



Workforce Development 2022 Annual Performance Report



August 17th, 2022

#22-0587

Workforce Development: **Year in Review**



Performance Success



Program Year Priorities



Economic Recovery

Fulton Recognized as Best in Class

WORKSOURCEGA

- Workforce Board showcased as a model for leveraging data and financial status to improve program service delivery
- Career Reboot Fulton highlighted as innovative response to COVID-19



2022 Doug Hooker Award for
Excellence in Workforce Equity

What We Do

Serve residents with **career development** and **training** to build a world-class workforce to **strengthen families and neighborhoods** through Federal Workforce Innovation and Opportunity Act (WIOA) funds.

Core Services

- Adult and Youth Career and Employment Services
- Business Services
- Supportive Services while in training



Met or Exceeded 15 / 15 Performance Measures

171 Gained Employment

- 376 currently enrolled in training



\$5,866,552 in Annual Earnings

- \$1.83 Return on Investment



Median Salary of \$34,426

- 2022 Living Wage in Fulton County = \$39,562



Focus on Innovation and Customer Service



Workforce Board Engagement

- Review of Standing Committees Structure and ability to respond to current needs
- Composition of Committees and LWDB Representation
- Setting of goals and performance indicators to align with Local Plan



Post-COVID Recovery

- Addressing needs of labor force and job market as COVID enters endemic phase
- Aligning service delivery to meet challenge of safely serving public, flexibility of training offerings, rebuilding outreach efforts that were closed during COVID shutdowns



Economic Mobility

- Continuing Systems Change for Economic Mobility Work
- Addressing barriers around access to training and employment opportunities
- Exploring partnerships to help align services to ensure successful outcomes

Workforce Development: Economic Recovery



Targeting Demand Industries



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INDUSTRY CAREER PATHWAY

INFORMATION TECHNOLOGY

INDUSTRY OVERVIEW

- The Information Technology (IT) industry is thriving and is expected to continue to grow over the next decade.
- IT jobs tend to pay far more than the average job.
- Many IT jobs require a bachelor's degree; however, more and more companies are finding value in hiring skilled IT employees with industry certifications.
- Multiple certifications and specific technical experience go a long way toward becoming an attractive hiring candidate.

ESSENTIAL SKILLS

IT careers can be a calling or something you are truly interested in exploring. Today, there aren't many job opportunities that don't require some knowledge of IT. Explore why you are interested in the IT field and make certain you understand the expectations. IT professionals have a strong interest in technology and will be constantly learning new technology skills. Responsibilities and expectations of roles within the IT field include:

- Communication Skills
- Creativity
- Customer Service
- Detail-Oriented
- Microsoft Office
- Organizational Skills
- Problem Solving
- Project Management
- Quality Assurance
- Research
- Software Development (SQL, Java, Python)
- Teamwork / Collaboration
- Writing
- Written Communication

WORK SOURCE GEORGIA
Metro Atlanta

Industry Career Pathway: Information Technology

Education Level	Job Title	Salary Range
Associate's Degree	Web & Digital Interface Designers	\$55,700
Associate's Degree	Computer Network Support Specialists	\$69,000
Bachelor's Degree	Software Developers & Quality Assurance Analysts and Testers	\$155,400
Bachelor's Degree	Network and Computer Systems Administrators	\$74,200
Bachelor's Degree	Cyber Security Analysts	\$100,900

GET TRAINING

- Many IT jobs don't require a bachelor's degree but do require some certifications.
- Check out WorkSourceGeorgia.com for a list of eligible training providers to get started in your IT career.

AND YOUR NETWORK

As a professional organization, advantage of social media LinkedIn, or go to a local IT meet-up.

your network to help you about career pathways, additional opportunities, and job disabilities and expectations.

If all companies, big or small, have an IT department that maintains, updates, and supports all the company's technology including infrastructure, hardware, and networks. IT professionals in this environment perform a number of duties to ensure company employees have full access to the computer systems.

Companies provide Internet services, software and manufacture devices. In a big company, IT professionals will usually work in a dedicated team and receive tasks according to their skillset.

Getting a Start Up can be exciting and involves working with cutting technologies. Start Ups are generally "lean" operations, so employees tend to wear multiple hats. IT professionals in this environment need to be versatile, interested in learning, and entrepreneurial minded.

Find out more about WorkSourceGA's training services and see which top IT employers in Atlanta are hiring entry-level talent.

More information available at: ATLworks.org/job-seekers



Metro Atlanta
TOP JOBS

INFORMATION TECHNOLOGY (IT)

Computer Network Support Specialists

Standard Occupational Classification Code: 151231

Also known as: Computer Network Specialist, IT Consultant (Information Technology Consultant), Network Specialist, Network Support Specialist, Network Technical Analyst, Network Consultant, Personal Computer Network Analyst, Systems Specialist

Are you good at...

- ☐ Displaying a good-natured, cooperative attitude?
- ☐ Analytical thinking and using logic to address work-related issues?
- ☐ Paying attention to detail?
- ☐ Being reliable, responsible, and dependable?
- ☐ Being honest and ethical?

A Day in the Life

Computer Network Support Specialists analyze, test, troubleshoot, and evaluate existing network systems, such as local area networks (LAN), wide area networks (WAN), cloud networks, servers, and other data communications networks. They perform network maintenance to ensure networks operate correctly with minimal interruption. They create electronic data backup to prevent loss of information. They implement security measures for computer or information systems. They analyze security of systems, network, or data. Resolve computer network problems. They document network-related activities or tasks and configure computer networks. Specialists install computer software and test computer system operations to ensure proper functioning. They analyze data to identify or resolve operational problems. They monitor the performance of computer networks. They will provide technical support for computer network issues and troubleshoot issues with computer applications or systems. They maintain and install computer hardware. They test computer hardware performance.

How do I get into this top job?

You need an Associate's Degree to do this job. You might need additional licensing as well. Training programs and tests may be expensive, but you might not have to pay for all of it yourself. If you are low income, ask your job coach, career counselor, training program, or workforce development specialist about assisting you with your training expenses. It might be free!

What they earn in Metro Atlanta:
Entry Wage: \$20.85
Median Wage: \$32.11

What makes this a Top Job?
They're in high demand. The Georgia Dept. of Labor estimates there will be over 560 openings per year through 2026! Additionally, this job pays above average wages.

Educational Requirement
Associate's Degree

On-the-Job Training
None

Related Occupations
Check out these similar careers on O*NET online:

- Computer Systems Analysts
- Software Quality Assurance Analysts and Testers

Top In-Demand Jobs



Truck Drivers
Maintenance Worker
Nursing Assistants
Computer Support Specialists
Medical Assistants