



Career Snapshots!



"A newsletter detailing what a particular career is about!"



Bronx Community College Career Development Office

Office Administration and Technology Field

Special points of interest:

- Students can use [Choices Planner](#) and [CareerZone](#) to further explore this field and research other ones
- Students have access to a [Career Resource Library](#) to further research this field as well. A variety of resources on print, DVD, and video are available to help students target an array of career development issues
- [The Cooperative Work Experience Program](#) is an excellent way to gain valuable work experience, skills, and exposure, in a field of interest, prior to graduation. Some opportunities are paid and can be performed for course credit.
- For more information, please come to the office in Loew Hall room 319/328 today!

Career Focus: *Administrative Service Managers*

Administrative Service Managers plan, direct, or coordinate the support services of a particular organization such as the recordkeeping, mail distribution, telephone operator/receptionist, and other support services. They may also oversee the planning for the facilities and maintenance and custodial operations.

An administrative service managers typical, daily duties include coordinating the activities of clerical and administrative personnel, preparing and reviewing occupational reports and schedules to ensure they are accurate and efficient, formulating budgetary reports, hiring and terminating clerical and administrative personnel (as needed), and conducting classes to teach procedures to staff.

Some skills people looking to go into this profession should have are social perceptiveness (being aware of others' reactions and understanding why they react the way they do), time management (managing one's own time and the time of others), reading comprehension (being able to understand written sentences and paragraphs in work related documents), coordination (being able to adjust one's actions in relation to other's actions), service orientation (actively looking for ways to help people), active listening (being able to give full attention to what other people are saying, taking time to understand the points being made, and asking questions as appropriate without interrupting what another person is saying), and active learning (being able to understand the implications of having new information for both present and future problem-solving and decision-making).

People interested in going into this career should have a considerable amount of education completed. Most of these occupations require a bachelor's degree (four-year college degree), but some do not. Employees in these occupations usually need several years of work-related experience, on-the-job training, and/or vocational training.

They should also be knowledgeable in clerical, administrative management, and customer and personnel services. In addition, they should be knowledgeable of personnel and human resources, the English language, and mathematics.

In terms of long-term employment, it is projected that in the year 2012, 23,700 will be employed in this area. There will be an increase of 249 new positions annually and 662 jobs will become available due to employee turnover.

Similar professions include financial managers (branch/department), human resources managers, medical and health services managers, management analysts, budget analysts, and first-line supervisors (in the administrative support area)

Career Focus: Network and Computer Business Administrators

Network and Computer Systems Administrators install, configure, and support an organization's local area network (LAN), wide area network (WAN), and the Internet system or a segment of a network system. They also maintain network hardware and software and monitor network to ensure that it is available to all system users. They may supervise other network support and client server specialists and plan, coordinate, and implement network security measures.

Network and Computer Systems Administrators typically analyze equipment performance records in order to determine what needs to be repaired or replaced. They maintain record logs related to network functions as well as the maintenance and repair, research new technology to possibly incorporate it, work with vendors and company personnel in order to facilitate purchases, diagnose hardware and software problems, and replace defective components as needed. They also maintain and administer computer networks and related computing applications, including computer systems software.

People looking to perform this career should have skills in troubleshooting (determining causes of computer operating errors and deciding what to do about them), reading comprehension, active listening, active learning, critical thinking (being able to use logic and reasoning to identify strengths and weaknesses of approaches to problems or conclusions), complex problem solving skills (being able to identify complex problems and review related information in order to develop and evaluate options and implement solutions), and a service orientation.

Generally, people should have an advanced educational background such as a bachelor's degree, but some occupations do not require it. Employees in these occupations usually need several years of experience, on-the-job training, and/or vocational training.

In addition, people should have knowledge of computers and electronics, customer and personnel services, telecommunications, the English language, education and training, engineering and technology, and administration and management.

The job outlook looks very promising for this career. It is anticipated that in the year 2012, there will be 18,250 people employed. It is expected that an increase of 381 new positions annually will occur and also, 541 jobs per year will become vacant due to employee turnover.

SOURCES FOR RESEARCH ON THE INTERNET:

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| College Grad www.collegegrad.com | Career Prospects in Virginia (overall comprehensive information) |
| Career Overview www.careeroverview.com | www.careerprospects.org |
| WorldWideLearn www.career-planning-education.com | Institute for Certification of Computing Professionals |
| Career Voyages www.careervoyages.com | www.iccp.org |
| Virginia Jobs jobs.state.va.us | The System Administrators Guild |
| Career Planner www.careerplanner.com | www.usenix.org/sage |
| Simplicity https://guide.simplicity.com | |
| National Workforce Center for Emerging Technologies www.nwcet.org | |
| Pennsylvania Workforce Development www.paworkforce.state.pa.us | |
| The Association for Computing Machinery www.acm.org | |
| UnixWorld www.networkcomputing.com | <i>Some information for publication taken from CareerZone</i> |

