Career Pathway Map: Computer Support

Statewide

Information contained in this career pathways map encompasses the entire state of Pennsylvania. The information contains projections of anticipated openings, entry level salary, and job growth. Actual career pathways may look different depending on the individual and the local area job market.

Career Pathways programs provide:

- -workplace skills instruction
- -GED® Tests preparation
- -academic skills specific to the industry
- -entrance exam preparation
- -postsecondary transition preparation
- -English language skills instruction
- -goal setting/case management support
- -provide employability/soft skills instruction

Postsecondary education and training available through:

Local Career and Technology Centers

Local Business Schools

Local Technical Schools

Local Community Colleges

Local Universities

Computer Systems Analysts

SOC Code 15-1121

Entry Level Salary \$55,542

Projected Annual Openings 929

Usually requires technical training, on the job experience, or an Associate's degree

Network and Computer Systems Administrator

SOC Code 15-1121

Entry Level Salary \$51,542

Projected Annual Openings 530

Usually requires technical training, on the job experience, or an Associate's degree

Database Administrators

SOC Code 15-1141

Entry Level Salary \$50,861

Projected Annual Openings 113

Usually requires technical training, on the job experience, or an Associate's degree

Computer User Support Specialist

SOC Code 15-1150

Entry Level Salary \$25,354

Projected Annual Openings 744

Usually requires High School Diploma/Commonwealth Secondary School Diploma/GED®

Computer Support Career Pathway

(Hardy, Institute for the Study of Adult Literacy, 2013)

Sources or information:

Pennsylvania Department of Labor & Industry, Center for Workforce Information and Analysis. (2013). Labor Market Information System. Retrieved from https://joaworfsstats.geosolinc.com

1. U.S. Department of Labor, Employment and Training Administration. (2013). O'Net Online. Retrieved from: http://www.onetonfline.org

Career Pathway Map: Customer Service

Statewide

Information contained in this career pathways map encompasses the state of Pennsylvania. The information contains projections of anticipated openings and entry level salary. Actual career pathways may look different depending on the individual and the local area job market.

Career Pathways programs provide:

- -workplace skills instruction
- -GED® Tests preparation
- -academic skills specific to the industry
- -entrance exam preparation
- -postsecondary transition preparation
- -English language skills instruction
- -goal setting/case management support
- -provide employability/soft skills instruction

Postsecondary education and training available through:

Local Career and Technology Centers

Local Business Schools

Local Technical Schools

Local Community Colleges

Local Universities

General and Operations Managers

SOC Code 11-1021

Entry Level Salary \$55,810

Projected Annual Openings 967

Usually requires technical training, on the job experience, or an Associate's degree

Cost Estimators

SOC Code 13-1051

Entry Level Salary \$39,050

Projected Annual Openings 304

Usually requires technical training, on the job experience, or an Associate's degree; Some require Bachelor's degree

Customer Service Representatives

SOC Code 43-4051

Entry Level Salary \$22,520

Projected Annual Openings 3,949

Usually requires High School Diploma/Commonwealth Secondary School Diploma/GED®

Customer Service Career Pathway

(Hardy, Institute for the Study of Adult Literacy, 2013)

Sources of Information

Pennsylvania Department of Labor & Industry, Center for Workforce Information and Analysis. (2013). Labor Market Information System. Retrieved fromhttps://paworkstats.geosolinc.com - U.S. Department of Labor, Employment and Training Administration. (2013). O'Net Online. Retrieved from: http://www.onetonline.org

Career Pathway Map: Office Workers

Statewide

Information contained in this career pathways map encompasses the entire state of Pennsylvania. The information contains projections of anticipated openings, entry level salary, and job growth. Actual career pathways may look different depending on the individual and the local area job market.

Career Pathways programs provide:

- -workplace skills instruction
- -GED® Tests preparation
- -academic skills specific to the industry
- -entrance exam preparation
- -postsecondary transition preparation
- -English language skills instruction
- -goal setting/case management support
- -provide employability/soft skills instruction

Postsecondary education and training available through:

Local Career and Technology Centers

Local Business Schools

Local Technical Schools

Local Community Colleges

Local Universities

Supervisors of Office and Administrative Support Workers

SOC Code 43-1011

Entry Level Salary \$34,630

Projected Annual Openings 1,069

Usually requires technical training, on the job experience, or an Associate's degree

Executive Secretaries and Administrative Assistants

SOC Code 43-6011

Entry Level Salary \$33,560

Projected Annual Openings 776

Usually requires technical training, on the job experience, or an Associate's degree

Secretaries and Administrative Assistants

SOC Code 43-6014

Entry Level Salary \$22,160

Projected Annual Openings 1,498

Usually requires technical training, on the job experience, or an Associate's degree

