

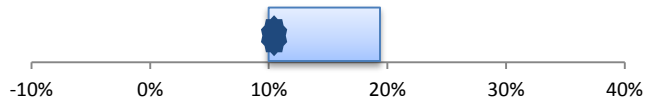
What do they do? Analyze financial information and prepare financial reports to determine or maintain record of assets, liabilities, profit and loss, tax liability, or other financial activities within an organization.

People with these roles and responsibilities are also called: Certified Public Accountant (CPA), Staff Accountant, Accounting Manager, Cost Accountant, General Accountant, Accounting Officer, Business Analyst, Accounting Supervisor, Financial Reporting Accountant

Some typical job duties include:

- Prepare, examine, or analyze accounting records, financial statements, or other financial reports to assess accuracy, completeness, and conformance to reporting and procedural standards.
- Establish tables of accounts and assign entries to proper accounts.
- Compute taxes owed and prepare tax returns, ensuring compliance with payment, reporting or other tax requirements.
- Provide internal and external auditing services for businesses or individuals.
- Analyze business operations, trends, costs, revenues, financial commitments, and obligations, to project future revenues and expenses

Ohio Job Outlook "Average" (+10.7%)



Projected % change in number of jobs by 2020

Note: Blue band = Average growth (10% to 19%)

National Job Outlook through 2020: 15.7%

Most Important Occupational Skills

BASIC SKILLS

- Active Listening
- Mathematics
- Writing

SOCIAL SKILLS

- Coordination
- Social Perceptiveness
- Negotiation

PROBLEM SOLVING SKILLS

- Complex Problem Solving

TECHNICAL SKILLS

- Operations Analysis
- Operation Monitoring

SYSTEMS SKILLS

- Judgment and Decision Making
- Systems Analysis
- Systems Evaluation

RESOURCE MANAGEMENT SKILLS

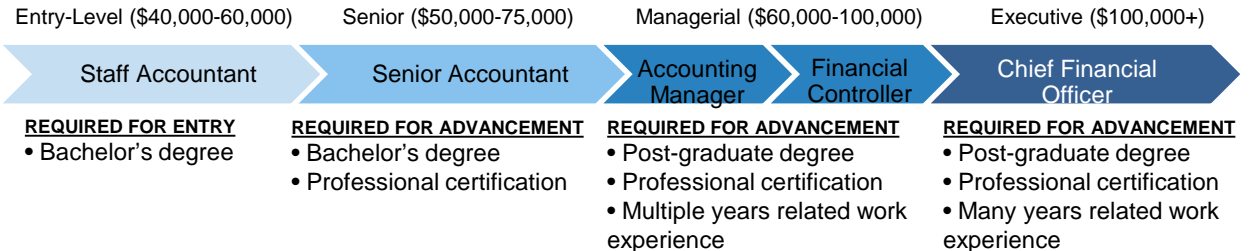
- Time Management
- Mgmt of Personnel Resources
- Mgmt of Financial Resources

The most important skills required for performing this job well are underlined.

How much did these jobs pay in 2013?

Average: \$67,080 per year
(\$32.25 per hour)

Career Pathway and Educational Requirements



SOME CERTIFICATIONS THAT CAN HELP YOU ADVANCE:

Certified Public Accountant – CPA (American Institute of Certified Public Accountants, unavailable online)

Accredited Financial Examiner (Society of Financial Examiners, available online)

Certified Financial Examiner (Society of Financial Examiners, available online)

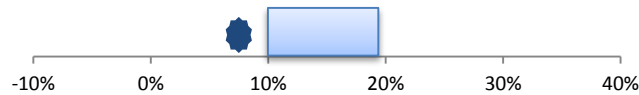
What do they do? Compute, classify, and record numerical data to keep financial records complete. Perform routine calculating, posting, and verifying duties to obtain primary financial data for use in maintaining accounting records. May also check the accuracy of figures, calculations, and postings pertaining to business transactions recorded by other workers.

People with these roles and responsibilities are also called: Accounting Clerk, Accounting Assistant, Accounting Associate, Accounts Payables Clerk, Accounts Payable Specialist, Accounts Receivable Clerk, Bookkeeper

Some typical job duties include:

- Operate computers programmed with accounting software to record, store, and analyze information.
- Check figures, postings, and documents for correct entry, mathematical accuracy, and proper codes.
- Debit, credit, and total accounts on computer spreadsheets and databases, using specialized accounting software.
- Compile statistical, financial, accounting or auditing reports and tables pertaining to such matters as cash receipts, expenditures, accounts payable and receivable, and profits and losses.

Ohio Job Outlook "Slower than Average" (+7.6%)



Projected % change in number of jobs by 2020

Note: Blue band = Average growth (10% to 19%)

National Job Outlook through 2020: 13.6%

Most Important Occupational Skills

BASIC SKILLS

- Reading Comprehension
- Active Listening
- Speaking

PROBLEM SOLVING SKILLS

- Complex Problem Solving

SYSTEMS SKILLS

- Judgment and Decision Making
- Systems Analysis
- Systems Evaluation

SOCIAL SKILLS

- Social Perceptiveness
- Coordination
- Service Orientation

TECHNICAL SKILLS

- Operation Monitoring
- Operations Analysis

RESOURCE MANAGEMENT SKILLS

- Time Management
- Mgmt of Personnel Resources
- Mgmt of Financial Resources

The most important skills required for performing this job well are underlined.

How much did these jobs pay in 2013?

Average: \$36,620 per year
(\$17.60 per hour)

Career Pathway and Educational Requirements

Associate (\$20,000 - \$35,000) Specialist (\$30,000 - \$75,000) Managerial (\$50,000 - \$100,000) Executive (\$100,000+)



REQUIRED FOR ENTRY/ADVANCEMENT

- High school degree

REQUIRED FOR ADVANCEMENT

- Bachelor's degree
- Professional certification

REQUIRED FOR ADVANCEMENT

- Post-graduate degree
- Multiple years related work experience

REQUIRED FOR ADVANCEMENT

- Post-graduate degree
- Many years related work experience
- Professional certification

SOME CERTIFICATIONS THAT CAN HELP YOU ADVANCE:

- Account Clerk Certificate** (offered by many community colleges)
- Accredited Business Accountant** (Accreditation Council for Accountancy and Taxation, unavailable online)
- Certified Bookkeeper** (American Institute of Professional Bookkeepers, unavailable online)
- Certified Public Accountant - CPA** (American Institute of Certified Public Accountants, unavailable online)
- Certified Management Accountant** (Institute of Management Accountants, unavailable online)

What do they do? Analyze statistical data, such as mortality, accident, sickness, disability, and retirement rates and construct probability tables to forecast risk and liability for payment of future benefits. May ascertain premium rates required and cash reserves necessary to ensure payment of future benefits.

People with these roles and responsibilities are also called:

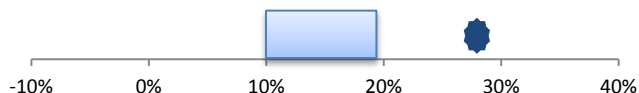
Actuary, Actuarial Analyst, Pricing Actuary, Product Development Actuary, Actuarial Assistant, Actuarial Associate, Actuarial Consultant, Consulting Actuary, Health Actuary, Pricing Analyst

Some typical job duties include:

- Ascertain premium rates required and cash reserves and liabilities necessary to ensure payment of future benefits.
- Design, review and help administer insurance, annuity and pension plans, determining financial soundness and calculating premiums.
- Analyze statistical information to estimate mortality, accident, sickness, disability, and retirement rates.
- Provide expertise to help financial institutions manage risks and maximize returns associated with investment products or credit offerings.

Ohio Job Outlook

"Faster than average" (+28.2%)



Projected % change in number of jobs by 2020

Note: Blue band = Average growth (10% to 19%)

National Job Outlook through 2020: 26.7%

Most Important Occupational Skills

BASIC SKILLS

- Mathematics
- Critical Thinking
- Reading Comprehension

PROBLEM SOLVING SKILLS

- Complex Problem Solving

SYSTEMS SKILLS

- Judgment and Decision Making
- Systems Analysis
- Systems Evaluation

SOCIAL SKILLS

- Social Perceptiveness
- Coordination
- Persuasion

TECHNICAL SKILLS

- Operations Analysis
- Programming

RESOURCE MANAGEMENT SKILLS

- Mgmt of Financial Resources
- Time Management
- Mgmt of Personnel Resources

The most important skills required for performing this job well are underlined.

How much did these jobs pay in 2013?

**Average: \$97,540 per year
 (\$46.90 per hour)**

Career Pathway and Educational Requirements



REQUIRED FOR ENTRY/ADVANCEMENT

- Multiple years related work experience
- Successful completion of exams
- Professional certification

REQUIRED FOR ADVANCEMENT

- Multiple years related work experience
- Successful completion of exams
- Professional certification

SOME CERTIFICATIONS THAT CAN HELP YOU ADVANCE:

- Associate in the Society of Actuaries — ASA** (Society of Actuaries, available online)
- Associate in the Casualty Actuarial Society — ACAS** (Casualty Actuarial Society, available online)
- Fellow of the Society of Actuaries — FSA** (Society of Actuaries, available online)
- Fellow of the Casualty Actuarial Society — FCAS** (Casualty Actuarial Society, available online)

ADMINISTRATIVE ASSISTANT

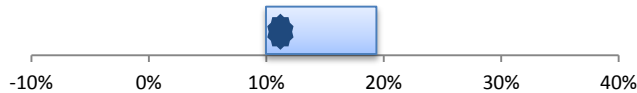
What do they do? Perform duties too varied and diverse to be classified in any specific office clerical occupation, requiring knowledge of office systems and procedures. Clerical duties may include a combination of answering telephones, bookkeeping, typing or word processing, stenography, office machine operation, and filing.

People with these roles and responsibilities are also called:
 Administration Assistant, Administrative Assistant, Clerk, Office Manager, Receptionist, Secretary, Office Assistant, Office Clerk, Office Coordinator, Customer Service Representative

Some typical job duties include:

- Operate office machines, such as photocopiers and scanners, facsimile machines, voice mail systems, and personal computers.
- Communicate with customers, employees, and others to answer questions, share or explain information, take messages or orders, and address complaints.
- Maintain and update filing, inventory, mailing, and database systems.
- Open, sort, and route incoming mail, and prepare outgoing mail.
- Compile, copy, sort, and file records of office activities and business transactions.
- Compute, record, and proofread data, records, or reports.
- Complete work schedules, manage calendars, and arrange appointments.

Ohio Job Outlook "Average" (+11.4%)



Projected % change in number of jobs by 2020

Note: Blue band = Average growth (10% to 19%)

National Job Outlook through 2020: 16.6%

Most Important Occupational Skills

BASIC SKILLS

- Reading Comprehension
- Active Listening
- Speaking

PROBLEM SOLVING SKILLS

- Complex Problem Solving

SYSTEMS SKILLS

- Judgment and Decision Making
- Systems Analysis
- Systems Evaluation

SOCIAL SKILLS

- Social Perceptiveness
- Service Orientation
- Coordination

TECHNICAL SKILLS

- Operation Monitoring
- Operation and Control

RESOURCE MANAGEMENT SKILLS

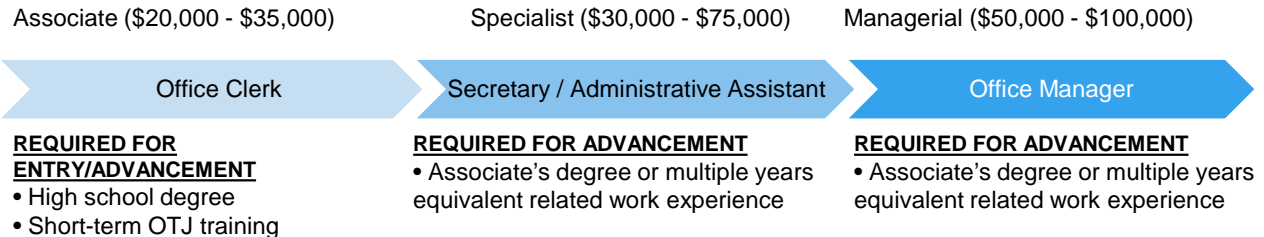
- Time Management
- Mgmt of Personnel Resources
- Mgmt of Material Resources

The most important skills required for performing this job well are underlined.

