Career Planning for Technical Professionals



35th Annual Trenton Computer Festival Saturday April 24, 2010 Ernest Schirmer, Acentech, Inc.
Managing Director, Mid-Atlantic Office
Director of Technology Consulting
Trevose, PA 19053

www.acentech.com Acentech

- Architectural Acoustics
- Noise & Vibration
- Environmental Noise
- Sound masking
- Audiovisual Systems
- Information Technology Infrastructure

The Basics

Why is the goal of a rational company?

To maximize profit

Why are people hired?

To solve a specific problem

It's not about you

The Many Meanings of "Career"

- progression in a field
- progression in an organization
- sequence of role-related jobs
- a sequence of jobs



THE WALL STREET JOURNAL

U.S. NEWS

Many Jobs Gone Forever, Economists Say

Increased Automation, Relocations Overseas Mean Workers Will Find Different Employment Mix When Recession Ends

million jobs eliminated since the recession began won't be coming back and will ultimately need to nomic Advisers expects the U.S. be replaced by other types of work in growing industries, according to economists in the lat-est Wall Street Journal forecast-about 3% in 2010, in line with est Wall Street Journal forecast-

While the job market is constantly shifting as some sectors cession threw that process into overdrive. Thousands of workers lost jobs as companies automated more tasks or moved whole assembly lines to places such as China. As growth returns, so will job creation-just mix of Jobs being created.

Economists in the survey are predicting a slow upswing for the economy as a whole. Re-spondents on average expect spondents about 3% in 2010, off sharply three-quarters of the job losses from the powerful 5.7% season-during the recession are cyclical, change incentives for hiring in a

projecting that payrolls will in-About a quarter of the 8.4 95,000 a month this year with the unemployment rate averaging 10%. The Council of Ecogross domestic product-the broadest measure of goods and what the surveyed economists predicted.

It isn't just weak growth that fade and others expand, this re- is damping job growth. "Companles, in the name of making money, substitute against labor through outsourcing or technol-ogy," said Allen Sinti of Decision Economics. Wages and benefits make workers "so expensive that who wants to hire them? As a with a different emphasis in the result, the displaced workers won't be rehired unless we have double the growth rate we're ex-

On average, the 55 survey respondents, not all of whom an swered every question, said lly adjusted annual growth rate meaning the positions will even-permanent way, but that is hard

them-translated into low marks for President Barack Obama and Treasury Secretary Timothy Geithner. The economists gave the president an average grade of 57 out of 100, while Mr. Geithner scored an average of 60. Just 10 economists gave both men marks in the A or B range above 80. Despite the low marks, 29 of the economists expect Mr. Gelthner will still be Treasury secre-

tary at the end of the year. J.P. Morgan Chase economist

Respondents in the latest Wall Street Journal forecasting survey see a jobless rate of 9.4% by the end of 2010 compared with 9.7% in January.



SECRET MESSAGES

IN VOICE DATA?

FOR WHICH THEY GET PAID. HERE, 10 OF THEM SHARE THEIR STORIES

BETTER OPTOELECTRONICS

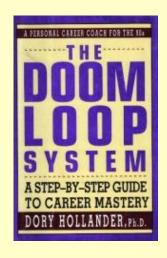
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վիկցի իսնիսիդունինել կ



The Career Window

Adapted from "The Doom Loop System" (1991)

Like

Don't Like

Do Well

Satisfied

Frustrated & Bored

Don't Do Well

Anxious Excited

Miserable

Reasons for Job Satisfaction

In rough order of importance:

- 1. Sense of achievement
- 2. Recognition
- 3. Nature of work (goal)
- 4. Responsibility
- 5. Professional advancement
- 6. Professional growth

Reason for Job Dissatisfaction

In rough order of importance:

- 1. Company policies
- 2. Supervisor/manager
- 3. Working conditions
- 4. Salary

Reasons for Job Dissatisfaction

- 5. Relationship with peers
- 6. Personal life
- 7. Relationship with subordinates
- 8. Status
- 9. Security

The Components of a Career

Career Management

- Progress
- Timing
- Opportunities

Career Assessment

- Strength
- Weakness
- Opportunity
- Threat

Career Change

- Plans
- Goals

The Components of a Career

Career Definition

– What do I want to do?

