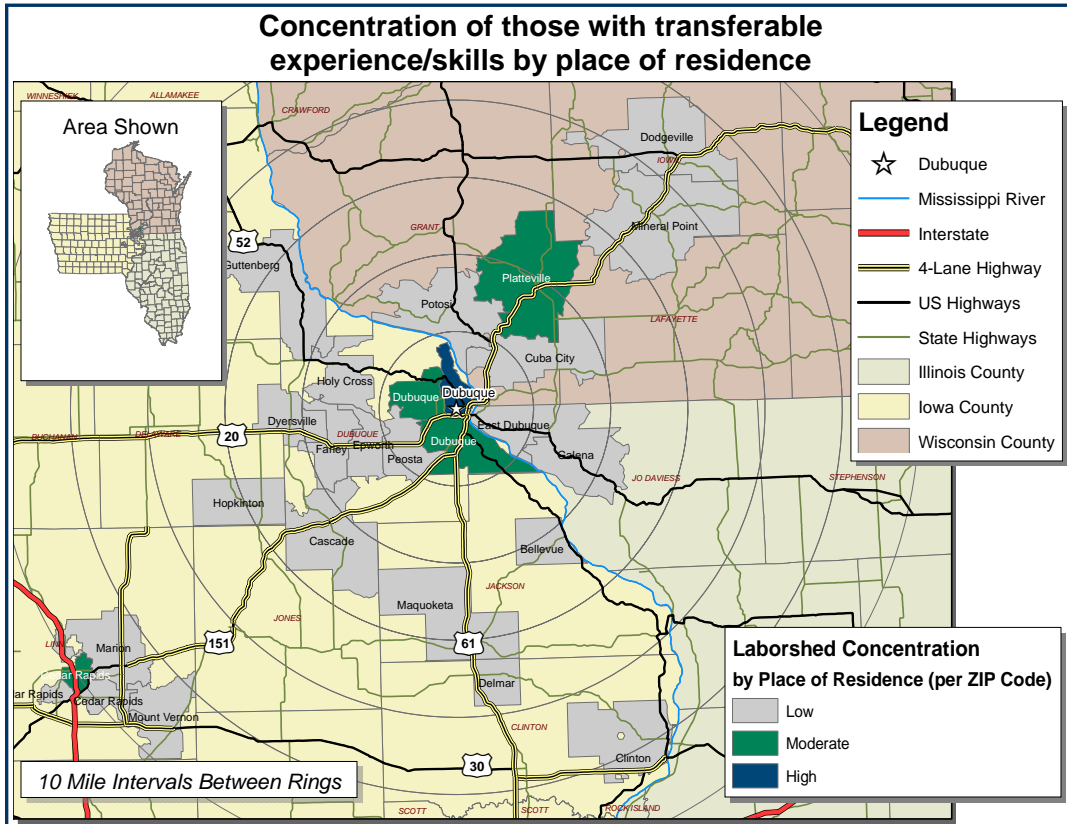


Labor Characteristics

Information Technology & Customer Service

Dubuque, Iowa Laborshed



Estimated Potential Available Labor Per Occupational Category:

Business Operations:

- Managers - 4,592
- Accountants - 2,041
- Appraisers & Assessors - 500
- Business Operations Specialists - 3,572
- Clerks - 10,205
- Communications Equipment Operators - 507
- Customer Service Reps - 3,071
- Editors - 508
- Financial Analysts - 520
- Human Resources Specialists - 510
- Management Analysts - 1,020
- Office & Administrative Support Workers - 513
- Secretaries - 9,184
- Technical Writers - 1,015
- Telemarketers - 515
- Word Processors & Typists - 509

Computers:

- Computer Software Engineers - 1,541
- Computer Specialists - 522
- Computer Support Specialists - 1,525
- Computer Systems Analysts - 500
- Network & Computer Systems Administrators - 1,010

An estimated total of **43,881** people in the Laborshed area

Workers who have transferable experience/skills in the industry are currently commuting an average of 10 miles one way for work. Those who are willing to change/accept employment are willing to commute an average of 14 miles one way for the right employment opportunity.

Employment Status:

77.9% Employed

- 34.3% of the employed are willing to change employment

9.3% Unemployed

- 37.5% of the unemployed are willing to accept employment

8.1% Homemakers, Not Employed

4.7% Retired

Education Levels:

- 77.9% Education beyond high school
- 3.5% Trade certified
- 12.8% Associate degree
- 29.0% Undergraduate degree
- 4.7% Postgraduate degree

Workplace Flexibility:

(by percent of interest)

- Cross-training - 70.0%
- Varied shifts (2nd, 3rd, & split) - 29.0%
- Job sharing - 36.7%
- Job teams - 93.3%
- Seasonal work - 46.7%
- Temporary work - 43.3%

Other Facts:

- 55.3% paid an hourly wage
- 80.2% are/were employed full-time
- 16.3% are/were employed part-time
- 2.3% are/were temporarily employed
- 3.0% hold two or more jobs
- Currently working an average of 39 hrs/week

Current Benefits:

- Health/medical insurance - 90.9%
- Pension/retirement/401K - 74.2%
- Paid vacation - 62.1%
- Dental coverage - 60.6%
- Vision coverage - 39.4%
- Paid holidays - 34.8%
- Life insurance - 33.3%
- Disability insurance - 24.2%
- Paid sick leave - 24.2%
- Prescription drug coverage - 21.2%

Desired Benefits:

(by percent of interest)

- Health/medical insurance - 75.0%
- Dental coverage - 42.9%
- Pension/retirement/401K - 42.9%
- Paid vacation - 39.3%
- Paid holidays - 25.0%
- Life insurance - 21.4%
- Vision coverage - 21.4%
- Disability insurance - 17.9%

Top Advertising Media:

(for those seeking employment opportunities)

- The Internet
 - www.accessdubuque.com
 - www.monster.com
- Local/Regional Newspapers
 - The Telegraph Herald - Dubuque
 - The Gazette - Cedar Rapids
- Iowa Workforce Development Centers
- Networking through friends, family, or acquaintances

Underemployment:

Total Underemployment - 9.3%

- Low hours - 5.8%
- Mismatch of skills - 4.7%
- Low income - 3.5%

IWD only counts individuals once when estimating Total Underemployment.



