

| Community College   | Program Name                   | Occupation Description <sup>2</sup>  | Job Outlook <sup>1</sup>                        |   |                                      |
|---------------------|--------------------------------|--|---|---|--------------------------------------|
|                     |                                |  | Current Number of People Employed in Profession | Average Number of Job Openings per Year | Median Hourly Wage 2005 <sup>3</sup> |
| <u>Northwestern</u> | Information Technology         | <u>Computer Technical Support</u><br>(Help Desk Representative) Provide technical assistance to computer system users. Answer questions or resolve computer problems for clients in person, via telephone or from remote location. May provide assistance concerning the use of computer hardware and software, including printing, installation, word processing, electronic mail, and operating systems. Exclude "Network and Computer Systems Administrators" (15-1071). Illustrative Examples: Customer Support Analyst; Help Desk Technician; Work Station Support Specialist | 14208   | 264                                     | \$19.15                              |
|                     | Early Childhood Development    | <u>Child Care Workers</u><br>(Bus Monitor) Attend to children at schools, businesses, private households, and child care institutions. Perform a variety of tasks, such as dressing, feeding, bathing, and overseeing play. Exclude "Preschool Teachers" (25-2011) and "Teacher Assistants" (25-9041). Illustrative Examples: Baby Sitter; Governess; Nanny  | 36511   | 1501                                    | \$9.09                               |
|                     | MARITIME-ENGINE / Deck OFFICER | <u>Captains, Mates, and Pilots of Water Vessels</u><br><br>Command or supervise operations of ships and water vessels, such as tugboats and ferryboats, that travel into and out of harbors, estuaries, straits, and sounds and on rivers, lakes, bays, and oceans. Required to hold license issued by U.S. Coast Guard. Exclude "Motorboat Operators" (53-5022). Illustrative Examples: Barge Captain; Deck Officer; Tugboat Operator   | 243   | 7                                       | \$27.02                              |

**Business Administration  
Applications**

Executive Secretaries and Administrative Assistants

Provide high-level administrative support by conducting research, preparing statistical reports, handling information requests, and performing clerical functions such as preparing correspondence, receiving visitors, arranging conference calls, and scheduling meetings. May also train and supervise lower-level clerical staff. Exclude "Secretaries" (43-6012 through 43-6014). Illustrative Example: Administrative Aide

39448

694

\$18.08

Secretaries, Except Legal, Medical, and Executive

Perform routine clerical and administrative functions such as drafting correspondence, scheduling appointments, organizing and maintaining paper and electronic files, or providing information to callers. Exclude legal, medical, or executive secretaries and administrative assistants (43-6011 through 43-6013). Illustrative Examples: Personal Secretary; Office Secretary; Receptionist Secretary

60082

1046

\$13.64

Customer Service

Interact with customers to provide information in response to inquiries about products and services and to handle and resolve complaints. Exclude individuals whose duties are primarily sales or repair. Illustrative Examples: Complaint Adjuster; Passenger Relations Representative; Telephone Service Adviser

62146

1802

\$14.28

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**Office Specialist**

Executive Secretaries and Administrative Assistants

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39448

694

\$18.08

|  |   |       |      |         |
|--|---|-------|------|---------|
|  | <u>Secretaries, Except Legal, Medical, and Executive</u><br>Perform routine clerical and administrative functions such as drafting correspondence, scheduling appointments, organizing and maintaining paper and electronic files, or providing information to callers. Exclude legal, medical, or executive secretaries and administrative assistants (43-6011 through 43-6013). Illustrative Examples: Personal Secretary; Office Secretary; Receptionist Secretary   | 60082 | 1046 | \$13.64 |
| <b>Administrative Support Specialist</b> | <u>Executive Secretaries and Administrative Assistants</u><br><br>Provide high-level administrative support by conducting research, preparing statistical reports, handling information requests, and performing clerical functions such as preparing correspondence, receiving visitors, arranging conference calls, and scheduling meetings. May also train and supervise lower-level clerical staff. Exclude "Secretaries" (43-6012 through 43-6014). Illustrative Example: Administrative Aide<br><br><u>Secretaries, Except Legal, Medical, and Executive</u><br><br>Perform routine clerical and administrative functions such as drafting correspondence, scheduling appointments, organizing and maintaining paper and electronic files, or providing information to callers. Exclude legal, medical, or executive secretaries and administrative assistants (43-6011 through 43-6013). Illustrative Examples: Personal Secretary; Office Secretary; Receptionist Secretary | 39448 | 694  | \$18.08 |
|  |   | 60082 | 1046 | \$13.64 |

**Computer Information Systems**Computer Systems Analysts

16201

315

\$33.66

Analyze science, engineering, business, and all other data processing problems for application to electronic data processing systems. Analyze user requirements, procedures, and problems to automate or improve existing systems and review computer system capabilities, workflow, and scheduling limitations. May analyze or recommend commercially available software. Exclude persons working primarily as "Engineers" (17-2011 through 17-2199), "Mathematicians" (15-2021), or "Scientists" (19-1011 through 19-3099). May supervise computer programmers. Illustrative Examples: Health Systems Computer Analyst; Data Processing Systems Project Planner; Information Systems Consultant

1. The average wages and demand for the listed occupations are estimates and will vary by industry, geography, and a candidates skills and experience.
2. The occupations listed are not intended to be all inclusive but are meant to represent a sampling of the fields that the short term training programs would prepare an individual to enter. Individual employers may require, at their discretion, additional training, experience or skills as a requirement for employment.
3. Median hourly wage represents the rate of pay per hour at which half of those working in the profession made more than the amount noted and half made less in calendar year 2005. It is not the average pay per hour.

*For information on admittance or career counseling, please contact the community college's Admissions Office or Student Services Office.*