Career Planning

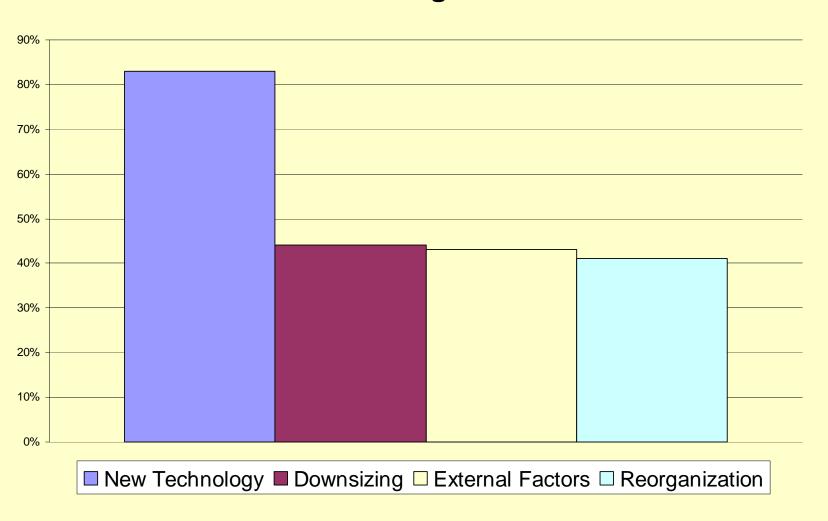
- Education
- Industry
- Location

Career Development

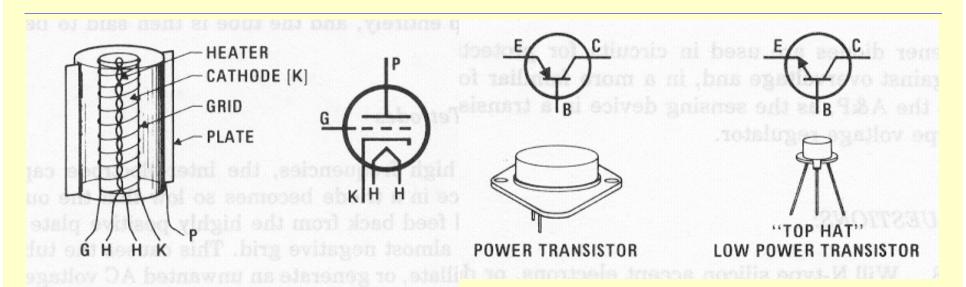
- Performance
- Opportunities

Forces Affecting Careers

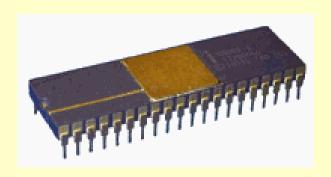
Factors Affecting Job Search



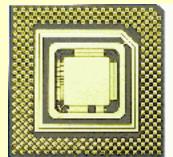
Darwin Was Right: Change = Survival



A TRIODE VACUUM TUBE









4004(1971) 8080(1974) 386(1985) 486(1989)

Pentium(1996)

Hot Jobs of Yesterday

Typesetting – Replaced by desktop publishing.

Secretarial Dictation – Replaced by do-it-yourself word processing.

IBM Punch Card Operator – What's a punch card?

Telex (TWX) Operator – Replaced by FAX and email.

FAX Machine Operator – Replaced by do-it-yourself FAX machines.

Telephone Operators – Replaced by Touch-Tone™ phones, voicemail.

Draftsman – Replaced by Computer Aided Design (CAD) operators.

Career Advancement Skills

- The "half-life" of a technical professional is about 18 months
 - > 50% of what you know is obsolete every 18 months
- After you are hired, it's not what you know, but how do you learn
- Do you have to quit?
- What about an internal promotion?

Career Advancement Skills

In rough order of importance:

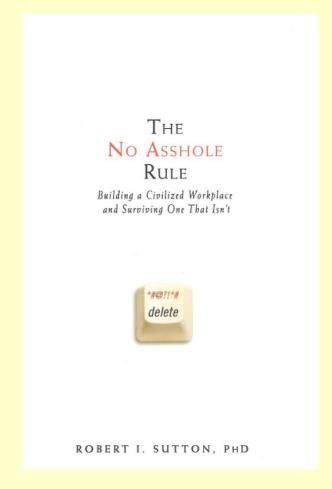
- 1. People skills
- 2. Project planning
- 3. Business knowledge
- 4. Technical skills
- 5. Communication skills

Career Advancement Skills

- 6. Reputation
- 7. Credentials/reputation
- 8. Industry knowledge
- 9. Education
- 10. Past performance

- List the people who can help you locate your next position.
- List business associates who would attend your funeral
- Has your resume been updated in the last six months?

Life is too short to work for bad people.



- Who can help you grow?
- Motivation when you get up in the morning and look in the mirror, you are looking at the only person responsible for changing your life.