How much did these jobs pay in 2013?

**Average: \$29,350 per year
 (\$14.11 per hour)**

Career Pathway and Educational Requirements



SOME CERTIFICATIONS THAT CAN HELP YOU ADVANCE:

Office Clerk Certificate (offered by many community and four-year colleges)

Associate of Applied Science in Office Management (two year program offered by many community and four-year colleges)

What do they do? Develop, create, and modify general computer applications software or specialized utility programs. Analyze user needs and develop software solutions. Design software or customize software for client use with the aim of optimizing operational efficiency. May work individually or coordinate database development as part of a team.

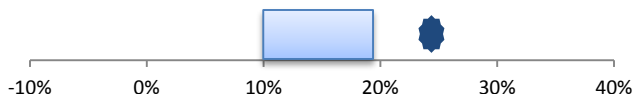
People with these roles and responsibilities are also called: Software Engineer, Application Integration Engineer, Programmer Analyst, Software Development Engineer, Software Architect, Software Developer, Technical Consultant, Applications Developer, Business Systems Analyst

Some typical job duties include:

- Design, develop and modify software systems, using scientific analysis and mathematical models to predict and measure outcomes.
- Develop and direct software system testing and validation procedures, programming, and documentation.
- Confer with systems analysts, engineers, programmers and others to design system and to obtain information on project limitations and capabilities, performance requirements and interfaces.
- Analyze user needs and software requirements to determine feasibility of design within time and cost constraints.

Ohio Job Outlook

“Faster than average” (+24.6%)



Projected % change in number of jobs by 2020

Note: Blue band = Average growth (10% to 19%)

National Job Outlook through 2020: 27.6%

Most Important Occupational Skills

BASIC SKILLS

- Critical Thinking
- Active Listening
- Speaking

SOCIAL SKILLS

- Coordination
- Persuasion
- Social Perceptiveness

PROBLEM SOLVING SKILLS

- Complex Problem Solving

TECHNICAL SKILLS

- Programming
- Operations Analysis

SYSTEMS SKILLS

- Systems Analysis
- Systems Evaluation
- Judgment and Decision Making

RESOURCE MANAGEMENT SKILLS

- Time Management
- Mgmt of Personnel Resources
- Mgmt of Financial Resources

The most important skills required for performing this job well are underlined.

How much did these jobs pay in 2013?

Average: \$80,590 per year
(\$38.74 per hour)

Career Pathway and Educational Requirements

Entry-level (\$50,000-\$80,000)

Managerial (\$60,000-\$100,000)

Executive (\$100,000+)

Application Programmer

Senior Application Programmer

Chief Technology Officer

REQUIRED FOR ENTRY

- Bachelor's degree
- Knowledge of specialized technologies

REQUIRED FOR ADVANCEMENT

- Bachelor's degree
- Knowledge of specialized technologies
- Multiple years related work experience

REQUIRED FOR ADVANCEMENT

- Post-graduate degree preferred
- Many years related work experience

SOME CERTIFICATIONS THAT CAN HELP YOU ADVANCE:

Microsoft Certified Technology Specialist – MCTS (Microsoft, available online)

Oracle Certification (Oracle, available online)

What do they do? Provide legal advice and support to ensure the legality of commercial transactions, using knowledge of statutory law and regulations passed by government agencies to help their clients achieve their goals within the bounds of the law. Insurance companies also employ trial attorneys, who represent the organization in legal matters, performing the legal research needed to prepare and try cases in courts or agencies.

People with these roles and responsibilities are also called:

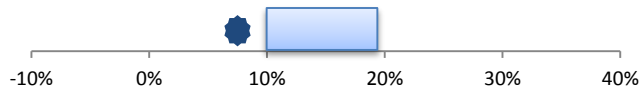
Associate Attorney, Lawyer, Associate, Assistant Attorney General, Deputy Attorney General, City Attorney, County Attorney, Partner, Assistant Counsel

Some typical job duties include:

- Act as a regulatory and compliance resource, identifying and analyzing compliance risks based on relevant federal and state laws
- Support the business in the development and implementation of policies and procedures to manage and mitigate compliance risk.
- Perform legal research, analysis, and advising on issues like proposed new products, merger and acquisitions, safeguarding intellectual property, financial formation, offerings, and compliance issues.
- Represent the organization in trials or hearings before courts or agencies, including appeals and arbitrations.

Ohio Job Outlook

“Slower than average” (+7.9%)



Projected % change in number of jobs by 2020

Note: Blue band = Average growth (10% to 19%)

National Job Outlook through 2020: 10.1%

Most Important Occupational Skills

BASIC SKILLS

- Active Listening
- Speaking
- Critical Thinking

SOCIAL SKILLS

- Persuasion
- Negotiation
- Social Perceptiveness

PROBLEM SOLVING SKILLS

- Complex Problem Solving

TECHNICAL SKILLS

- Operations Analysis
- Operation Monitoring

SYSTEMS SKILLS

- Judgment and Decision Making
- Systems Analysis
- Systems Evaluation

RESOURCE MANAGEMENT SKILLS

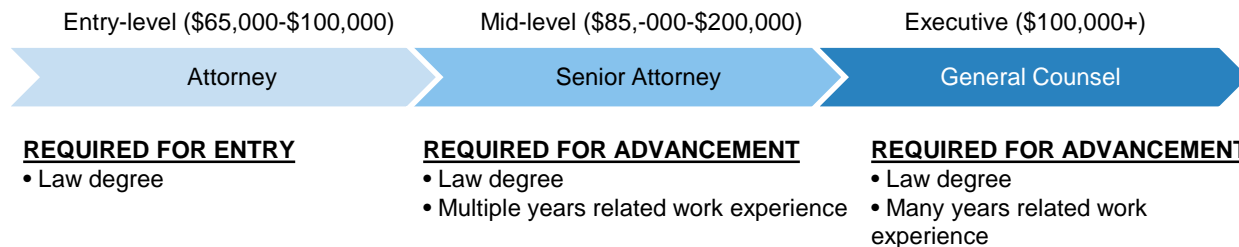
- Time Management
- Mgmt of Personnel Resources
- Mgmt of Financial Resources

The most important skills required for performing this job well are underlined.

How much did these jobs pay in 2013?

Average: \$108,950 per year
(\$52.38 per hour)

Career Pathway and Educational Requirements



SOME CERTIFICATIONS THAT CAN HELP YOU ADVANCE:

Certified Attorney Specialist (The Ohio State Bar Association, available online)

Certification in Insurance Coverage Law (The Ohio State Bar Association, available online)

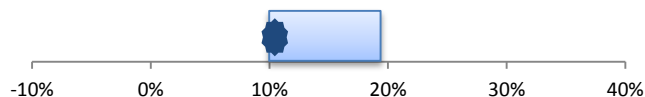
What do they do? Examine and analyze accounting records to determine financial status of establishment and prepare financial reports concerning operating procedures. May perform internal audits to evaluate and improve the effectiveness of risk management, control, and business processes.

People with these roles and responsibilities are also called: Internal Auditor, Auditor-in-Charge, Assurance Manager, Audit Manager, Internal Audit Director, Assurance Senior, Audit Partner, Deputy for Audit, Financial Auditor

Some typical job duties include:

- Conduct audits to assess the soundness, adequacy, compliance, and cost-effectiveness of operational, financial, and information systems' controls
- Report to management about asset utilization and audit results, and recommend changes in operations and financial activities to resolve control issues or risks.
- Review data about material assets, net worth, liabilities, capital stock, surplus, income, and expenditures.
- Examine whether the organization's objectives are reflected in its management activities, and whether employees understand the objectives.
- Prepare detailed reports on audit findings.

Ohio Job Outlook "Average" (+10.7%)



Projected % change in number of jobs by 2020

Note: Blue band = Average growth (10% to 19%)

National Job Outlook through 2020: 15.7%

Most Important Occupational Skills

BASIC SKILLS

- Reading Comprehension
- Critical Thinking
- Active Listening

SOCIAL SKILLS

- Coordination
- Persuasion
- Social Perceptiveness

PROBLEM SOLVING SKILLS

- Complex Problem Solving

TECHNICAL SKILLS

- Operations Analysis
- Quality Control Analysis

SYSTEMS SKILLS

- Judgment and Decision Making
- Systems Analysis
- Systems Evaluation

RESOURCE MANAGEMENT SKILLS

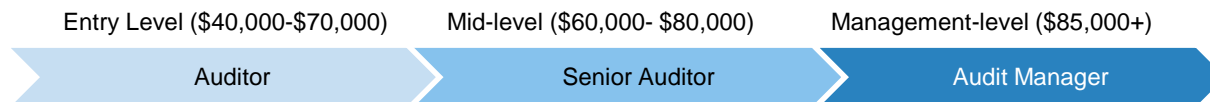
- Time Management
- Mgmt of Personnel Resources
- Mgmt of Financial Resources

The most important skills required for performing this job well are underlined.

How much did these jobs pay in 2013?

Average: \$67,080 per year
(\$32.25 per hour)

Career Pathway and Educational Requirements



REQUIRED FOR ENTRY

- Bachelor's degree

REQUIRED FOR ADVANCEMENT

- Multiple years related work experience
- Professional certification
- Post-graduate degree

REQUIRED FOR ADVANCEMENT

- Many years related work experience
- Professional certification
- Post-graduate degree

SOME CERTIFICATIONS THAT CAN HELP YOU ADVANCE:

Certified Internal Auditor (The Institute of Internal Auditors, unavailable online)

Certified Public Accountant – CPA (American Institute of Certified Public Accountants, unavailable online)

Certified Financial Services Auditor (The Institute of Internal Auditors, unavailable online)

Certification in Risk Management Assurance (The Institute of Internal Auditors, unavailable online)

What do they do? Conduct programs of compensation and benefits and job analysis for employer. May specialize in specific areas, such as position classification and pension programs.

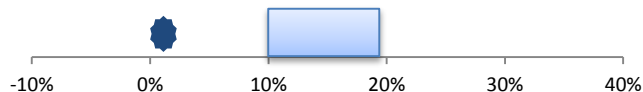
People with these roles and responsibilities are also called: Compensation Analyst, Human Resources Specialist (HR Specialist), Human Resources Analyst, Personnel Specialist, Benefits Analyst, Benefits Administrator, Benefits Manager, Human Resources Generalist, Compensation/Benefits Specialist

Some typical job duties include:

- Advise managers and employees on state and federal employment regulations, collective agreements, benefit and compensation policies, personnel procedures and classification programs.
- Ensure company compliance with federal and state laws, including reporting requirements.
- Plan, develop, evaluate, improve, and communicate methods and techniques for selecting, promoting, compensating, evaluating, and training workers.
- Prepare occupational classifications, job descriptions and salary scales.

