NCWorks Certified Career Pathways – Information Technology Career Pathway

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Mountain Area Workforce Development Board is launching a new career pathway in information technology to address current and future employment concerns and training needs. The workforce development board serves in the four counties of Buncombe, Henderson, Madison, and Transylvania.

Mountain Area Workforce Development Boards' local economy is growing in all sectors: manufacturing, healthcare, hospitality and tourism, information technology and construction and skilled trades. The area has seen a significant recovery and growth in the past year with more job postings than available workers. The current unemployment rate for the local area is 3.2%, which is below the state and national level. The area currently has 12,942 job postings and approximately 7,000 individuals in the labor pool who are unemployed.

Data indicates the greatest need at the entry level is computer user support specialists which is the initial area of focus for the pathway implementation. LEAD's 2020 data projected 840 desk support jobs will be added by 2023 and 2800 jobs by 2028. In addition, data predicts there will be approximately 23,000 IT jobs by 2028 in North Carolina. The demand for software developers, information security analysts, computer systems analysts, research scientists, and user support specialists will only increase as commerce is driven and supported by technology. The primary career ladder is in customer support. Help Desk Support Specialists are in high demand, not only in IT companies but in all sectors.

Mountain Area's workforce region was recognized by LinkedIn data analysts to have the 7th largest growing technology sector in the nation. To capitalize on that momentum, it is imperative that a workforce strategy in IT be deployed. The board will financially support IT employability skills, training with federal and non-federal funding, foster collaboration among workforce partners, and continue to develop partnerships between public and private sectors. Their goals will include reinforcing IT employability skills for job seekers and incumbent workers and fostering collaboration and partnerships between the public and private sectors to ensure a job-ready pipeline for technology-aligned employers.

Mountain Area's IT Career Pathway is a sector strategy for workforce development. It will create a vibrant and dynamic IT ecosystem in western North Carolina that will deliver lasting benefits along with their already successfully developed career pathways in manufacturing, healthcare, hospitality, and tourism and energy.