Management Spectrum

Breaks rules

Makes rules

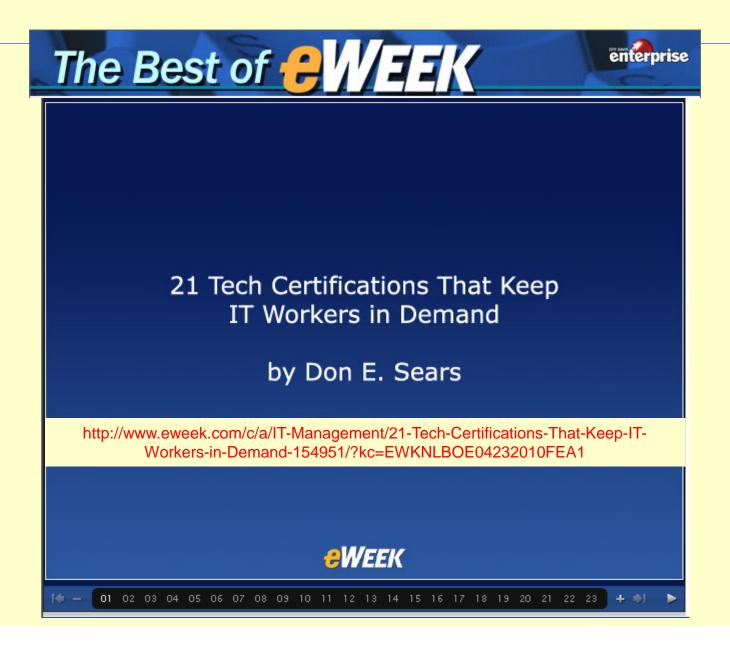
Leader

Manager



- How many positions in the Sunday paper mention your skills?
- What would you do to earn a living if you had no obligations?
- How did you get to where you are?

- Google yourself!
- The person hiring you may



- Marketing Managers
- Security & Financial Service Rep
- Internet Marketing Specialists
- Advertising Executive
- Buyer / Merchandiser
- Sales Person
- Real Estate Agent
- Business Development Manager
- Market Researcher
- Recruiter
- Marketing Communications (MARCOM)

- Teachers
- Teachers Aides
- Adult Education Instructor
- Math and Science Teacher
- Dancers
- Producers
- Directors
- Actors
- Content Creators in General
- Musicians
- Artists & Commercial Artists
- Writer

- Technical Writer
- News Paper Reporter
- News Anchor Person
- Emergency Medical Technicians
- Surgeon
- Chiropractor
- Dental Hygienists
- Registered Nurses
- Medical Assistants
- Therapists
- Respiratory Therapists
- Home Health Aide

- Primary Care Physician
- Medical Lab Technician
- Radiology Technician
- Physical Therapist
- Dental Assistant
- Nurses Aide
- Computer Systems Analysts
- Computer Engineers
- WEB Specialists
- Network Support Technicians
- Java Programmer
- IT Manager

- Web Developer
- Data Base Administrator
- Network Engineer
- Correction Officers
- Law Officers
- Anti-Terrorists Specialists
- Security Guard
- Tax / Estate Attorney
- Intellectual Property Attorney
- Veterinarian
- Social Workers
- Hair Stylist

- Telephone Central Office Technician
- Aircraft Mechanic
- Guidance Counselor
- Occupational Therapist
- Child Care Assistant
- Baker
- Landscape Architects
- Pest Controller
- Chef
- Caterer
- Waiter Waitress
- Package Delivery Person

- Taxi and Limo Drivers/Chauffeurs
- Athletes
- Coaches
- Umpires
- Physical Trainer
- Electrical Engineers
- Biological Scientists
- Electronic Technician
- CAD Operator
- Product Designer
- Sales Engineer
- Applications Engineer

- Product Marketing Engineer
- Technical Support Manager
- Product Development Manager
- Carpenter
- Plumber
- Electrician
- Flight Attendants
- Hotel / Restaurant Managers

Hot Jobs: Where Are They?



Hot Jobs: Where Are They?



The (uncertain) Value of a College Education

- Adjusted for inflation, bachelor degree holders in 2007 earned 1.7% less than they did in 2001
- College degrees are now a commodity