Ohio Job Outlook

"Slower than average" (+1.7%)



Projected % change in number of jobs by 2020

Note: Blue band = Average growth (10% to 19%)

National Job Outlook through 2020: 5.0%

Most Important Occupational Skills

BASIC SKILLS

- Active Listening
- Critical Thinking
- Speaking

SOCIAL SKILLS

- Social Perceptiveness
- Coordination
- Negotiation

PROBLEM SOLVING SKILLS

- Complex Problem Solving

TECHNICAL SKILLS

- Operations Analysis
- Programming

SYSTEMS SKILLS

- Systems Analysis
- Judgment and Decision Making
- Systems Evaluation

RESOURCE MANAGEMENT SKILLS

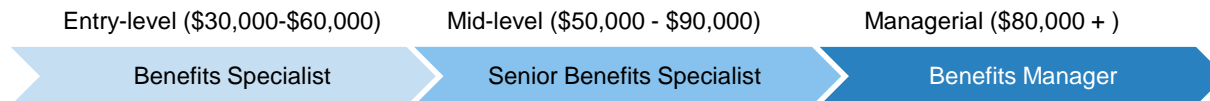
- Time Management
- Mgmt of Personnel Resources
- Mgmt of Financial Resources

The most important skills required for performing this job well are underlined.

How much did these jobs pay in 2013?

Average: \$59,100 per year
(\$28.42 per hour)

Career Pathway and Educational Requirements



REQUIRED FOR ENTRY

- High school degree

REQUIRED FOR ADVANCEMENT

- Bachelor's degree
- Multiple years related work experience

REQUIRED FOR ADVANCEMENT

- Bachelor's degree
- Many years related work experience

SOME CERTIFICATIONS THAT CAN HELP YOU ADVANCE:

Certified Employee Benefit Specialist – CEBS (International Foundation of Employee Benefit Plans, unavailable online)

What do they do? Investigate, analyze, and determine the extent of insurance company's liability concerning personal, casualty, or property loss or damages, and attempt to effect settlement with claimants. Correspond with or interview medical specialists, agents, witnesses, or claimants to compile information. Calculate benefit payments and approve payment of claims.

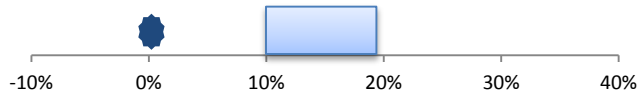
People with these roles and responsibilities are also called:

Claims Examiner, Claims Specialist, Claims Adjuster, Claims Representative, Claims Analyst, Claims Manager, Claims Supervisor, Customer Care Specialist, Independent Insurance Adjuster

Some typical job duties include:

- Examine claims forms and other records to determine insurance coverage.
- Investigate and assess damage to property and create or review property damage estimates.
- Interview or correspond with claimants, witnesses, police, physicians, or other relevant parties to determine claim settlement, denial, or review.

Ohio Job Outlook "Slower than average" (+0.5%)



Projected % change in number of jobs by 2020

Note: Blue band = Average growth (10% to 19%)

National Job Outlook through 2020: 3.0%

Most Important Occupational Skills

BASIC SKILLS

- Reading Comprehension
- Writing
- Speaking

PROBLEM SOLVING SKILLS

- Complex Problem Solving

SYSTEMS SKILLS

- Judgment and Decision Making
- Systems Analysis
- Systems Evaluation

SOCIAL SKILLS

- Negotiation
- Social Perceptiveness
- Coordination

TECHNICAL SKILLS

- Operations Monitoring
- Quality Control Analysis

RESOURCE MANAGEMENT SKILLS

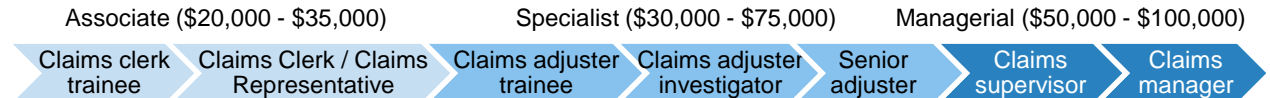
- Time Management
- Mgmt of Personnel Resources
- Mgmt of Financial Resources

The most important skills required for performing this job well are underlined.

How much did these jobs pay in 2013?

Average: \$59,400 per year
(\$28.56 per hour)

Career Pathway and Educational Requirements



REQUIRED FOR ENTRY/ADVANCEMENT

- High school degree/GED
- Short-term OTJ training

REQUIRED FOR ADVANCEMENT

- Associate's degree (minimum)
- Moderate-term OTJ training OR
- Multiple years related work experience

REQUIRED FOR ADVANCEMENT

- Bachelor's degree (minimum)
- Multiple years related work experience

SOME CERTIFICATIONS THAT CAN HELP YOU ADVANCE:

Associate in Claims — AIC (American Institute for CPCU and Insurance Institute of America, available online)

Associate, Life & Health Claims (International Claim Association, available online)

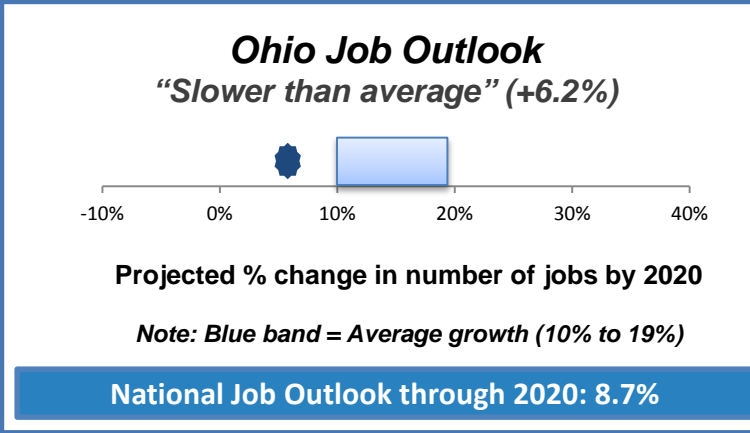
Accredited Insurance Examiner (Insurance Regulatory Examiners Society, available online)

Accredited Customer Service Representative (American Institute for CPCU and Insurance Institute of America, available online)

What do they do? Obtain information from insured or designated persons for purpose of settling claim with insurance carrier. Process applications for, changes to, reinstatement of, and cancellation of insurance policies.

People with these roles and responsibilities are also called:
 Claims Service Representative, Claims Technician, Claims Examiner, Claims Processor, Insurance Specialist, Claims Adjudicator, Claims Adjuster, Administrative Underwriter, Claims Clerk, Account Administrator, Agency Service Representative, Processing Clerk, Field Secretary, Customer Service Technician, Insurance Analyst, Premium Representative

- Some typical job duties include:**
- Interview clients and take their calls to provide customer service and obtain information on claims.
 - Process, prepare, and submit business or government forms, such as submitting applications for coverage to insurance carriers.
 - Process and record new insurance policies and claims.



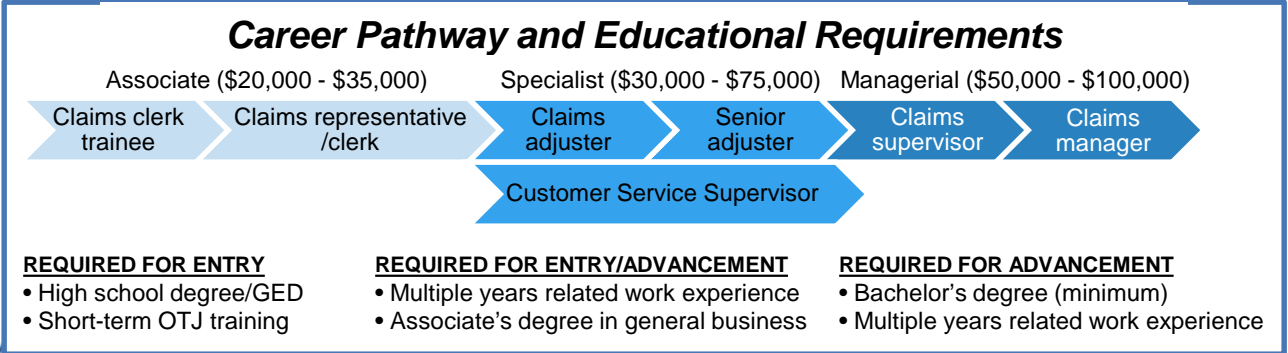
Most Important Occupational Skills

BASIC SKILLS <ul style="list-style-type: none"> • <u>Active Listening</u> • <u>Reading Comprehension</u> • Speaking 	PROBLEM SOLVING SKILLS <ul style="list-style-type: none"> • Complex Problem Solving 	SYSTEMS SKILLS <ul style="list-style-type: none"> • Judgment and Decision Making • Systems Analysis • Systems Evaluation
SOCIAL SKILLS <ul style="list-style-type: none"> • Social Perceptiveness • Service Orientation • Coordination 	TECHNICAL SKILLS <ul style="list-style-type: none"> • Programming • Quality Control Analysis 	RESOURCE MANAGEMENT SKILLS <ul style="list-style-type: none"> • Time Management • Mgmt of Personnel Resources • Mgmt of Financial Resources

The most important skills required for performing this job well are underlined.

How much did these jobs pay in 2013?

Average: \$36,310 per year (\$17.46 per hour)



SOME CERTIFICATIONS THAT CAN HELP YOU ADVANCE:

Accredited Customer Service Representative (Independent Insurance Agents of America, available online)

Certified Insurance Service Representative (The National Alliance for Insurance Education & Research, available online)

Associate in Customer Service (Life Office Management Association, available online)

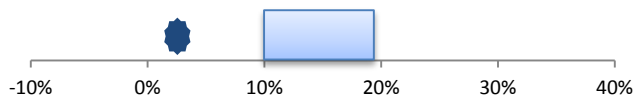
What do they do? Plan, direct, or coordinate activities of an organization to ensure compliance with ethical or regulatory standards.

People with these roles and responsibilities are also called: Business Practices Supervisor, Compliance Coordinator, Compliance Engineer-Products, Compliance Manager, Compliance Officer, Compliance Review Officer, Corporate Operations Compliance Manager, Director of Compliance, Director, Global Ethics & Compliance and Assistant General Counsel, Internal Review and Audit Compliance

Some typical job duties include:

- Conduct periodic internal reviews or audits to ensure that compliance procedures are followed.
- Maintain documentation of compliance activities, such as complaints received or investigation outcomes.
- File appropriate compliance reports with regulatory agencies.
- Identify compliance issues that require follow-up or investigation.
- Report violations of compliance or regulatory standards to duly authorized enforcement agencies as appropriate or required.
- Disseminate written policies and procedures related to compliance activities.

Ohio Job Outlook "Slower than average" (+2.9%)



Projected % change in number of jobs by 2020

Note: Blue band = Average growth (10% to 19%)

National Job Outlook through 2020: 7.9%

Most Important Occupational Skills

BASIC SKILLS

- Reading Comprehension
- Critical Thinking
- Monitoring

SOCIAL SKILLS

- Coordination
- Social Perceptiveness
- Persuasion

PROBLEM SOLVING SKILLS

- Complex Problem Solving

TECHNICAL SKILLS

- Operation Monitoring
- Operations Analysis

SYSTEMS SKILLS

- Judgment and Decision Making
- Systems Analysis
- Systems Evaluation

RESOURCE MANAGEMENT SKILLS

- Time Management
- Mgmt of Personnel Resources
- Mgmt of Financial Resources

The most important skills required for performing this job well are underlined.