The Iowa Workforce Development Region 1 service area aggregated wage data was also extracted from the Iowa Wage Survey and is provided in the table on page 2 which reflects mean, entry, experienced, and median wages.

Information compiled by Iowa Workforce Development using Laborshed data released 2010.

Occupation	Occupational Code	Mean Wage	Entry Wage	Experienced Wage	Median Wage
Accountants and Auditors	13-2011	\$ 27.91	\$ 16.31	\$ 33.71	\$ 24.00
Administrative Services Managers	11-3011	\$ 27.95	\$ 16.05	\$ 33.90	\$ 26.33
Appraisers and Assessors of Real Estate	13-2021	\$ 23.17	\$ 15.05	\$ 27.23	\$ 22.18
Bookkeeping, Accounting, and Auditing Clerks	43-3031	\$ 13.20	\$ 8.99	\$ 15.30	\$ 12.68
Business Operations Specialists, All Other	13-1199	\$ 21.75	\$ 11.78	\$ 26.74	\$ 19.14
Computer Programmers	15-1021	\$ 23.84	\$ 16.87	\$ 27.33	\$ 23.23
Computer Software Engineers, Applications	15-1031	\$ 33.00	\$ 22.58	\$ 38.22	\$ 31.89
Computer Software Engineers, Systems Software	15-1032	\$ 33.15	\$ 24.43	\$ 37.51	\$ 30.58
Computer Specialists, All Other	15-1099	\$ 20.33	\$ 14.49	\$ 23.25	\$ 19.16
Computer Support Specialists	15-1041	\$ 18.70	\$ 14.42	\$ 20.85	\$ 18.27
Computer Systems Analysts	15-1051	\$ 24.86	\$ 15.09	\$ 29.74	\$ 23.62
Customer Service Representatives	43-4051	\$ 14.55	\$ 9.93	\$ 16.85	\$ 14.20
Database Administrators	15-1061	\$ 22.87	\$ 18.52	\$ 25.05	\$ 21.37
Editors	27-3041	\$ 12.45	\$ 10.13	\$ 13.60	\$ 12.35
Executive Secretaries and Administrative Assistants	43-6011	\$ 15.69	\$ 11.84	\$ 17.61	\$ 14.89
Financial Managers	11-3031	\$ 43.24	\$ 25.12	\$ 52.30	\$ 37.47
Financial Specialists, All Other	13-2099	\$ 25.18	\$ 14.59	\$ 30.47	\$ 22.78
Human Resources, Training, and Labor Relations Specialists, All Other	13-1079	\$ 19.89	\$ 7.59	\$ 26.04	\$ 18.50
Insurance Claims and Policy Processing Clerks	43-9041	\$ 13.17	\$ 11.30	\$ 14.09	\$ 12.24
Loan Interviewers and Clerks	43-4131	\$ 14.46	\$ 11.24	\$ 16.07	\$ 14.36
Management Analysts	13-1111	\$ 24.87	\$ 22.94	\$ 25.84	\$ 24.03
Marketing Managers	11-2021	\$ 37.81	\$ 21.24	\$ 46.08	\$ 29.40
Network and Computer Systems Administrators	15-1071	\$ 25.85	\$ 18.30	\$ 29.63	\$ 25.24
Network Systems and Data Communications Analysts	15-1081	\$ 27.72	\$ 20.00	\$ 31.59	\$ 28.08
Office and Administrative Support Workers, All Other	43-9199	\$ 11.79	\$ 9.96	\$ 12.70	\$ 11.67
Office Clerks, General	43-9061	\$ 12.07	\$ 8.98	\$ 13.62	\$ 11.85
Operations Research Analysts	15-2031	\$ 36.28	\$ 25.08	\$ 41.88	\$ 35.83
Receptionists and Information Clerks	43-4171	\$ 10.94	\$ 8.27	\$ 12.27	\$ 10.87
Technical Writers	27-3042	\$ 22.26	\$ 17.38	\$ 24.70	\$ 21.80
Telemarketers	41-9041	\$ 12.42	\$ 8.12	\$ 14.59	\$ 11.64
Word Processors and Typists	43-9022	\$ 14.21	\$ 8.34	\$ 17.15	\$ 16.14

This Iowa Wage Survey for Iowa Workforce Development (IWD) Region 1 service area was produced by the Labor Force & Occupational Analysis Bureau to provide communities local information on wages by occupation. This publication was developed specifically for the IWD Region 1 service area. The source of the wage and employment data is the 2009 Iowa Wage Survey. Additional data from the Iowa Wage Survey for individual counties, Iowa Workforce Development regions, and by industry statewide are available on the Iowa Workforce Development web site located at www.iowaworkforce.org.

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