Wall Street Journal July 17, 2008 Page D1

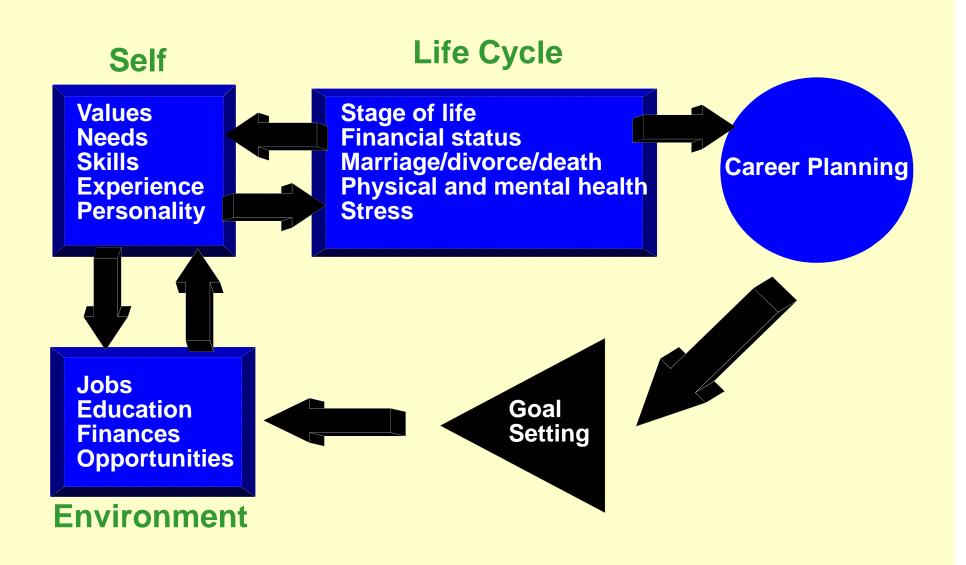


Income vs. Education

Without high school diploma	-4.3%
High school diploma	-0.8%
Associate Degree	-1.2%
Bachelor's degree	-1.7%
Master's degree	-1.0%
Professional degree	+4.0%
Doctoral degree	+3.6%
Objection and the second secon	

Change in median weekly salary between 2001 and 2007, adjusted for inflation.
Wall Street Journal July 17. 2008 Page D3

Individual Career Planning Factors



Definition of a Résumé:

Your life,
On the line,
Thirty seconds,
At a time.

There is no one perfect résumé

The Purpose of the Résumé

- What do you do or want to do
- Objective is optional
- Descriptors of what you do
- Descriptors of what you are
- Why is the organization hiring?
- Organizations don't hire people, they hire someone to do something.

The Purpose of the Résumé

- Your Characteristics
- Complete 10 year job history
- No chronological gaps
- Education first?
- Job history first?
- Attributes first?

What Goes Into A Résumé?

- Does neatness count?
- Avoid abbreviations
 - ⇒ Computer Resources Management Department not CRM Department

What Goes Into A Résumé?

- Neatness counts
- Easy to read layout
- No mistakes
- One or two typefaces
- Name, email and phone
- on every page

What Does Not Go Into A Résumé?

- Age, marital status, health
- Salary history
- Reasons for leaving
- "References upon request"
- Personal pronouns
- Demands

Non-citizen Employment Issues

- An employer may ask: "On what basis you are authorized to work permanently in the US?"
- They can not ask:
- "Are you are a US citizen?" or
- "Do you have a 'green' card?"

Non-citizen Employment Issues

- The employer may also ask if: "On what basis are you authorized to work temporarily in the US.?"
- (F1 with EAD, J2 with EAD, H1-B, etc.)

Non-citizen Employment Issues

- Your can volunteer that you are a:
- US citizen
- permanent resident (PR)
- conditional PR
- political asylee
- political refugee.

these are known as protected classes

Disclaimer

The information presented is not to be construed as legal advice.

Contact your firm's legal counsel or an employment attorney for specific legal advice.

Job Search Contacts by Type

- Newspaper and magazine articles
 - Flattery: contact the author or the person mentioned
- Newspaper ads (13% success rate)
- Internet (about the same success rate as newspapers)
- Friends, friends, friends (Joe the Barber)

Job Search Contacts by Type

- Professional organizations
 - Encyclopedia of Associations
- Search firms, agencies
- Anyone and everyone else!
- But remember when someone says: "Give me your resume", it means nothing!

Government Job Information

- Dictionary of Occupational Titles
- Published by the Department of Labor
- ⇒ Last published in 1991
- ⇒ GPO Stock # 029-013-00094-2
- Replaced by
- Occupational Information Network (O*NET)
- Online only





Accessing services through OneStop

Welcome to O*NET[™] OnLine!

Making occupational information interactive and accessible for all...

About New Data in OnLine

Find Occupations

Find occupations using keywords or O*NET-SOC codes, browsing by Job Families, or browsing by O*NET Descriptor.

Skills Search

Use a list of your skills to find matching O*NET-SOC occupations.

Crosswalk Search

Enter a code or title from the DOT, MOC, RAIS, or SOC to find matching O*NET-SOC occupations.

Quick Search for:

telecommunications

Occupations matching "telecommunications"

The search results are listed in a rank order that is calculated on the relevance of the occupational title, alternate titles, description, tasks, and detailed work activities

Select the Relevance Score to view the specific items matched by your search within the occupation.