How much did these jobs pay in 2013?

Average: \$94,530 per year
(\$45.45 per hour)

Career Pathway and Educational Requirements

Entry-level: (\$40,000-\$70,000)

Managerial (\$50,000-\$115,000)

Executive (\$100,000+)

Compliance Officer

Compliance Manager

Director of Compliance

REQUIRED FOR ENTRY

- Bachelor's degree or multiple years' related work experience

REQUIRED FOR ADVANCEMENT

- Bachelor's degree
- Multiple years related work experience
- Professional certification

REQUIRED FOR ADVANCEMENT

- Bachelor's degree
- Many years related work experience
- Professional certification
- Post-graduate degree preferred

SOME CERTIFICATIONS THAT CAN HELP YOU ADVANCE:

FINRA Series 7 Certification: General Securities Representative (Financial Industry Regulatory Authority, unavailable online)

FINRA Series 24 Certification: General Securities Principal (Financial Industry Regulatory Authority, unavailable online)

What do they do? Interact with customers to provide information in response to inquiries about products and services and to handle and resolve complaints.

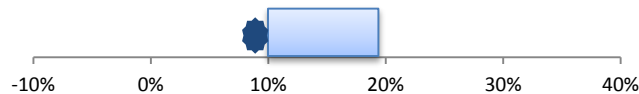
People with these roles and responsibilities are also called:

Customer Service Representative, Account Manager, Account Representative, Client Services Representative, Customer Service Specialist, Customer Service Agent, Member Services Representative, Hub Associate, Account Service Representative, Call Center Representative

Some typical job duties include:

- Talk with customers to provide information about products or services, take or enter orders, cancel accounts, or obtain details of complaints.
- Keep records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions taken.
- Check to ensure that changes were made to resolve customers' problems.
- Review insurance policy terms to determine whether a particular loss is covered by insurance.
- Contact customers to respond to inquiries or to notify them of claim investigation results or any planned adjustments.

Ohio Job Outlook "Average" (+8.7%)



Projected % change in number of jobs by 2020

Note: Blue band = Average growth (10% to 19%)

National Job Outlook through 2020: 15.5%

Most Important Occupational Skills

BASIC SKILLS

- Active Listening
- Speaking
- Reading Comprehension

PROBLEM SOLVING SKILLS

- Complex Problem Solving

SYSTEMS SKILLS

- Judgment and Decision Making
- Systems Analysis
- Systems Evaluation

SOCIAL SKILLS

- Service Orientation
- Persuasion
- Social Perceptiveness

TECHNICAL SKILLS

- Operation Modeling
- Operations Analysis

RESOURCE MANAGEMENT SKILLS

- Time Management
- Mgmt of Personnel Resources
- Mgmt of Financial Resources

The most important skills required for performing this job well are underlined.

How much did these jobs pay in 2013?

Average: \$33,730 per year
(\$16.22 per hour)

Career Pathway and Educational Requirements

Associate (\$20,000 - \$35,000)

Specialist (\$30,000 - \$75,000)

Managerial (\$50,000 - \$100,000)

Customer Service Representative Trainee

Customer Service Representative (CSR)

Customer Service Supervisor

REQUIRED FOR ENTRY/ADVANCEMENT

- High school degree

REQUIRED FOR ADVANCEMENT

- Multiple years related work experience
- Professional certification

REQUIRED FOR ADVANCEMENT

- Multiple years related work experience
- Professional certification

SOME CERTIFICATIONS THAT CAN HELP YOU ADVANCE:

Customer Service Representative Certificate (offered by many community colleges)

Accredited Customer Service Representative (Independent Insurance Agents & Brokers of America, available online)

Certified Insurance Service Representative (The National Alliance for Insurance Education & Research, available online)

Associate, Customer Service (Life Office Management Association, unavailable online)

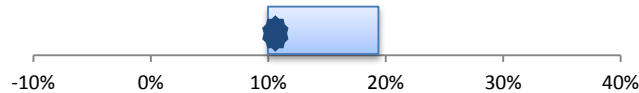
What do they do? Compile and keep personnel records, such as address, weekly earnings, absences, amount of sales or production, supervisory reports, and date of and reason for termination. May prepare reports for employment records, file employment records, or search employee files. Screen, recruit, interview, and place workers.

People with these roles and responsibilities are also called:
Human Resources (HR) Assistant, HR Specialist, Personnel Assistant, Administrative Assistant, HR Coordinator, HR Technician, HR Associate, HR Administrative Assistant, HR Consultant, HR Representative

Some typical job duties include:

- Process, verify, and maintain personnel related documentation, including staffing, recruitment, training, grievances, performance evaluations, and classifications.
- Explain company personnel policies, benefits, and procedures.
- Compile and prepare reports and documents pertaining to personnel activities.
- Arrange for advertising or posting of job vacancies, and notify eligible workers of position availability.
- Process and review employment applications to evaluate qualifications or eligibility of applicants.
- Hire employees and process hiring-related paperwork.

Ohio Job Outlook "Average" (+10.5%)



Projected % change in number of jobs by 2020

Note: Blue band = Average growth (10% to 19%)

National Job Outlook through 2020: 18.1%

Most Important Occupational Skills

BASIC SKILLS

- Reading Comprehension
- Active Listening
- Speaking

SOCIAL SKILLS

- Coordination
- Social Perceptiveness
- Service Orientation

PROBLEM SOLVING SKILLS

- Complex Problem Solving

TECHNICAL SKILLS

- Operation Monitoring
- Operations Analysis

SYSTEMS SKILLS

- Judgment and Decision Making
- Systems Analysis
- Systems Evaluation

RESOURCE MANAGEMENT SKILLS

- Time Management
- Mgmt of Personnel Resources
- Mgmt of Material Resources

The most important skills required for performing this job well are underlined.

How much did these jobs pay in 2013?

**Average: \$48,364 per year
(\$23.25 per hour)**

Career Pathway and Educational Requirements

Associate (\$20,000 - \$35,000) Specialist (\$30,000 - \$75,000) Managerial (\$50,000 - \$100,000) Executive (\$100,000+)



REQUIRED FOR ENTRY / ADVANCEMENT

- High school degree

REQUIRED FOR ADVANCEMENT

- Bachelor's degree

REQUIRED FOR ADVANCEMENT

- Bachelor's degree
- Multiple years related work experience
- Professional certification

REQUIRED FOR ADVANCEMENT

- Post-graduate degree
- Many years related work experience

SOME CERTIFICATIONS THAT CAN HELP YOU ADVANCE:

- Human Resources Assistant Certificate** (offered by many community colleges)
- Professional in Human Resources** (HR Certification Institute, unavailable online)
- Senior Professional in Human Resources** (HR Certification Institute, unavailable online)
- Certified Human Resources Specialist** (MSU's School of Human Resources & Labor Relations, unavailable online)

What do they do? Sell life, property, casualty, health, automotive, or other types of insurance. May refer clients to independent brokers, work as independent broker, or be employed by an insurance company.

People with these roles and responsibilities are also called: Insurance Agent, Agent, Sales Agent, Insurance Broker, Account Executive, Producer, Sales Representative, Insurance Sales Agent, Account Manager, Underwriting Sales Representative

Some typical job duties include:

- Seek out new clients and develop clientele by networking to find new customers and generate lists of prospective clients.
- Interview prospective clients to obtain data about their financial resources and needs, the physical condition of the person or property to be insured, and to discuss any existing coverage.
- Explain features, advantages and disadvantages of various policies to promote sale of insurance plans.
- Call on policyholders to deliver and explain policy, to analyze insurance program and suggest additions or changes, or to change beneficiaries.

Ohio Job Outlook "Faster than average" (+17.0%)



Projected % change in number of jobs by 2020

Note: Blue band = Average growth (10% to 19%)

National Job Outlook through 2020: 21.9%

Most Important Occupational Skills

BASIC SKILLS

- Active Listening
- Reading Comprehension
- Writing

PROBLEM SOLVING SKILLS

- Complex Problem Solving

SYSTEMS SKILLS

- Judgment and Decision Making
- Systems Analysis
- Systems Evaluation

SOCIAL SKILLS

- Persuasion
- Service Orientation
- Negotiation

TECHNICAL SKILLS

- Operations Analysis
- Operation Monitoring

RESOURCE MANAGEMENT SKILLS

- Time Management
- Mgmt of Personnel Resources
- Mgmt of Financial Resources

The most important skills required for performing this job well are underlined.

How much did these jobs pay in 2013?

**Average: \$65,470 per year
 (\$31.48 per hour)**

Career Pathway and Educational Requirements

Associate (\$20,000 - \$35,000) Specialist (\$30,000 - \$75,000) Managerial (\$50,000 - \$100,000) Executive (\$100,000+)



- REQUIRED FOR ENTRY**
- High school degree/GED
 - State licensing
 - Short-term OTJ training

- REQUIRED FOR ADVANCEMENT**
- Associate's degree (minimum)
 - State licensing
 - Multiple years related work experience

- REQUIRED FOR ADVANCEMENT**
- Bachelor's degree (minimum)
 - Multiple years related work experience
 - Professional certifications

SOME CERTIFICATIONS THAT CAN HELP YOU ADVANCE:

- Accredited Adviser in Insurance – AAI** (American Institute for CPCU and Insurance Institute of America, available online)
- Certified Professional Insurance Agent** (American Insurance Marketing and Sales Society, unavailable online)
- Chartered Property Casualty Underwriter – CPCU** (American Institute for CPCU and Insurance Institute of America, available online)
- Certified Risk Manager – CRM** (The National Alliance for Insurance Education and Research, available online)

What do they do? Review individual applications for insurance to evaluate degree of risk involved and determine acceptance of applications.

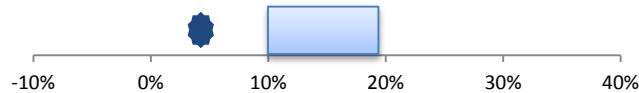
People with these roles and responsibilities are also called:

Underwriter, Account Underwriter, Customer Service Representative, Personal Lines Underwriter, Underwriting Director, Health Underwriter, Life Underwriter, Automobile and Property Underwriter, Commercial Underwriter, Commercial Lines Underwriter

Some typical job duties include:

- Examine documents to determine degree of risk based on applicant's financial information and value of property.
- Evaluate possibility of losses due to catastrophe; authorize reinsurance when risk is high and decline excessive risks.
- Write to field representatives, medical personnel, and others to obtain information, quote rates, or explain underwriting policies.
- Review company records to determine amount of insurance in force on various risks.

Ohio Job Outlook "Slower than average" (+4.4%)



Projected % change in number of jobs by 2020

Note: Blue band = Average growth (10% to 19%)

National Job Outlook through 2020: 5.9%

Most Important Occupational Skills

BASIC SKILLS

- Reading Comprehension
- Active Listening
- Speaking

PROBLEM SOLVING SKILLS

- Complex Problem Solving

SYSTEMS SKILLS

- Judgment and Decision Making
- Systems Analysis
- Systems Evaluation

SOCIAL SKILLS

- Social Perceptiveness
- Coordination
- Service Orientation

TECHNICAL SKILLS

- Operations Analysis
- Operation Monitoring

RESOURCE MANAGEMENT SKILLS

- Time Management
- Mgmt of Personnel Resources
- Mgmt of Financial Resources

The most important skills required for performing this job well are underlined.