Office Clerks

SOC Code 43-9061

Entry Level Salary \$19,200

Projected Annual Openings 3,261

Usually requires High School Diploma/Commonwealth Secondary School Diploma/GED®

Office Workers Career Pathway

(Hardy, Institute for the Study of Adult Literacy, 2013)

Sources of Information:
-Pennsylvania Department of Labor & Industry, Center for Worldorce Information and Analysis. (2013). Labor Market Information System. Retrieved fromhttps://paworkstats.geosolinc.com
-U.S. Department of Labor, Employment and Training Administration. (2013). O"Net Online. Retrieved from: http://www.onetonline.org

Career Pathway Map: Computer Programmers

Statewide

Information contained in this career pathways map encompasses the entire state of Pennsylvania. The information contains projections of anticipated openings, entry level salary, and job growth. Actual career pathways may look different depending on the individual and the local area job market.

Career Pathways programs provide:

- -workplace skills instruction
- -GED® Tests preparation
- -academic skills specific to the industry
- -entrance exam preparation
- -postsecondary transition preparation
- -English language skills instruction
- -goal setting/case management support
- -provide employability/soft skills instruction

Postsecondary education and training available through:

Local Career and Technology Centers

Local Business Schools

Local Technical Schools

Local Community Colleges

Local Universities

Computer and Information Systems Managers

SOC Code 11-3021

Entry Level Salary \$77,370

Projected Annual Openings 184

Usually requires technical training, on the job experience, or an Associate's degree

Most of these occupations require a four-year Bachelor's degree

Software Developers, Systems Software

SOC Code 15-1133

Entry Level Salary \$62,515

Projected Annual Openings 293

Usually requires technical training, on the job experience, or an Associate's degree

Most of these occupations require a four-year Bachelor's degree

Software Developers, Applications Systems

SOC Code 15-1132

Entry Level Salary \$59,040

Projected Annual Openings 530

Usually requires technical training, on the job experience, or an Associate's degree

Some require a four-year Bachelor's degree

Computer Programmers

SOC Code 15-1131

Entry Level Salary \$54,183

Projected Annual Openings 422

Usually requires technical training, on the job experience, or an Associate's degree

Web Developers

SOC Code 15-1134

Entry Level Salary \$51,075

Projected Annual Openings 146

Usually requires technical training, on the job experience, or an Associate's degree

Computer Programmers Career Pathway

(Hardy, Institute for the Study of Adult Literacy, 2013)

Pennsylvania Department of Labor & Industry, Center for Worldorce Information and Analysis. (2013). Labor Market Information System. Retrieved from https://paworfstais.geospilic.com 1.05. Department of Labor, Employment and Training Administration. (2013). O'Net Online. Retrieved from:

Career Pathway Map: Sales

Statewide

Information contained in this career pathways map encompasses the entire state of Pennsylvania. The information contains projections of anticipated openings, entry level salary, and job growth. Actual career pathways may look different depending on the individual and the local area job market.

Career Pathways programs provide:

- -workplace skills instruction
- -GED® Tests preparation
- -academic skills specific to the industry
- -entrance exam preparation
- -postsecondary transition preparation
- -English language skills instruction
- -goal setting/case management support
- -provide employability/soft skills instruction

Postsecondary education and training available through:

Local Career and Technology Centers

Local Business Schools

Local Technical Schools

Local Community Colleges

Local Universities

Sales Managers

SOC Code 11-2022

Entry Level Salary \$61,060

Projected Annual Openings 228

Most require Bachelor's degree

Sales Representatives, Wholesale and Manufacturing

SOC Code 41-4012

Entry Level Salary \$35,610

Projected Annual Openings 2,007

Some require Bachelor's degree

Order Fillers, Wholesale and Retail Sales

SOC Code 43-5081

Entry Level Salary \$16,990

Projected Annual Openings 1,704

Usually requires High School Diploma/Commonwealth Secondary School Diploma/GED®

Customer Service Representatives

SOC Code 43-4051

Entry Level Salary \$22,520

Projected Annual Openings 3,949

Usually requires High School Diploma/Commonwealth Secondary School Diploma/GED®

Sales **Career Pathway** (Hardy, Institute for the Study of Adult Literacy, 2013)

Sources of Information:
-Pennsylvania Department of Labor & Industry, Center for Workforce Information and Analysis. (2013). Labor Market Information System. Retrieved fromhttps://paworkstats.geosolinc.com
-U.S. Department of Labor, Employment and Training Administration. (2013). O'Net Online. Retrieved from: http://www.norstonline.org