Relevance Score	Code	Occupation
100	49-2022.00	Telecommunications Equipment Installers and Repairers, Except Line Installers
71	17-2072.00	Electronics Engineers, Except Computer
70	15-1081.00	Network Systems and Data Communications Analysts
68	49-9052.00	Telecommunications Line Installers and Repairers
<u>50</u>	43-5031.00	Police, Fire, and Ambulance Dispatchers
47.	15-1071.00	Network and Computer Systems Administrators
<u>47</u>	17-2061.00	Computer Hardware Engineers
<u>47</u>	41-3099.99	Sales Representatives, Services, All Other
47	43-2011.00	Switchboard Operators, Including Answering Service
<u>47</u>	49-2022.02	Frame Wirers, Central Office
47	49-2022.03	Communication Equipment Mechanics, Installers, and Repairers
47	49-2022.04	Telecommunications Facility Examiners
20 -	17-2071.00	Electrical Engineers
<u>18</u>	43-1011.01	First-Line Supervisors, Customer Service
<u>18</u>	49-2022.05	Station Installers and Repairers, Telephone
5.■	53-4031.00	Railroad Conductors and Yardmasters
21	33-2011.02	Forest Fire Fighters
21	49-2022.01	Central Office and PBX Installers and Repairers

Summary Report for:

49-2022.00 - Telecommunications Equipment Installers and Repairers, Except Line Installers

Set-up, rearrange, or remove switching and dialing equipment used in central offices. Service or repair telephones and other communication equipment on customers' property. May install equipment in new locations or install w construction.

This title represents an occupation for which data collection is currently underway. For additional information, select one of the specific occupations below.

49-2022.01	Central Office and PBX Installers and Repairers	1
49-2022.02	Frame Wirers, Central Office	
49-2022.03	Communication Equipment Mechanics, Installers, and Repairers	
49-2022.04	Telecommunications Facility Examiners	
49-2022.05	Station Installers and Repairers, Telephone	

View report: Summary <u>Details</u> <u>Custom</u>

Tasks | Wages & Employment

Tasks

- Adjust or modify equipment to enhance equipment performance or to respond to customer requests.
- Analyze test readings, computer printouts, and trouble reports to determine equipment repair needs and required repair methods.
- Assemble and install communication equipment such as data and telephone communication lines, wiring, switching equipment, wiring frames, power apparatus, computer systems, and networks.
- Clean switches and replace contact points, using vacuum hoses, solvents, and hand tools.
- . Climb poles and ladders, use truck-mounted booms, and enter areas such as manholes and cable vaults, in order to install, maintain, or inspect equipment.
- Diagnose and correct problems from remote locations, using special switchboards to find the sources of problems.
- Inspect equipment on a regular basis in order to ensure proper functioning.
- Install telephone station equipment, such as intercommunication systems, transmitters, receivers, relays, and ringers, and related apparatus, such as coin collectors, telephone booths, and switching-key equipment.
- Note differences in wire and cable colors so that work can be performed correctly.
- Perform routine maintenance on equipment, including adjusting and lubricating components, and painting worn or exposed areas.

NY Times Web Site



FEATURES

Editorials/Op-Edi

Readers' Opinions

<u>Arts</u> Books <u>Movies</u> Travel NEW Dining & Wine Home & Garden Fashion & Style New York Today Crossword/Games U.S. officials say they fear that recent smallscale attacks and messages signal the beginning of a new wave of terrorist activity and possibly a large-scale attack.

• Kuwait Says Attack Was by Qaeda Men

Anxiety Grows as 8th Killing Is Tied to Sniper

By FRANCIS X. CLINES 3:11 PM ET Stymied police were out in force across the Washington region as a weekend dawned with confirmation today that a spiner had

today in Bali, Indonesia.

Go to Article

HEALTH

White House Debate on Smallpox Slows Plan for Wide Vaccination

BUSINESS

Weak Growth Means Few Jobs, and Pain Is



8

COLLEGE FOOTBALL

Pretenders, Contenders

At the midway point of the season, the predictable contenders are at the top of the polls. But change is imminent.

- Scores: Top 25 | All Div. I-A.
- Complete Coverage

IN SUNDAY'S TIMES

The Magazine

NY Times Job Market Page



NY Times Job Market Page

Career Resources

Research Employers

Learn about the working environment at hundreds of companies and organizations

Salary Calculator

Learn how your salary compares to others in your field. Get a customized salary report.

Online Skills Interview

Fill out a quick online interview and help us connect interested employers directly to you!

Search Biz Opportunites

Browse business opportunity listings from nytimes.com

Job Alerts

Sign up to get the latest jobs e-mailed directly to your inbox.

