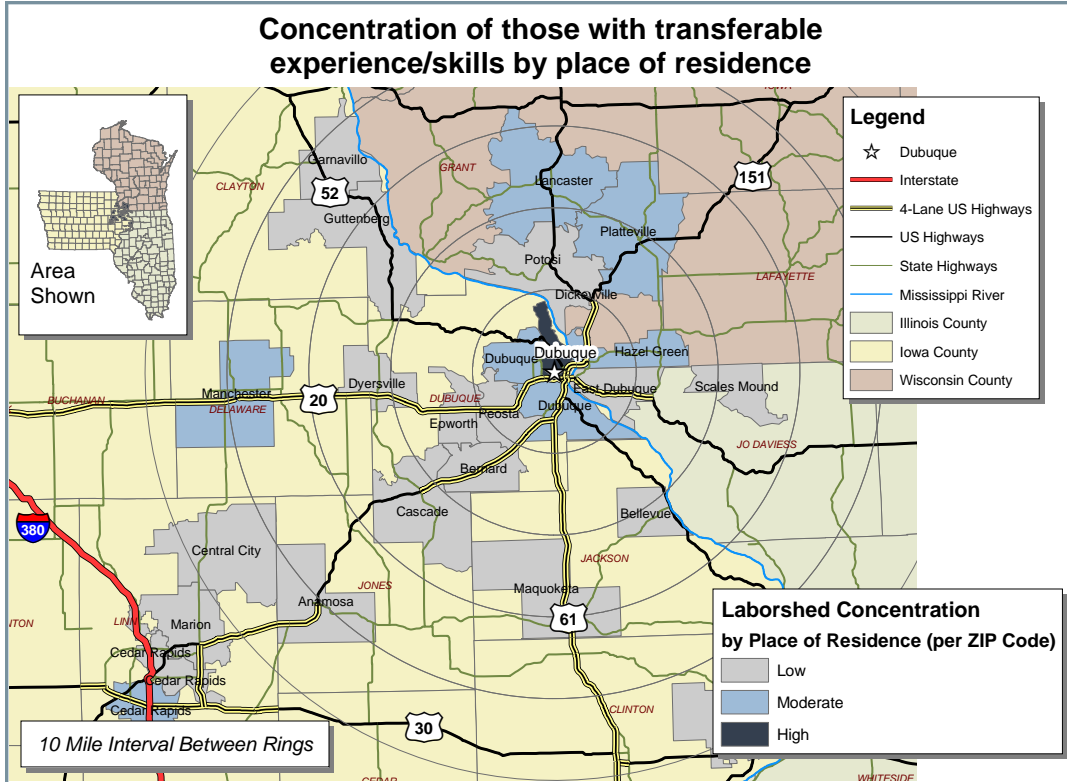




Labor Characteristics

Information Technology & Customer Service

Dubuque, Iowa



Potential Available Labor Per Occupational Category:

- Business Operations:**
- Managers - 2,451
 - Human Resources - 1,498
 - Business Operation Specialists - 502
 - Accountants & Auditors - 2,452
 - Appraisers & Assessors - 499
 - Financial Analysts - 984
 - Personal Financial Advisors - 1,953
 - Market Analysts - 488
 - Planners - 472
 - Public Relations - 497
 - Editors - 481
 - Accounting Clerks - 3,451
 - Customer Service Representatives - 5,448
 - Claims Processors - 1,952
 - Information Clerks - 2,451
 - Office Clerks - 3,950
 - Secretaries & Office Support - 13,348
- Computer:**
- Software Engineers - 493
 - Support Specialists - 507
 - Network & Computer System Operators - 1,006
 - Computer Operators - 505

An estimated total of 45,388 people in the Laborshed area

Workers who have transferable experience/skills in the Laborshed area are currently commuting an average of 9 miles one way for work. Those who are willing to change/accept employment are willing to commute an average of 11 miles one way for the right employment opportunity.

Employment Status:

- 84.9% Employed**
 - 28.2% of the employed are willing to change employment
- 4.3% Unemployed**
- 5.4% Homemakers, Not Employed**
- 5.4% Retired**

Education Levels:

- 68.5% Education beyond high school
- 17.4% Associate degree
- 6.5% Vocational training completed
- 3.3% Trade Certified
- 21.8% Undergraduate degree
- 7.6% Postgraduate degree

Flexibility in the Workplace:

- (by percent of interest)*
- Cross-training - 70.0%
 - Varied shifts (2nd, 3rd, & split) - 26.7%
 - Job sharing - 46.7%
 - Job teams - 76.7%
 - Seasonal work - 31.0%
 - Temporary work - 31.0%

Other Facts:

- 65.1% paid an hourly wage
- 80.4% are/were employed full-time
- 15.2% are/were employed part-time
- 10.3% hold two or more jobs
- Currently working an average of 40 hrs/week

