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

<table>
<thead>
<tr>
<th>Profession</th>
<th>SOC Code</th>
<th>Entry Level Salary</th>
<th>Projected Annual Openings</th>
</tr>
</thead>
<tbody>
<tr>
<td>Computer Systems Analysts</td>
<td>15-1121</td>
<td>$55,542</td>
<td>929</td>
</tr>
<tr>
<td>Network and Computer Systems Administrator</td>
<td>15-1121</td>
<td>$51,542</td>
<td>530</td>
</tr>
<tr>
<td>Database Administrators</td>
<td>15-1141</td>
<td>$50,861</td>
<td>113</td>
</tr>
<tr>
<td>Computer User Support Specialist</td>
<td>15-1150</td>
<td>$25,354</td>
<td>744</td>
</tr>
</tbody>
</table>

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

Sources of Information:

Network and Computer Systems Administrator

Database Administrators

Computer User Support Specialist

Computer Support Career Pathway
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

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

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

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 Pathway 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

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

(Usually requires technical training, on the job experience, or an Associate’s degree)

Sources of Information:

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

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<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>Software Developers, Applications Systems</td>
<td>15-1132</td>
<td>$59,040</td>
<td>530</td>
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<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>
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<tr>
<td>Web Developers</td>
<td>15-1134</td>
<td>$51,075</td>
<td>146</td>
</tr>
</tbody>
</table>

**Sources of Information:**

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


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


Sources of Information:

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