How much did these jobs pay in 2013?

Average: \$65,020 per year
(\$31.26 per hour)

Career Pathway and Educational Requirements

Associate (\$20,000 - \$35,000)

Specialist (\$30,000 - \$75,000)

Managerial (\$50,000 - \$100,000)

Junior Underwriter

Portfolio Underwriter

Senior Underwriter

Underwriting Manager

REQUIRED FOR ENTRY/ADVANCEMENT

- Bachelor's degree
- Multiple years related work experience

REQUIRED FOR ADVANCEMENT

- Bachelor's degree
- Certification
- Multiple years related work experience

REQUIRED FOR ADVANCEMENT

- Certification
- Multiple years related work experience

SOME CERTIFICATIONS THAT CAN HELP YOU ADVANCE:

Chartered Property Casualty Underwriter – CPCU (American Institute for CPCU and Insurance Institute of America, available online)

Associate in (Commercial) Underwriting - AU (American Institute for CPCU and Insurance Institute of America, unavailable online)

Chartered Life Underwriter – CLU (The American College, available online)

Registered Professional Liability Underwriter – RPLU (Professional Liability Underwriting Society, available online)

What do they do? Plan, initiate, and manage information technology (IT) projects. Lead and guide the work of technical staff. Serve as liaison between business and technical aspects of projects. Plan project stages and assess business implications for each stage. Monitor progress to assure deadlines, standards, and cost targets are met.

People with these roles and responsibilities are also called:

Business Analyst, Project Manager, Professional Project Manager, IT Manager, IT Director, Information Systems (IS) Director, IS Manager, IS Supervisor, Management Information Systems Director, Technical Services Manager

Some typical job duties include:

- Review project plans to plan and coordinate project activity.
- Manage backup, security and user help systems.
- Develop computer information resources, providing for data security and control, strategic computing, and disaster recovery.
- Consult with users, management, vendors, and technicians to assess computing needs and system requirements.
- Provide users with technical support for computer problems.
- Recruit, hire, train and supervise staff, or participate in staffing decisions.
- Evaluate data processing proposals to assess project feasibility and requirements.

Ohio Job Outlook "Average" (+14.6%)



Projected % change in number of jobs by 2020

Note: Blue band = Average growth (10% to 19%)

National Job Outlook through 2020: 18.1%

Most Important Occupational Skills

BASIC SKILLS

- Reading Comprehension
- Active Listening
- Critical Thinking

SOCIAL SKILLS

- Coordination
- Social Perceptiveness
- Instructing

PROBLEM SOLVING SKILLS

- Complex Problem Solving

TECHNICAL SKILLS

- Operations Analysis
- Operation Monitoring

SYSTEMS SKILLS

- Judgment and Decision Making
- Systems Analysis
- Systems Evaluation

RESOURCE MANAGEMENT SKILLS

- Time Management
- Mgmt of Personnel Resources
- Mgmt of Financial Resources

The most important skills required for performing this job well are underlined.

How much did these jobs pay in 2013?

**Average: \$117,550 per year
(\$56.51 per hour)**

Career Pathway and Educational Requirements



SOME CERTIFICATIONS THAT CAN HELP YOU ADVANCE:

Certified Associate in Project Management (Project Management Institute, unavailable online)

Project Management Professional (Project Management Institute, unavailable online)

CompTIA Project+ (CompTIA, unavailable online)

Six Sigma (Aveta Business Institute, available online; other organizations also offer this certification)

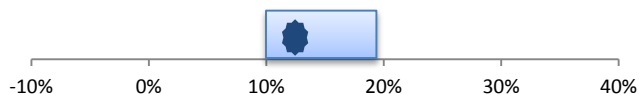
What do they do? Provide technical assistance to computer users. Answer questions or resolve computer problems for clients in person, or via telephone or electronically. May provide assistance concerning the use of computer hardware and software, including printing, installation, word processing, electronic mail, and operating systems.

People with these roles and responsibilities are also called: Information Technology Specialist (IT Specialist), Support Specialist, Computer Technician, Computer Support Specialist, Help Desk Analyst, Technical Support Specialist, Network Support Specialist, Electronic Data Processing Auditor (EDP Auditor), Network Technician, Computer Specialist

Some typical job duties include:

- Oversee the daily performance of computer systems.
- Answer user inquiries regarding computer software or hardware operation.
- Read technical manuals, confer with users, or conduct computer diagnostics to investigate and resolve problems or to provide technical assistance and support.
- Observe system functioning to verify correct operations and detect errors.
- Set up equipment for employee use, performing or ensuring proper installation of cables, operating systems, or appropriate software.
- Install and perform minor repairs to hardware, software, or peripheral equipment, following design or installation specifications.

Ohio Job Outlook "Average" (+13.4%)



Projected % change in number of jobs by 2020

Note: Blue band = Average growth (10% to 19%)

National Job Outlook through 2020: 18.1%

Most Important Occupational Skills

BASIC SKILLS

- Active Listening
- Speaking
- Reading Comprehension

PROBLEM SOLVING SKILLS

- Complex Problem Solving

SYSTEMS SKILLS

- Judgment and Decision Making
- Systems Analysis
- Systems Evaluation

SOCIAL SKILLS

- Instructing
- Service Orientation
- Social Perceptiveness

TECHNICAL SKILLS

- Operation Monitoring
- Troubleshooting

RESOURCE MANAGEMENT SKILLS

- Time Management
- Mgmt of Personnel Resources
- Mgmt of Financial Resources

The most important skills required for performing this job well are underlined.

How much did these jobs pay in 2013?

Average: \$47,380 per year
(\$22.78 per hour)

Career Pathway and Educational Requirements

Associate (\$20,000 - \$35,000) Specialist (\$30,000 - \$75,000) Managerial (\$50,000 - \$100,000) Executive (\$100,000+)



REQUIRED FOR ENTRY/ADVANCEMENT

- High school degree
- On the job training

REQUIRED FOR ADVANCEMENT

- Bachelor's degree or multiple years equivalent related work experience
- Professional certifications

REQUIRED FOR ADVANCEMENT

- Bachelor's degree
- Multiple years related work experience
- Professional certifications

REQUIRED FOR ADVANCEMENT

- Bachelor's degree
- Many years related work experience
- Professional certifications

SOME CERTIFICATIONS THAT CAN HELP YOU ADVANCE:

- Computer Support Specialist Certificate (offered by many community and four-year colleges)
- HDI-Support Center Analyst | HDI-Desktop Support Technician (Help Desk Institute, available online)
- CompTIA A+ | CompTIA Network+ | CompTIA Security + (CompTIA, unavailable online)
- Microsoft Technology Associate | Microsoft Certified Technology Specialist | Microsoft Certified Systems Engineer (Microsoft, unavailable online)

What do they do? Plan and direct policies, procedures, or systems to prevent the loss of assets. Determine risk exposure or potential liability, and develop risk control measures.

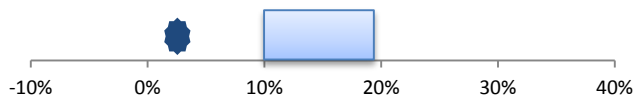
People with these roles and responsibilities are also called: Director-Loss Prevention, District Loss Prevention Manager, Logistics Loss Prevention Manager, Loss Prevention Manager, Loss Prevention Operations Manager, Loss Prevention/Safety District Manager, Manager of Loss Prevention Operations, Market Asset Protection Manager, Regional Loss Prevention Manager, Senior Manager, Asset Protection

Some typical job duties include:

- Identify potential for loss and develop strategies to eliminate it.
- Advise managers on compliance with applicable codes, laws, regulations, or standards.
- Administer systems and programs to reduce loss, maintain inventory control, or increase safety.
- Train loss prevention staff, retail managers, or store employees on loss control and prevention measures.
- Assess security needs across locations to ensure proper deployment of loss prevention resources, such as staff and technology.

Ohio Job Outlook

“Slower than average” (+2.9%)



Projected % change in number of jobs by 2020

Note: Blue band = Average growth (10% to 19%)

National Job Outlook through 2020: 7.9%

Most Important Occupational Skills

BASIC SKILLS

- Reading Comprehension
- Active Listening
- Speaking

SOCIAL SKILLS

- Coordination
- Persuasion
- Instructing

PROBLEM SOLVING SKILLS

- Complex Problem Solving

TECHNICAL SKILLS

- Operation Monitoring
- Quality Control Analysis

SYSTEMS SKILLS

- Judgment and Decision Making
- Systems Analysis
- Systems Evaluation

RESOURCE MANAGEMENT SKILLS

- Time Management
- Mgmt of Personnel Resources
- Mgmt of Material Resources

The most important skills required for performing this job well are underlined.

How much did these jobs pay in 2013?

Average: \$94,530 per year
(\$45.45 per hour)

Career Pathway and Educational Requirements

Entry-level (\$30,000-\$80,000)

Mid-career (\$70,000-\$110,000)

Executive (\$100,000+)

Loss Control Specialist

Senior Loss Control Specialist

Loss Control Executive

REQUIRED FOR ENTRY

- Bachelor's degree

REQUIRED FOR ADVANCEMENT

- Bachelor's degree
- Multiple years related work experience

REQUIRED FOR ADVANCEMENT

- Bachelor's degree
- Many years related work experience

SOME CERTIFICATIONS THAT CAN HELP YOU ADVANCE:

Certified Loss Control Specialist – CLCS (Board of Certified Safety Professionals, unavailable online)

What do they do? Perform work involving the skills of two or more maintenance or craft occupations to keep machines, mechanical equipment, or the structure of an establishment in repair.

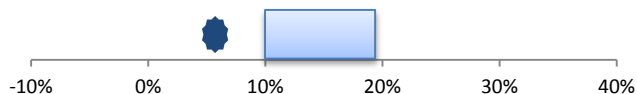
People with these roles and responsibilities are also called: Maintenance Mechanic, Maintenance Electrician, Maintenance Supervisor, Maintenance Engineer, Process Technician, Equipment Engineering Technician, Building Maintenance Mechanic, Building Mechanic, General Maintenance, Repair Worker

Some typical job duties include:

- Perform routine preventive maintenance to ensure that machines continue to run smoothly, building systems operate efficiently, or the physical condition of buildings does not deteriorate.
- Inspect, operate, or test machinery or equipment to diagnose machine malfunctions.
- Diagnose mechanical problems and determine how to correct them, checking blueprints, repair manuals, or parts catalogs, as necessary.
- Record type and cost of maintenance or repair work.

Ohio Job Outlook

"Slower than average" (+6.3%)



Projected % change in number of jobs by 2020

Note: Blue band = Average growth (10% to 19%)

National Job Outlook through 2020: 11.0%

Most Important Occupational Skills

BASIC SKILLS

- Critical Thinking
- Monitoring
- Reading Comprehension

SOCIAL SKILLS

- Coordination
- Social Perceptiveness
- Service Orientation

PROBLEM SOLVING SKILLS

- Complex Problem Solving

TECHNICAL SKILLS

- Repairing
- Equipment Maintenance

SYSTEMS SKILLS

- Judgment and Decision Making
- Systems Analysis
- Systems Evaluation

RESOURCE MANAGEMENT SKILLS

- Time Management
- Mgmt of Personnel Resources
- Mgmt of Material Resources

The most important skills required for performing this job well are underlined.