NY Times Salary Survey

Job Market Home Find a Job Post Your Resume Resources **Business Opportunities** Career Calen Career Resources > Salary Research New Search | Methodology | Help Location Philadelphia, PA 19103 Job category Telecommunications 1 Client Technologies Manager Improves desktop hardware and software processes and supports critical business strategies by managing the development, installation, vendor selection, maintenance and repair of desktop equipment. Leads multiple projects and oversees technical staff... More For Individuals: Personalized | Base pay (free) | Bonuses (free) For Businesses: Job valuation | Small business gold 2 Client Technologies Technician Maintains, repairs, and troubleshoots desktop hardware and software packages. Also responsible for customer service and enduser training. May require a bachelor's degree or its equivalent and 0-2 years of related experience. Has knowledge of... More For Individuals: Personalized | Base pay (free) | Bonuses (free) For Businesses: Job valuation | Small business gold 3 Client Technologies Technician, Sr. Maintains, repairs, and troubleshoots desktop hardware and software packages. Interacts with end-users to identify current computing procedures and desktop-based LAN systems software operations and makes selection recommendations accordingly.... For Individuals: Personalized | Base pay (free) | Bonuses (free) For Businesses: Job valuation | Small business gold 4 Disaster Recovery Administrator Administers, maintains, develops and implements policies and procedures for ensuring the security and integrity of the company database and quality assurance for disaster recovery. Supervises the implementation of data models and database designs,... More For Individuals: Personalized | Base pay (free) | Bonuses (free) For Businesses: Job valuation | Small business gold 5 Disaster Recovery Analyst Assists in administration, maintaining, developing and

implementing policies and procedures for ensuring the security and integrity of the company database and quality assurance for disaster

For Individuals: Personalized | Base pay (free) | Bonuses (free)

recovery. Acts as an aid to all aspects of the... More

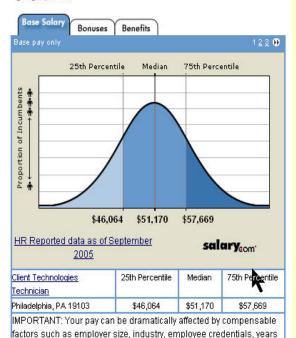
NY Times Compensation Report



Career Resources > Salary Research

New Search | Methodology | Help

The median expected salary for a typical <u>Client Technologies</u>
<u>Technician</u> in **Philadelphia**, **PA 19103**, is **\$51,170**. This basic market pricing report was prepared using our Certified Compensation Professionals' <u>analysis</u> of survey data collected from thousands of HR departments at employers of all sizes, industries and geographies.



To receive a free initial analysis or purchase your personal salary report, click "Next Page".

Next Page

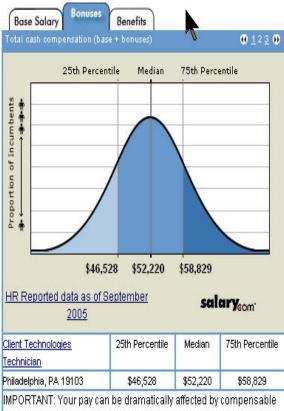
Compare Base Salary to...

of experience and others

▶ National average ▶ New location

Related job

The median total cash compensation for a typical <u>Client</u>
<u>Technologies Technician</u> in **Philadelphia**, **PA 19103**, is \$52,220. This basic market pricing report was prepared using our Certified Compensation Professionals' <u>analysis</u> of survey data collected from thousands of HR departments at employers of all sizes, industries and geographies.



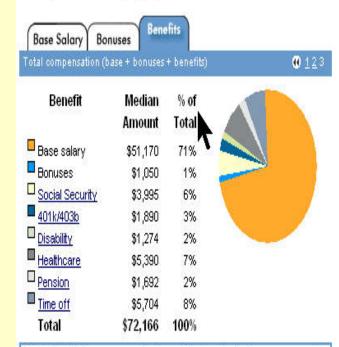
IMPORTANT: Your pay can be dramatically affected by compensable factors such as employer size, industry, employee credentials, years of experience and others.

To receive a free initial analysis or purchase your personal salary report, click "Next Page".

Next Page

The median total compensation including benefits for a typical <u>Client Technologies Technician</u> in **Philadelphia**, **PA 19103**, is \$72,166. This basic market pricing report was prepared using our

\$72,166. This basic market pricing report was prepared using ou Certified Compensation Professionals' <u>analysis</u> of survey data collected from thousands of HR departments at employers of all sizes, industries and geographies.



IMPORTANT: Your pay can be dramatically affected by compensable factors such as employer size, industry, employee credentials, years of experience and others.

To receive a free initial analysis or purchase your personal salary report, click "Next Page".

Next Page

Types of Search Firms

Career oriented \$100,000+

Prior career, management style, career goals

Company oriented \$50,000+

Skills, accomplishments

Job oriented \$25,000+

Bare facts, keywords

"Body shops"

Search firms

Retainer firms

Why Work With A Recruiter?

- Most firms don't advertise senior management positions:
 - they use executive recruiters.
- www.rileyguide.com (recruiter directories)
- www.bluestep.com (4,000 firm database)
- www.linkedin.com (recruiter profiles)
- www.ecademy.com (recuiter profiles)
- www.doostang.com (recruiter profiles)

The Job Search: Emotions

- Don't take it personally! (even if it is)
- Vent, forgive, PLAN
- A job search can (will?) be an emotional roller coaster don't get caught up!

