

CAREER SPOTLIGHT

Information Technology



Meet IT Service Providers

Kevin Bozung is the co-owner of Safety Net, an IT service provider based in Traverse City. Bozung says along with up-to-date IT skills, he needs employees with good **communication** skills who can **adapt to change**, **solve problems**, and **access and analyze** information.

"IT is such a huge area that you're constantly learning and seeing new problems," said Bozung. *"The people that seem to do well here really enjoy being able to dig in to a problem and solve it."*

Mike Fitzgerald is a computer network design associate at Safety Net. He works with clients to understand their existing systems along with their challenges, goals and requirements so he can design **new solutions**. Fitzgerald says he likes working in IT because it gives him the opportunity to help people by **solving problems**.

"It is more than anything a puzzle," said Fitzgerald. *"I enjoy trying to figure out how things work."*

Besides solving problems Fitzgerald says he has to be able to communicate with clients, access and analyze information, and adapt to change.

Brad Olinger is a network technician and is part of Safety Net's support services group. He is on the front line when it comes to helping clients resolve their IT issues and says doing that requires good **communication** skills.

"It's very important to feel out exactly where the client is coming from and make sure you're relating to them," said Olinger. *"Throughout the process of working on an issue you have to communicate to them what's going on so that they don't feel that they're being neglected."*

Besides **communication skills** Olinger says he has to adapt to change by **constantly learning** new things. He says **teamwork** is also incredibly important in the IT field.

About Information Technology Careers

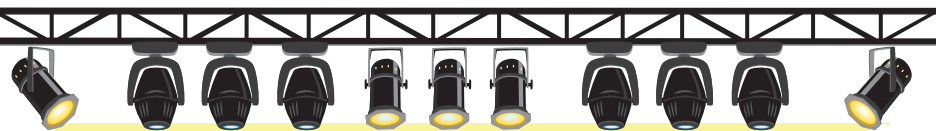
Computer and IT careers involve the design, development, support, and management of hardware, software, multimedia, data, and systems integration services. The IT field continues to offer opportunities for jobseekers who have the right skills and training. Workers in the industry earned wages that are higher than the national average and some occupations within the IT field are in very high demand in northwest lower Michigan. Here are some of the occupations available in IT: computer and information research, systems managers, hardware engineers, software engineers, programmers, database administrators, network and systems administrators, and computer support specialists.

"Today's worker in IT needs to be multi-talented, adaptable, and a technical problem solver."

Career Skills for the New Economy

- Critical Thinking & Problem-Solving
- Collaboration & Leadership
- Adaptability
- Initiative & Entrepreneurism
- Effective Oral & Written Communication
- Accessing & Analyzing Information
- Curiosity & Imagination
- Personal Accountability

Based on information from *The Global Achievement Gap* by Tony Wagner (2008, Basic Books, New York) and adapted from *The Seven Survival Skills for Careers, College, and Citizenship*, Tony Wagner, Harvard University.



The Career Spotlight is available online, providing more in-depth information & videos:

nwm.org/career-spotlight



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Career Spotlight is a project of the Northwest Michigan Talent District Career Council