technologies
Availity LLC*	Coastal Cloud*	Integration	The Scarlett Group
Beeline	Dun & Bradstreet*	Jacksonville Electric	
	Ernst & Young	Authority*	

**JAXUSA Partnership Investor/ +JAX Chamber Investor*

Technology Services: Jacksonville is a fintech city to watch closely

Adding to Jacksonville’s moniker as the fintech capital of the Southeastern United States, Sweden-based Medius, a leading provider of accounts payable (AP) automation, opened its Jacksonville office in 2023.

The office will serve as the organization’s new U.S. headquarters, which relocated from New York City. The new headquarters represent a larger commitment to the Jacksonville community, as it emerges as one of the country’s hottest spots for fintech growth.

The new office location will be a home base for more than 100 employees, creating 15 new and local jobs across finance and sales teams.



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 or any pertinent workforce needs.