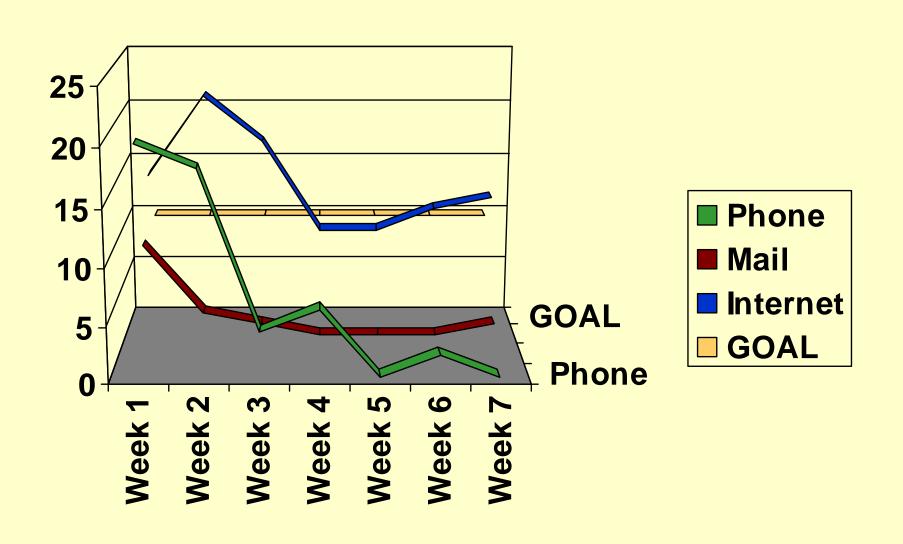
The Job Search: Technique

- Take inventory
- What are they buying?
- What are you selling?
- The best jobs are often the ones created by you
- Thank you letter: Less than 5% send thank you letters

The Job Search: Search Firms

- Get to know search firms before you need them
- Help search firms find candidates

The Job Search: Tracking Progress



The Job Search: Getting to Yes

- It's a numbers game.
- Not much different from door-to-door sales.
- For every 100 contacts,
 3 may be interested.
- Every No is one step closer to Yes

The Job Search: Getting to Yes

- Never assume you are at Yes until the deal is signed, sealed and delivered - keep up the job search!
- Get details in writing, but courts have held that verbal promises are enforceable.

Negotiating The Deal Going Out

- Everything can be negotiated (but don't expect much)
- Health benefits
- Money instead of out-placement services (could be \$\$\$\$)
- Consulting services
- School or training
- Referrals

Negotiating The Deal Going In

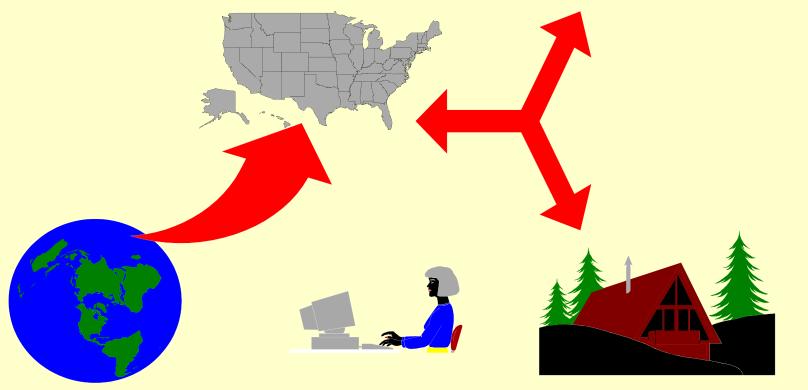
- Everything can be negotiated (so expect something)
- Bonus, stock
- School or training
- Vacation
- Flex time, work from home, 4-day work week
- Money (if healthcare benefits are not needed)

Don't Forget the Goal!



Getting to the goal will require mid-course corrections.





