



## MAKE A DIFFERENCE!

If you want a career where you can make a difference in providing technical support and solutions, consider working in the information technology department for a city or county. There are many specialized areas to choose from, such as databases, security, geographic information (mapping), network administration and customer service.

## JOB DUTIES

As a member of the information technology department, staff delivers reliable, innovative and cost effective technology solutions to city and county government, and the citizens that access information.

## HIRING OUTLOOK

Employment of computer and information technology occupations is projected to grow 12 percent from 2014 to 2024. These occupations are expected to add about 488,500 new jobs due to a greater emphasis on cloud computing, the collection and storage of big data and the continued demand for mobile computing.



## SALARY

Many jobs in information technology offer excellent salary and benefits packages.

### CAREER

### SALARY RANGE

Help Desk/Support Technician	\$38,533-\$65,068
Technical Support Analyst Information System Manager	\$40,730-\$80,830
Senior Systems Analyst	\$56,989-\$111,192
Chief Information Officer	\$65,413-\$118,694
	\$83,093-\$163,724

Source: Mid-America Regional Council 2016 Local Government Salary Survey

## WHAT IT TAKES

For entry-level positions, candidates generally should possess:

- High school diploma or GED
- Computer skills (Microsoft Outlook, Word and Excel)
- Direct experience and additional certifications may be required
- For professional positions, candidates generally should possess a Bachelor's degree in information technology

For more senior-level positions, direct experience is required

- In many cases, information technology experience that demonstrates a candidate's ability to perform the job may be substituted for the educational requirement

Find your path in ...

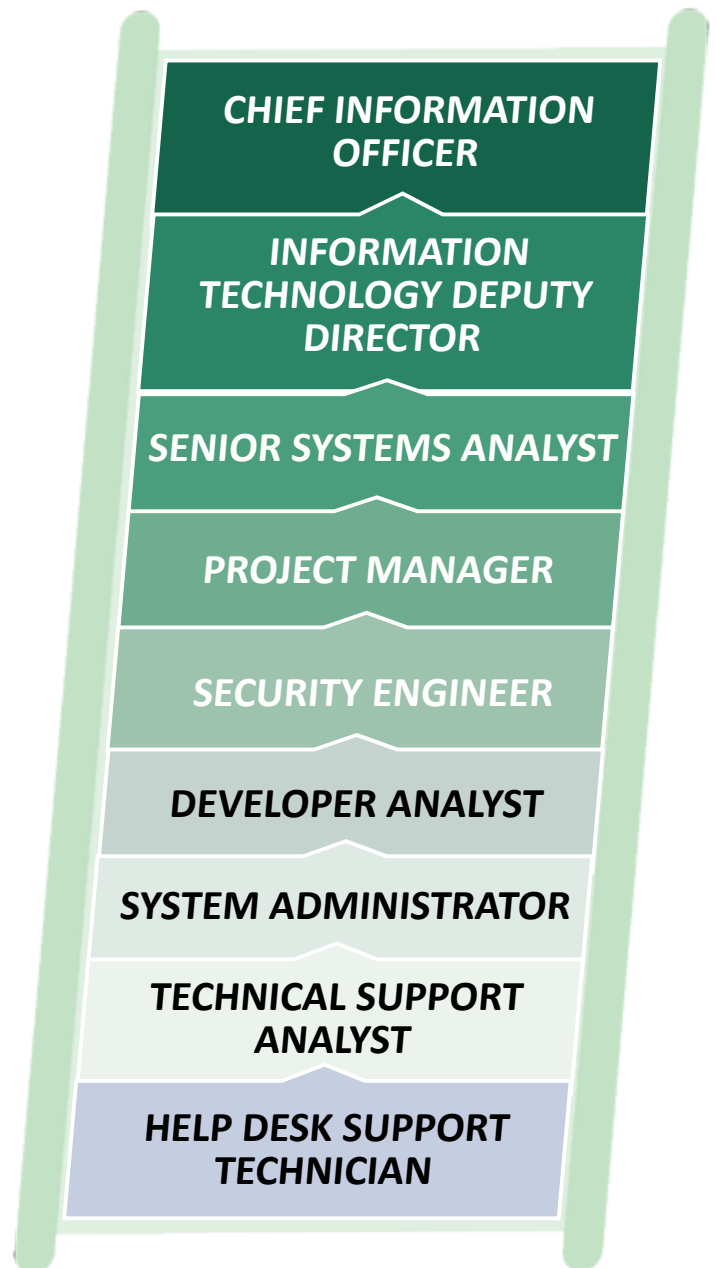
# INFORMATION TECHNOLOGY

# ADVANCEMENT

Information technology offers a variety of entry-level positions and opportunities for advancement as an employee continues his or her education and gains work experience. Cities and counties often recruit local talent and promote from within.

Many types of specialized career fields are available, such as help desk technician, security analyst, database analyst, GIS, web applications developer, HRMS analyst, system administrator, network analyst, developer analyst and project management.

The career ladder to the right shows the pathway starting as help desk support technician moving up to chief information officer.



## TOP SKILLS

- Attention to detail
- Keen sensory abilities
- Basic mathematical and accounting skills
- Interpersonal skills
- Analytical skills
- Strong written communication
- Ability to maintain confidentiality
- Work well under tight time constraints
- Computer software

# EDUCATION

A high school diploma or GED is the minimum education requirement for entry-level careers in information technology. However, professional positions require an associate's or bachelor's degree. Senior level professional positions often require bachelor's degree and experience in the field.