How much did these jobs pay in 2013?

Average: \$36,960 per year
 (\$17.77 per hour)

Career Pathway and Educational Requirements

Entry-level (\$30,000-\$50,000)

Master-level (\$40,000+)

Maintenance Technician

Master Technician

REQUIRED FOR ADVANCEMENT

- High school degree

REQUIRED FOR ADVANCEMENT

- High school degree
- Several years related work experience

SOME CERTIFICATIONS THAT CAN HELP YOU ADVANCE:

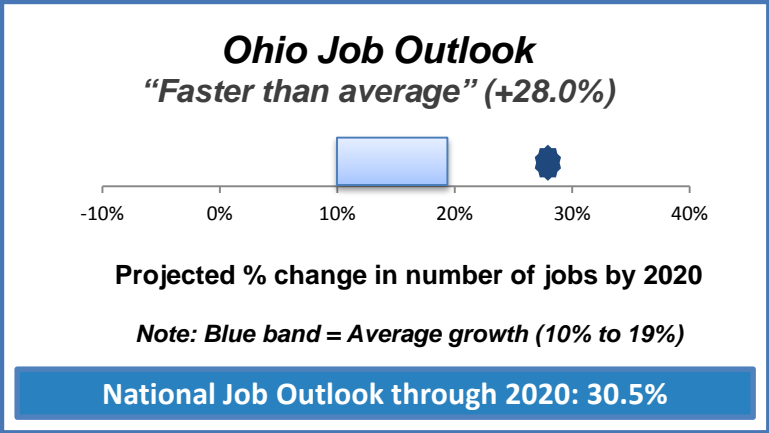
Certification in Industrial or Maintenance Technology

What do they do? Plan, direct, or coordinate marketing policies and programs, such as determining the demand for products and services offered by a firm and its competitors, and identify potential customers. Develop marketing strategies with the goal of maximizing the firm's profits or share of the market.

People with these roles and responsibilities are also called: Analyst, Marketing Consultant/Specialist, Marketing Coordinator, Account Supervisor, Marketing Manager, Product Manager, Business Development Manager, Social Media Manager, Assistant Marketing Director

Some typical job duties include:

- Formulate, direct, and coordinate marketing activities and policies to promote products and services, working with advertising and promotion managers.
- Coordinate or participate in promotional activities to market products or services.
- Analyze business developments and monitor market trends.
- Develop marketing strategies, balancing firm objectives and customer satisfaction.
- Initiate market research studies or analyze their findings.
- Use sales forecasting or strategic planning to ensure the sale and profitability of products, lines, or services.
- Monitor trends that indicate the need for new products and services.



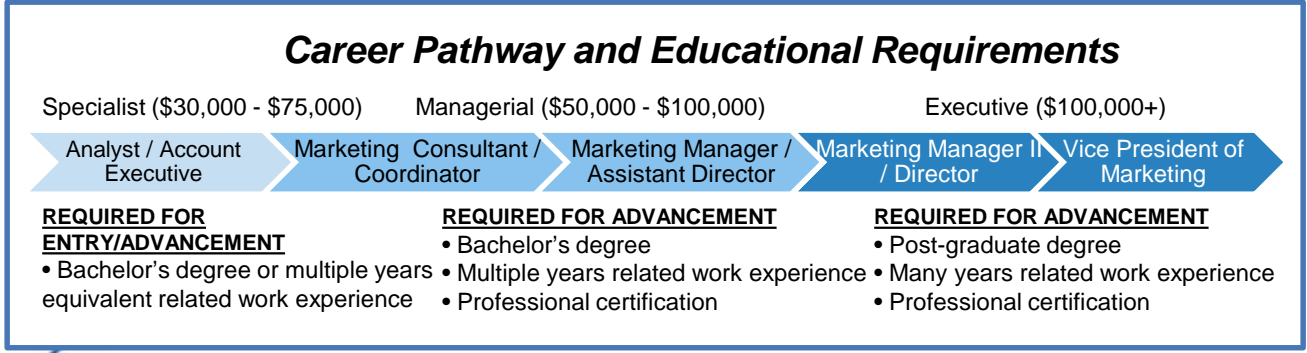
Most Important Occupational Skills

<p>BASIC SKILLS</p> <ul style="list-style-type: none"> • <u>Active Listening</u> • <u>Critical Thinking</u> • <u>Reading Comprehension</u> 	<p>PROBLEM SOLVING SKILLS</p> <ul style="list-style-type: none"> • Complex Problem Solving 	<p>SYSTEMS SKILLS</p> <ul style="list-style-type: none"> • Judgment and Decision Making • Systems Evaluation • Systems Analysis
<p>SOCIAL SKILLS</p> <ul style="list-style-type: none"> • Social Perceptiveness • Persuasion • Coordination 	<p>TECHNICAL SKILLS</p> <ul style="list-style-type: none"> • Operations Analysis • Programming 	<p>RESOURCE MANAGEMENT SKILLS</p> <ul style="list-style-type: none"> • Time Management • Mgmt of Personnel Resources • Mgmt of Financial Resources

The most important skills required for performing this job well are underlined.

How much did these jobs pay in 2013?

Average: \$73,252 per year (\$35.22 per hour)



SOME CERTIFICATIONS THAT CAN HELP YOU ADVANCE:

- Post-Baccalaureate Certificate
- Marketing Skills Assessment/Builder/Certification (Business Marketing Institute, available online)
- Certified Financial Marketing Professional (Institute of Certified Bankers, unavailable online)
- Certified Marketing Executive (Sales & Marketing Executives International, available online)
- Master of Business Administration

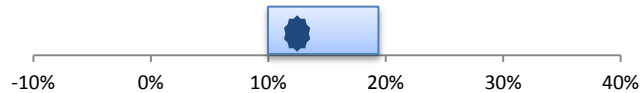
What do they do? Analyze, test, troubleshoot, and evaluate existing network systems, such as local area network (LAN), wide area network (WAN), and Internet systems or a segment of a network system. Perform network maintenance to ensure networks operate correctly with minimal interruption.

People with these roles and responsibilities are also called:
Network Support Technician, Network Diagnostic Support Specialist

Some typical job duties include:

- Install and configure wireless networking equipment.
- Install network software, including security or firewall software.
- Configure security settings or access permissions for groups or individuals.
- Configure wide area network (WAN) or local area network (LAN) routers or related equipment.
- Evaluate local area network (LAN) or wide area network (WAN) performance data to ensure sufficient availability or speed, to identify network problems, or for disaster recovery purposes.
- Identify causes of networking problems, using diagnostic software and equipment.

Ohio Job Outlook "Average" (+13.4%)



Projected % change in number of jobs by 2020

Note: Blue band = Average growth (10% to 19%)

National Job Outlook through 2020: 18.1%

Most Important Occupational Skills

BASIC SKILLS

- Active Listening
- Speaking
- Reading Comprehension

PROBLEM SOLVING SKILLS

- Complex Problem Solving

SYSTEMS SKILLS

- Judgment and Decision Making
- Systems Analysis
- Systems Evaluation

SOCIAL SKILLS

- Instructing
- Service Orientation
- Social Perceptiveness

TECHNICAL SKILLS

- Operation Monitoring
- Troubleshooting

RESOURCE MANAGEMENT SKILLS

- Time Management
- Mgmt of Personnel Resources
- Mgmt of Material Resources

The most important skills required for performing this job well are underlined.

How much did these jobs pay in 2013?

Average: \$54,270 per year
(\$26.09 per hour)

Career Pathway and Educational Requirements

Associate (\$30,000 - \$75,000)

Managerial (\$50,000 - \$100,000)

Executive (\$100,000+)

Network Support Specialist

Systems / Network Administrator

Chief Information Officer / Chief Technology Officer

REQUIRED FOR ENTRY/ADVANCEMENT

- Bachelor's degree or multiple years equivalent related work experience
- Professional certifications

REQUIRED FOR ADVANCEMENT

- Bachelor's degree
- Multiple years related work experience

REQUIRED FOR ADVANCEMENT

- Bachelor's degree
- Many years related work experience
- Professional certifications

SOME CERTIFICATIONS THAT CAN HELP YOU ADVANCE:

- CompTIA A+, Network+, or Security+ (CompTIA, unavailable online)
- Cisco Certified Entry Networking Technician (CISCO, unavailable online)
- Cisco Certified Network Associate (CISCO, unavailable online)
- Certified Wireless Technology Specialist (Certified Wireless Network Professionals, unavailable online)
- EMC Proven Professional (EMC Education Services, unavailable online)

What do they do? Assist lawyers by investigating facts, preparing legal documents, or researching legal precedent. Conduct research to support a legal proceeding, to formulate a defense, or to initiate legal action.

People with these roles and responsibilities are also called: Paralegal, Law Clerk, Legal Assistant, Legal Clerk, Summer Law Associate, Legal Analyst, Paralegal Specialist, Certified Paralegal

Some typical job duties include:

- Prepare affidavits or other documents, such as legal correspondence, and organize and maintain documents in paper or electronic filing system.
- Prepare for trial by performing tasks such as organizing exhibits.
- Prepare legal documents, including briefs, pleadings, appeals, and contracts.
- Meet with clients and other professionals to discuss details of case.
- Gather and analyze research data, such as statutes, decisions, and legal articles, codes, and documents.
- Investigate facts and law of cases and search pertinent sources, such as public records, to determine causes of action and to prepare cases.

Ohio Job Outlook "Average" (+18.4%)



Projected % change in number of jobs by 2020

Note: Blue band = Average growth (10% to 19%)

National Job Outlook through 2020: 18.3%

Most Important Occupational Skills

BASIC SKILLS

- Reading Comprehension
- Active Listening
- Writing

PROBLEM SOLVING SKILLS

- Complex Problem Solving

SYSTEMS SKILLS

- Judgment and Decision Making
- Systems Analysis
- Systems Evaluation

SOCIAL SKILLS

- Coordination
- Service Orientation
- Social Perceptiveness

TECHNICAL SKILLS

- Operations Analysis
- Operation Monitoring

RESOURCE MANAGEMENT SKILLS

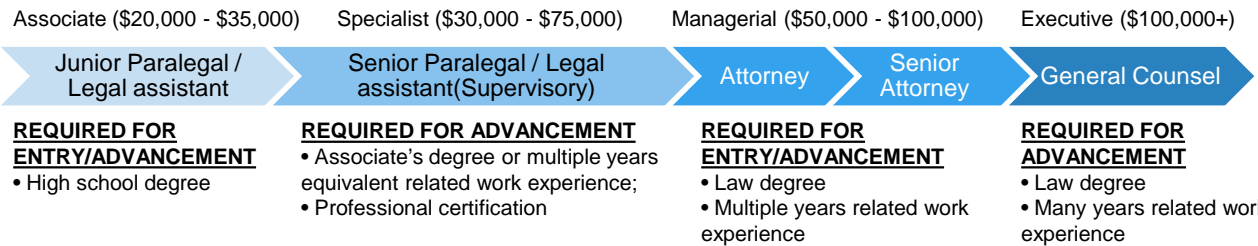
- Time Management
- Mgmt of Personnel Resources
- Mgmt of Financial Resources

The most important skills required for performing this job well are underlined.

How much did these jobs pay in 2013?

