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 high school diploma/associate's degree

Network and Computer Systems Administrator
SOC Code 15-1121
Entry Level Salary $51,542
Projected Annual Openings 530

Usually requires high school diploma/associate's degree

Database Administrators
SOC Code 15-1141
Entry Level Salary $50,861
Projected Annual Openings 113

Usually requires high school diploma/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®

Sources of Information:

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

Customer Service Representatives
SOC Code 43-4051
Entry Level Salary $22,520
Projected Annual Openings 3,949

General and Operations Managers
SOC Code 11-1021
Entry Level Salary $55,810
Projected Annual Openings 967

Cost Estimators
SOC Code 13-1051
Entry Level Salary $39,050
Projected Annual Openings 304

Postsecondary education and training available through:
Usually requires technical training, on the job experience, or an Associate's degree

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


Sources of Information:

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

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**Supervisors of Office and Administrative Support Workers**
SOC Code 43-1011
Entry Level Salary $34,630
Projected Annual Openings 1,069

**Executive Secretaries and Administrative Assistants**
SOC Code 43-6011
Entry Level Salary $33,560
Projected Annual Openings 776

**Secretaries and Administrative Assistants**
SOC Code 43-6014
Entry Level Salary $22,160
Projected Annual Openings 1,498

**Office Clerks**
SOC Code 43-9061
Entry Level Salary $19,200
Projected Annual Openings 3,261

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

**Sources of Information:**
**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.

<table>
<thead>
<tr>
<th>Career Pathway</th>
<th>SOC Code</th>
<th>Entry Level Salary</th>
<th>Projected Annual Openings</th>
</tr>
</thead>
<tbody>
<tr>
<td>Computer Programmers</td>
<td>15-1131</td>
<td>$54,183</td>
<td>422</td>
</tr>
<tr>
<td>Web Developers</td>
<td>15-1134</td>
<td>$51,075</td>
<td>146</td>
</tr>
<tr>
<td>Software Developers, Applications Systems</td>
<td>15-1132</td>
<td>$59,040</td>
<td>530</td>
</tr>
<tr>
<td>Software Developers, Systems Software</td>
<td>15-1133</td>
<td>$62,515</td>
<td>293</td>
</tr>
<tr>
<td>Computer and Information Systems Managers</td>
<td>11-3021</td>
<td>$77,370</td>
<td>184</td>
</tr>
</tbody>
</table>

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

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Software Developers, Systems Software

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Software Developers, Applications Systems

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Computer Programmers

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<td>$51,075</td>
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</tbody>
</table>

**Sources of Information:**
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

Sales Representatives, Wholesale and Manufacturing
SOC Code 41-4012
Entry Level Salary $35,610
Projected Annual Openings 2,007

Order Fillers, Wholesale and Retail Sales
SOC Code 43-5081
Entry Level Salary $16,990
Projected Annual Openings 1,704

Customer Service Representatives
SOC Code 43-4051
Entry Level Salary $22,520
Projected Annual Openings 3,949

Sources of Information:

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