Current Benefits:

- Health/medical insurance - 92.2%
- Pension/retirement/401K - 66.2%
- Dental coverage - 49.4%
- Paid vacation - 39.0%
- Vision coverage - 28.6%
- Life insurance - 28.6%
- Paid holidays - 22.1%
- Disability insurance - 16.9%
- Paid sick leave - 16.9%

Desired Benefits:

- (by percent of interest)*
- Health/medical insurance - 80.0%
 - Pension/retirement/401K - 36.0%
 - Paid vacation - 20.0%
 - Dental coverage - 12.0%
 - Paid holidays - 8.0%
 - Disability insurance - 8.0%
 - Vision coverage - 4.0%
 - Life insurance - 4.0%

Top Advertising Media:

- (for those seeking employment opportunities)*
- Local/Regional Newspapers
 - Telegraph Herald - Dubuque
 - The Gazette - Cedar Rapids
 - The Internet
 - www.accessdubuque.com
 - www.monster.com
 - Iowa Workforce Development Centers
 - Networking through friends, family, & acquaintances

Underemployment:

- Total Underemployment - 2.2%
- Low hours - 2.2%
 - Mismatch of skills - 0.0%
 - Low income - 0.0%

IWD only counts individuals once when estimating Total Underemployment.



The Greater Dubuque Metropolitan Statistical 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 was compiled by Iowa Workforce Development using 2008 data.

Occupation	Occupational Code	Mean Wage	Entry Wage	Experienced Wage	Median Wage
Accountants and Auditors	13-2011	\$ 27.50	\$ 16.20	\$ 33.16	\$ 22.95
Administrative Services Managers	11-3011	\$ 26.83	\$ 16.66	\$ 31.92	\$ 25.20
Bookkeeping, Accounting, and Auditing Clerks	43-3031	\$ 12.97	\$ 8.82	\$ 15.04	\$ 13.01
Computer and Information Systems Managers	11-3021	\$ 34.71	\$ 24.41	\$ 39.85	\$ 34.47
Computer Operators	43-9011	\$ 13.17	\$ 9.82	\$ 14.84	\$ 12.10
Computer Programmers	15-1021	\$ 24.15	\$ 17.66	\$ 27.40	\$ 22.81
Computer Software Engineers, Applications	15-1031	\$ 24.82	\$ 18.45	\$ 28.01	\$ 23.19
Computer Specialists, All Other	15-1099	\$ 13.23	\$ 8.28	\$ 15.72	\$ 15.55
Computer Support Specialists	15-1041	\$ 20.25	\$ 14.25	\$ 23.25	\$ 19.70
Computer Systems Analysts	15-1051	\$ 27.35	\$ 16.21	\$ 32.92	\$ 27.81
Credit Analysts	13-2041	\$ 17.39	\$ 13.64	\$ 19.28	\$ 16.43
Customer Service Representatives	43-4051	\$ 13.79	\$ 9.73	\$ 15.82	\$ 13.27
Data Entry Keyers	43-9021	\$ 10.48	\$ 8.51	\$ 11.47	\$ 10.46
Database Administrators	15-1061	\$ 26.33	\$ 18.07	\$ 30.47	\$ 26.80
Human Resources, Training, and Labor Relations Specialists, All Other	13-1079	\$ 16.15	\$ 6.31	\$ 21.06	\$ 14.52
Information and Record Clerks, All Other	43-4199	\$ 11.44	\$ 9.23	\$ 12.54	\$ 10.87
Network and Computer Systems Administrators	15-1071	\$ 25.82	\$ 17.65	\$ 29.90	\$ 25.48
Network Systems and Data Communications Analysts	15-1081	\$ 28.50	\$ 16.99	\$ 34.25	\$ 27.18
Office and Administrative Support Workers, All Other	43-9199	\$ 14.07	\$ 11.79	\$ 15.19	\$ 13.41
Office Clerks, General	43-9061	\$ 10.62	\$ 7.28	\$ 12.30	\$ 10.49
Personal Financial Advisors	13-2052	\$ 25.78	\$ 18.60	\$ 29.37	\$ 25.17
Secretaries, Except Legal, Medical, and Executive	43-6014	\$ 11.50	\$ 8.42	\$ 13.04	\$ 11.37

This Iowa Wage Survey for the Greater Dubuque Metropolitan Statistical Area (MSA) was produced by the Workforce Data & Business Development Bureau to provide communities local information on wages by occupation. This publication was developed specifically for the Greater Dubuque MSA. The source of the wage and employment data is the 2007 Iowa Wage Survey. Additional data from the Iowa Wage Survey for individual counties, Iowa Workforce Development regions, and by industry statewide are

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