**Average: \$44,650 per year
(\$21.46 per hour)**

Career Pathway and Educational Requirements



SOME CERTIFICATIONS THAT CAN HELP YOU ADVANCE:

- Paralegal Certificate** (from an ABA Approved Paralegal Education Program by many community and four-year colleges)
- Certified Legal Assistant / Certified Paralegal** (National Association of Legal Assistants, unavailable online)
- Paralegal Advanced Competency Examination – Registered Paralegal** (National Federation of Paralegal Associations, unavailable online)
- American Alliance Certified Paralegal** (American Alliance of Paralegals, unavailable online)

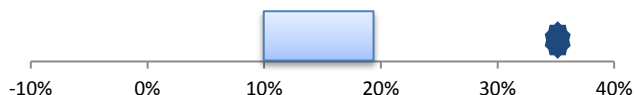
What do they do? Collect and analyze statistical, financial, and competitive information to help make pricing, underwriting, agency management, distribution, claims, and product development decisions.

People with these roles and responsibilities are also called: Pricing Assistant, Pricing/Actuarial Assistant, Product Pricing Analyst, Pricing Analyst, Actuarial Consultant, Product Consultant, Pricing Actuary, Assistant Actuary - Product Development

Some typical job duties include:

- Identify and solve product/pricing problems by performing analysis that involves retrieving and analyzing both internal and external data.
- Assists with analysis and implementation of changes to existing insurance products as well as the development of new products.
- Perform extensive product reviews that require analysis of trends, factors, issues, competitive analysis, and rate level indications.
- Analyzes agency management, product distribution, and claims procedures to enhance growth and underwriting profit of the insurance product.

Ohio Job Outlook "Faster than average" (+34.7%)



Projected % change in number of jobs by 2020

Note: Blue band = Average growth (10% to 19%)

National Job Outlook through 2020: 41.2%

Most Important Occupational Skills

BASIC SKILLS

- Reading Comprehension
- Active Listening
- Writing

SOCIAL SKILLS

- Social Perceptiveness
- Coordination
- Persuasion

PROBLEM SOLVING SKILLS

- Complex Problem Solving

TECHNICAL SKILLS

- Operations Analysis
- Programming

SYSTEMS SKILLS

- Judgment and Decision Making
- Systems Analysis
- Systems Evaluation

RESOURCE MANAGEMENT SKILLS

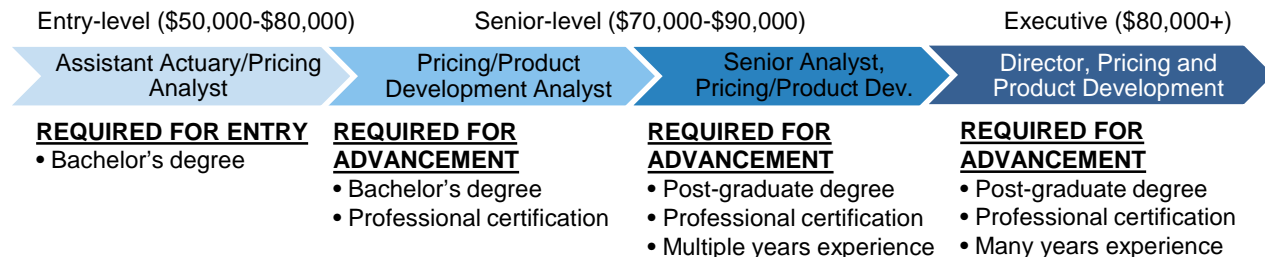
- Time Management
- Mgmt of Personnel Resources
- Mgmt of Financial Resources

The most important skills required for performing this job well are underlined.

How much did these jobs pay in 2013?

Average: \$60,920 per year
(\$29.29 per hour)

Career Pathway and Educational Requirements



SOME CERTIFICATIONS THAT CAN HELP YOU ADVANCE:

- Associated of the Society of Actuaries – ASA (Society of Actuaries, available online)
- Associate of the Casualty Actuarial Society – ACAS (Casualty Actuarial Society, available online)
- Certified Pricing Professional (Professional Pricing Society, available online)

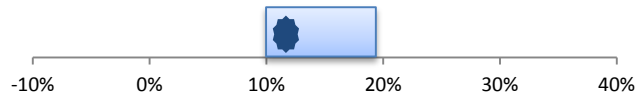
What do they do? Formulate and apply mathematical modeling and other optimizing methods to develop and interpret information that assists management with decision making, policy formulation, or other managerial functions.

People with these roles and responsibilities are also called: Operations Research Analyst, Operations Research Manager, Scientist, Analytical Strategist, Business Analytics Director, Business Insight and Analytics Manager, Decision Analyst, Associate – Analytics and Research

Some typical job duties include:

- Define data requirements and gather and validate information, applying judgment and statistical tests and/or actuarial research techniques.
- Collaborate with senior managers and decision makers to identify and solve a variety of problems and to clarify management objectives.
- Perform validation and testing of models to ensure adequacy and reformulate models as necessary.
- Prepare management reports defining and evaluating problems and recommending solutions.

Ohio Job Outlook "Average" (+12.3%)



Projected % change in number of jobs by 2020

Note: Blue band = Average growth (10% to 19%)

National Job Outlook through 2020: 14.6%

Most Important Occupational Skills

BASIC SKILLS

- Mathematics
- Critical Thinking
- Reading Comprehension

SOCIAL SKILLS

- Coordination
- Instructing
- Social Perceptiveness

PROBLEM SOLVING SKILLS

- Complex Problem Solving

TECHNICAL SKILLS

- Operations Analysis
- Programming

SYSTEMS SKILLS

- Judgment and Decision Making
- Systems Evaluation
- Systems Analysis

RESOURCE MANAGEMENT SKILLS

- Time Management
- Mgmt of Personnel Resources
- Mgmt of Financial Resources

The most important skills required for performing this job well are underlined.

How much did these jobs pay in 2013?

Average: \$74,120 per year
(\$35.64 per hour)

Career Pathway and Educational Requirements

Entry-level (\$30,000-\$60,000)

Senior-level (\$50,000-\$75,000)

Managerial (\$75,000+)

Research & Development Analyst

Sr. Research & Development Analyst

Director, Research and Development

REQUIRED FOR ENTRY

- Bachelor's degree

REQUIRED FOR ADVANCEMENT

- Post-graduate degree
- Multiple years related work experience

REQUIRED FOR ADVANCEMENT

- Post-graduate degree
- Many years related work experience

SOME CERTIFICATIONS THAT CAN HELP YOU ADVANCE:

Microsoft SQL Server (Microsoft, available online)

SAS Certified Statistical Business Analyst (SAS Institute, unavailable online)

What do they do? Analyze and make decisions on risk management issues by identifying, measuring and managing operational and enterprise risks for an organization.

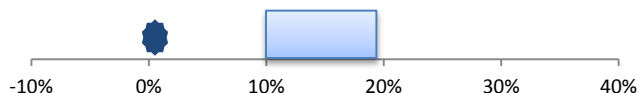
People with these roles and responsibilities are also called: Risk Management Specialist, Risk Analyst, Risk and Insurance Manager

Some typical job duties include:

- Identify, analyze, and document areas of potential risk to organizations.
- Confer with traders to determine risks associated with trading strategies.
- Devise risk-assessment models and conduct statistical analyses to quantify risk.
- Gather risk-related data and develop risk management systems.
- Produce reports and presentations that outline findings, and recommend changes.

Ohio Job Outlook*

"Slower than average" (+0.6%)



Projected % change in number of jobs by 2020

Note: Blue band = Average growth (10% to 19%)

National Job Outlook through 2020: 6.1%

Most Important Occupational Skills

BASIC SKILLS

- Reading Comprehension
- Active Listening
- Critical Thinking

PROBLEM SOLVING SKILLS

- Complex Problem Solving

SYSTEMS SKILLS

- Systems Analysis
- Systems Evaluation
- Judgment and Decision Making

SOCIAL SKILLS

- Social Perceptiveness
- Coordination
- Persuasion

TECHNICAL SKILLS

- Programming
- Operation Monitoring

RESOURCE MANAGEMENT SKILLS

- Time Management
- Mgmt of Personnel Resources
- Mgmt of Material Resources

The most important skills required for performing this job well are underlined.

How much did these jobs pay in 2013?

Average: \$69,210 per year
(\$33.27 per hour)

Career Pathway and Educational Requirements

Specialist (\$30,000 - \$75,000) Managerial (\$50,000 - \$100,000) Executive (\$100,000+)



REQUIRED FOR ENTRY

- Bachelor's degree

REQUIRED FOR ADVANCEMENT

- Bachelor's degree (minimum)
- Multiple years related work experience

REQUIRED FOR ADVANCEMENT

- Multiple years related work experience
- Graduate degree (M.B.A.)

SOME CERTIFICATIONS THAT CAN HELP YOU ADVANCE:

Associate in Risk Management – ARM (American Institute for CPCU and Insurance Institute of America, available online)

Certified Risk Manager – CRM (The National Alliance for Insurance Education and Research, unavailable online)

International Certificate in Banking Risk Regulation (Global Association of Risk Professionals, unavailable online)

Certified Financial Risk Manager (Global Association of Risk Professionals, unavailable online)

*Statistics reflect the "Financial Specialists, All Other" category. "Risk Management Specialists" are a subset of this category, for which data are not collected. As a result, the true number of "risk manager" jobs in Ohio, the rate of job growth, and corresponding salary estimates are unknown.

What do they do? Obtain evidence, take statements, produce reports, and testify to findings regarding resolution of fraud allegations. May coordinate fraud detection and prevention activities.

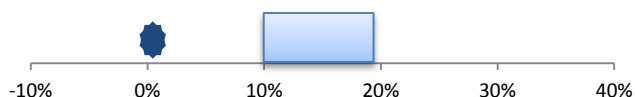
People with these roles and responsibilities are also called: Special Agent, Investigator, Certified Fraud Examiner, Inspector General, Special Investigation Unit Investigator

Some typical job duties include:

- Conduct in-depth investigations of suspected internal or external fraud.
- Prepare evidence for presentation in court.
- Testify in court regarding investigation findings.
- Interview witnesses or suspects and take statements.
- Advise businesses or agencies on ways to improve fraud detection.
- Create and maintain logs, records, or databases of information about fraudulent activity.
- Coordinate investigative efforts with law enforcement officers and attorneys.

Ohio Job Outlook

“Slower than average” (+0.6%)



Projected % change in number of jobs by 2020

Note: Blue band = Average growth (10% to 19%)

National Job Outlook through 2020: 6.1%

Most Important Occupational Skills

BASIC SKILLS

- Writing
- Speaking
- Reading Comprehension

SOCIAL SKILLS

- Coordination
- Social Perceptiveness
- Negotiation

PROBLEM SOLVING SKILLS

- Complex Problem Solving

TECHNICAL SKILLS

- Operation Monitoring
- Operation and Control

SYSTEMS SKILLS

- Judgment and Decision Making
- Systems Analysis
- Systems Evaluation

RESOURCE MANAGEMENT SKILLS

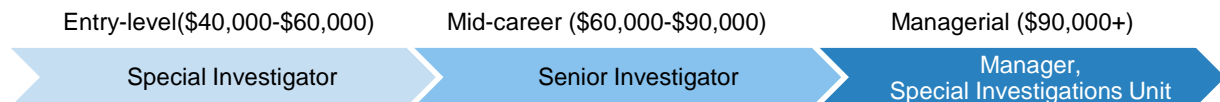
- Time Management
- Mgmt of Personnel Resources
- Mgmt of Financial Resources

The most important skills required for performing this job well are underlined.