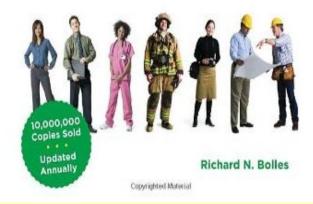
Must Have Resource

ISBN 1580089879 \$12.91 (Amazon) 336 pages "HARD TIMES" EDITION

The Most Popular Job-Hunting Book in the World

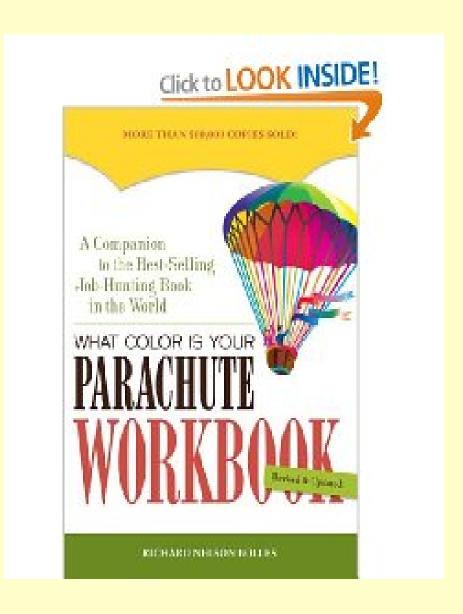
What Color Is Your Parachute? 2010

A Practical
Manual for
Job-Hunters and
Career-Changers



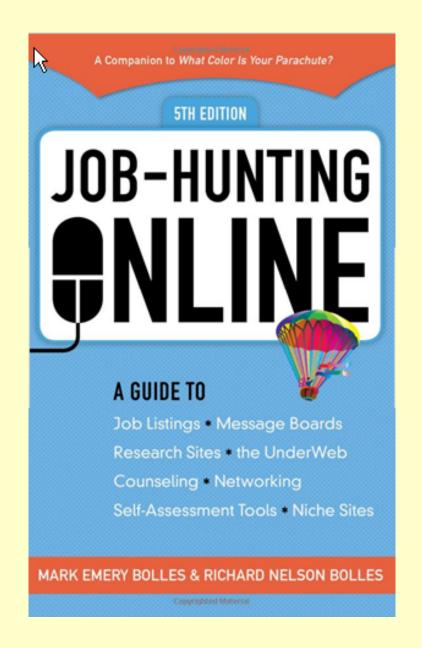
Must Have Resource

- ISBN 1580087299
- \$9.99 (Amazon)
- 48 pages



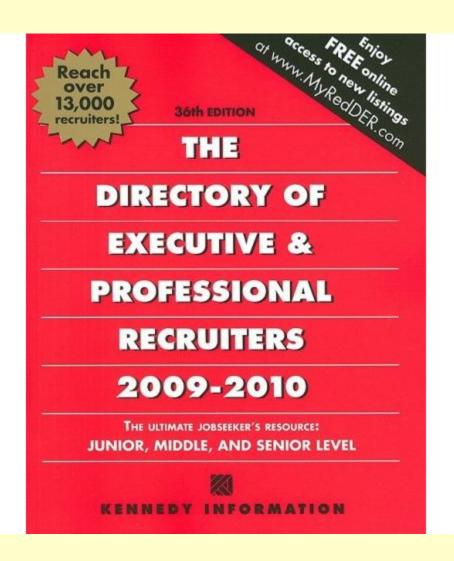
Must Have Resource

ISBN 1580088996 \$9.22 (Amazon) 208 pages



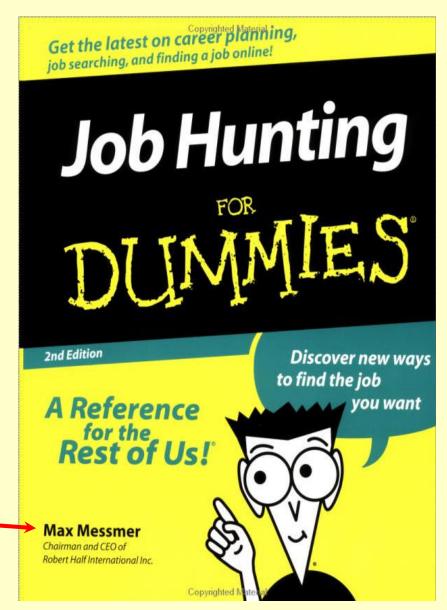
Resources

ISBN 1934717088 \$37.77 (Amazon) 975 pages Also: Directory of Executive Temporary Placement Firm www.kennedyinfo.com



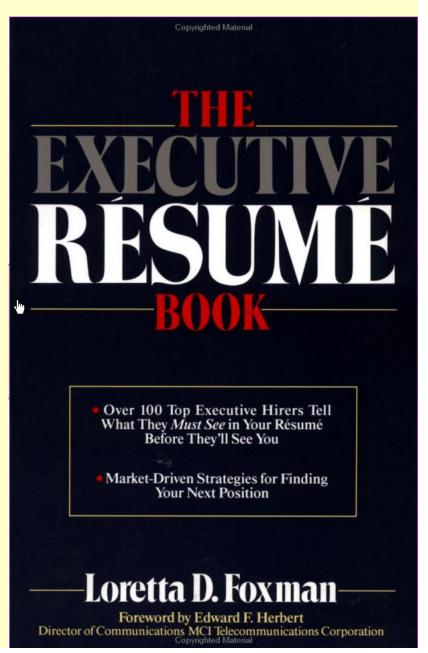
Resources

ISBN 0762409878 \$4.95 (Amazon) 128 pages



Resources: Oldies but Goodies

- ISBN 0471606340
- \$13.22 (Amazon)
- 224 pages
- March 1989



And Sometimes It's Just Luck



"Of course I can't take all the credit, but it was my decision to hire E. Schirmer..."

Good Luck!

Ernest Schirmer
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Director of Technology Consulting
Acentech, Inc.
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eschirmer@acentech.com