How much did these jobs pay in 2013?

Average: \$69,210 per year
(\$33.27 per hour)

Career Pathway and Educational Requirements



REQUIRED FOR ENTRY

- Associate's degree or equivalent law enforcement or claims experience

REQUIRED FOR ADVANCEMENT

- Bachelor's degree
- Multiple years related work experience

REQUIRED FOR ADVANCEMENT

- Bachelor's degree
- Many years related work experience

SOME CERTIFICATIONS THAT CAN HELP YOU ADVANCE:

Certified Fraud Examiner – CFE (Association of Certified Fraud Examiners, available online)

Certified Insurance Fraud Investigator – CIFI (International Association of Special Investigation Units, available online)

What do they do? Design and develop solutions to complex applications problems, system administration issues, or network concerns. Perform systems management and integration functions.

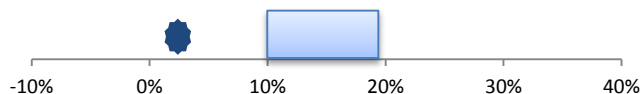
People with these roles and responsibilities are also called: Systems Engineer, Electronic Data Interchange System Developer (EDI System Developer), System Architect

Some typical job duties include:

- Communicate with staff or clients to understand specific system requirements.
- Provide advice on project costs, design concepts, or design changes.
- Document design specifications, installation instructions, and other system-related information.
- Verify stability, interoperability, portability, security, or scalability of system architecture.
- Collaborate with engineers or software developers to select appropriate design solutions or ensure the compatibility of system components.

Ohio Job Outlook

“Slower than average” (+3.2%)



Projected % change in number of jobs by 2020

Note: Blue band = Average growth (10% to 19%)

National Job Outlook through 2020: 5.9%

Most Important Occupational Skills

BASIC SKILLS

- Active Listening
- Critical Thinking
- Reading Comprehension

SOCIAL SKILLS

- Coordination
- Instruction
- Persuasion

PROBLEM SOLVING SKILLS

- Complex Problem Solving

TECHNICAL SKILLS

- Operations Analysis
- Programming

SYSTEMS SKILLS

- Systems Evaluation
- Systems Analysis
- Judgment and Decision Making

RESOURCE MANAGEMENT SKILLS

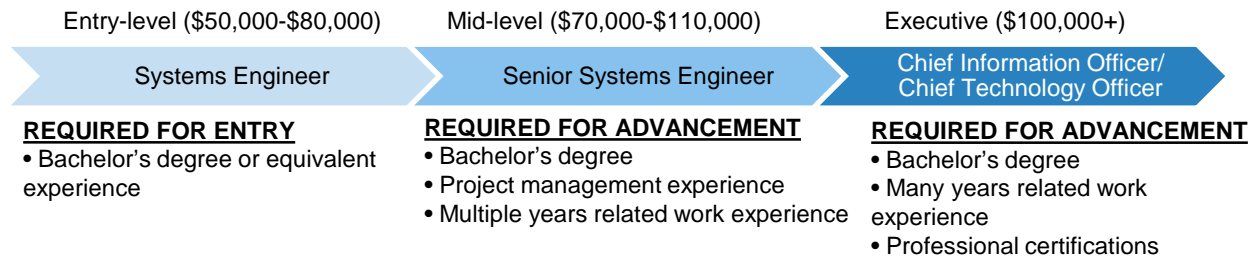
- Time Management
- Mgmt of Personnel Resources
- Mgmt of Financial Resources

The most important skills required for performing this job well are underlined.

How much did these jobs pay in 2013?

Average: \$79,760 per year
(\$38.35 per hour)

Career Pathway and Educational Requirements



SOME CERTIFICATIONS THAT CAN HELP YOU ADVANCE:

Systems Engineering Certification (International Council on Systems Engineering, unavailable online)

Accredited Systems Engineer – ASE (Hewlett Packard, available online)

Microsoft Certified IT Professional – MCITP (Microsoft, available online)

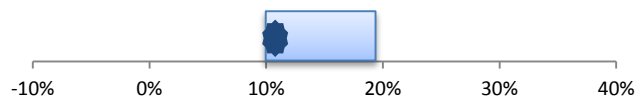
What do they do? Perform activities in talent acquisition, including screening, recruiting, and interviewing candidates and negotiating and closing employment offers.

People with these roles and responsibilities are also called: Corporate Recruiter, Employment Coordinator, Employment Representative, Employment Specialist, Human Resources Coordinator, Human Resources HR Generalist, Human Resources Specialist (HR Specialist), Personnel Coordinator, Recruiter, Technical Recruiter

Some typical job duties include:

- Build and maintain networks of potential candidates for designated skills sets through pro-active market research and on-going relationship management.
- Inform job applicants of details such as duties and responsibilities, compensation, benefits, schedules, working conditions, or promotion opportunities.
- Select qualified job applicants or refer them to managers, making hiring recommendations when appropriate.
- Hire employees and process hiring-related paperwork.

Ohio Job Outlook "Average" (+11.2%)



Projected % change in number of jobs by 2020

Note: Blue band = Average growth (10% to 19%)

National Job Outlook through 2020: 20.5%

Most Important Occupational Skills

BASIC SKILLS

- Active Listening
- Speaking
- Reading Comprehension

SOCIAL SKILLS

- Coordination
- Social Perceptiveness
- Service Orientation

PROBLEM SOLVING SKILLS

- Complex Problem Solving

TECHNICAL SKILLS

- Programming
- Operation Monitoring

SYSTEMS SKILLS

- Judgment and Decision Making
- Systems Analysis
- Systems Evaluation

RESOURCE MANAGEMENT SKILLS

- Time Management
- Mgmt of Personnel Resources
- Mgmt of Material Resources

The most important skills required for performing this job well are underlined.

How much did these jobs pay in 2013?

Average: \$57,470 per year
(\$27.63 per hour)

Career Pathway and Educational Requirements

Entry-level (\$40,000-\$60,000)

Mid-career (\$60,000-\$100,000)

Executive (\$90,000+)

Recruiter

Senior Recruiter

Director, Talent Acquisition

REQUIRED FOR ENTRY

- Associate's degree

REQUIRED FOR ADVANCEMENT

- Bachelor's degree
- Multiple years related work experience

REQUIRED FOR ADVANCEMENT

- Bachelor's degree
- Many years related work experience

SOME CERTIFICATIONS THAT CAN HELP YOU ADVANCE:

Professional in Human Resources – PHR (HR Certification Institute, unavailable online)

Senior Professional in Human Resources – SPHR (HR Certification Institute, unavailable online)

What do they do? Design and conduct training and development programs to improve individual and organizational performance. Plan, direct, or coordinate the training and development activities and staff of an organization.

People with these roles and responsibilities are also called:
 Corporate Trainer, Computer Training Specialist, Job Training Specialist, Trainer, Management Development Specialist, Training Coordinator, Training Specialist, E-Learning Developer, Technical Trainer, Training and Development Coordinator, Education and Development Manager, Director of Staff Development, Training Manager, Development Manager, Director of Education

Some typical job duties include:

- Monitor, evaluate, or record training activities or program effectiveness.
- Offer specific training programs to help workers maintain or improve job skills.
- Assess training needs through surveys, interviews with employees, focus groups, or consultation with managers, instructors, or customer representatives.
- Develop alternative training methods if expected improvements are not seen.
- Organize and develop, or obtain, training procedure manuals and guides and course materials such as handouts and visual materials.

Ohio Job Outlook "Faster than average" (+20.8%)



Projected % change in number of jobs by 2020

Note: Blue band = Average growth (10% to 19%)

National Job Outlook through 2020: 26.6%

Most Important Occupational Skills

BASIC SKILLS

- Speaking
- Learning Strategies
- Active Listening

SOCIAL SKILLS

- Instructing
- Coordination
- Social Perceptiveness

PROBLEM SOLVING SKILLS

- Complex Problem Solving

TECHNICAL SKILLS

- Operations Analysis
- Quality Control Analysis

SYSTEMS SKILLS

- Judgment and Decision Making
- Systems Analysis
- Systems Evaluation

RESOURCE MANAGEMENT SKILLS

- Mgmt of Personnel Resources
- Time Management
- Mgmt of Financial Resources

The most important skills required for performing this job well are underlined.

How much did these jobs pay in 2013?

Average: \$63,417 per year
 (\$30.49 per hour)

Career Pathway and Educational Requirements



SOME CERTIFICATIONS THAT CAN HELP YOU ADVANCE:

- Training and Development Certificate (offered by many community and four-year colleges)
- Certified Professional in Learning and Performance (ASTD Certification Institute, unavailable online)
- CompTIA Certified Technical Trainer+ (CompTIA, unavailable online)

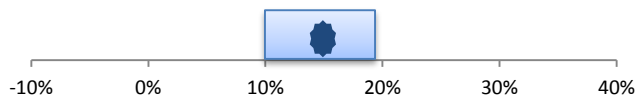
What do they do? Design, create, and modify Web sites. Analyze user needs to implement Web site content, graphics, performance, and capacity. May integrate Web sites with other computer applications. May convert written, graphic, audio, and video components to compatible Web formats by using software designed to facilitate the creation of Web and multimedia content.

People with these roles and responsibilities are also called: Webmaster, Web Developer

Some typical job duties include:

- Design, build, or maintain web sites, using authoring or scripting languages, content creation tools, management tools, and digital media.
- Write, design, or edit web page content, or direct others producing content.
- Confer with management or development teams to prioritize needs, resolve conflicts, develop content criteria, or choose solutions.
- Identify problems uncovered by testing or customer feedback, and correct problems or refer problems to appropriate personnel for correction.
- Maintain understanding of current web technologies or programming practices through continuing education.

Ohio Job Outlook "Average" (+15.7%)



Projected % change in number of jobs by 2020

Note: Blue band = Average growth (10% to 19%)

National Job Outlook through 2020: 21.7%

Most Important Occupational Skills

BASIC SKILLS

- Critical Thinking
- Reading Comprehension
- Active Listening

SOCIAL SKILLS

- Social Perceptiveness
- Coordination
- Persuasion

PROBLEM SOLVING SKILLS

- Complex Problem Solving

TECHNICAL SKILLS

- Programming
- Operations Analysis

SYSTEMS SKILLS

- Judgment and Decision Making
- Systems Analysis
- Systems Evaluation

RESOURCE MANAGEMENT SKILLS

- Time Management
- Mgmt of Personnel Resources
- Mgmt of Material Resources

The most important skills required for performing this job well are underlined.

How much did these jobs pay in 2013?

Average: \$59,950 per year
(\$28.82 per hour)

Career Pathway and Educational Requirements

Entry Level (\$35,000-50,000)

Mid-Career (\$45,000-\$70,000)

Senior-level (\$60,000 +)

Associate Web Designer

Web Designer

Senior Web Designer

REQUIRED FOR ENTRY

- Associate's degree
- Proficiency in web technologies, such as JavaScript, HTML, CSS

REQUIRED FOR ADVANCEMENT

- Bachelor's degree
- Several years related work experience
- Proficiency in several web technologies

REQUIRED FOR ADVANCEMENT

- Bachelor's degree
- Several years related experience
- Proficiency in several web technologies

SOME CERTIFICATIONS THAT CAN HELP YOU ADVANCE:

WOW Web Professional Certification (World Organization of Webmasters, unavailable online)

Certified Web Professional – CWP (International Webmasters Association, available online)

Certified Internet Web Professional – CIW (unavailable online)