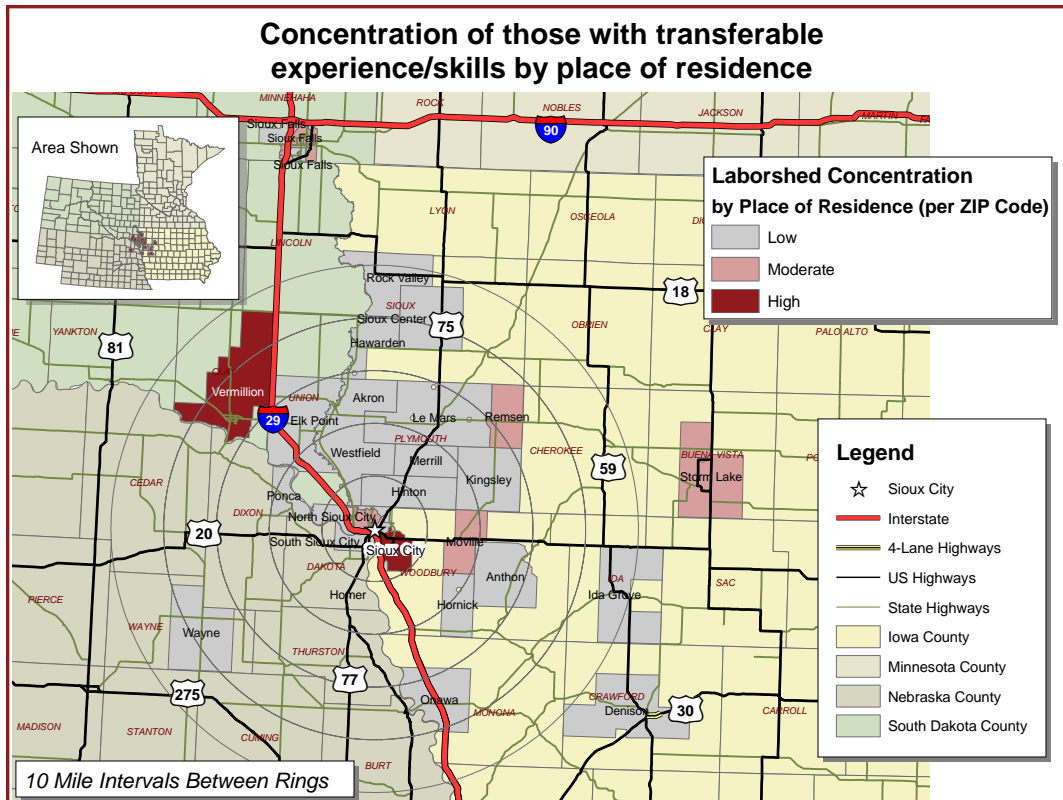


Labor Characteristics

IT & Customer Service

Sioux City, IA MSA



Workers who have transferable experience/skills are currently commuting an average of 9 miles one way for work. Those who are willing to change/accept employment are willing to commute an average of 13 miles one way for the right employment opportunity.

Employment Status:

83.5% Employed

- 23.9% of the employed are willing to change employment

3.5% Unemployed

8.2% Homemakers, Not Employed

4.7% Retired

Education Levels:

- 80.0% Education beyond high school
- 16.5% Associate degree
- 3.5% Trade certified
- 3.5% Vocational training
- 17.7% Undergraduate degree
- 8.2% Postgraduate degree

Flexibility in the Workplace:

(by percent of interest)

- Cross-training - 75.9%
- Varied shifts (2nd, 3rd, & split) - 24.1%
- Job sharing - 44.8%
- Job teams - 96.6%
- Seasonal work - 34.5%
- Temporary work - 37.9%

Other Facts:

- 59.0% paid hourly wage
- 84.7% are/were employed full-time
- 10.6% are/were employed part-time
- 9.9% hold more than one job
- Currently working an average of 40 hrs/week

Current Benefits:

- Health/medical insurance - 94.1%
- Pension/retirement/401K - 79.4%
- Dental coverage - 47.1%
- Paid vacation - 38.2%
- Vision coverage - 30.9%
- Life insurance - 26.5%
- Paid sick leave - 25.0%

Desired Benefits:

(by percent of interest)

- Health/medical insurance - 60.9%
- Pension/Retirement/401K - 52.2%
- Paid vacation - 21.7%
- Dental coverage - 21.7%
- Vision coverage - 13.0%
- Paid holidays - 8.7%
- Disability insurance - 4.3%
- Flex-time - 4.3%
- Life insurance - 4.3%

Top Advertising Media:

(for those seeking employment opportunities)

- Local/Regional Newspapers
 - Sioux City Journal
 - Argus Leader - Sioux Falls, SD
- The Internet
 - www.monster.com
 - www.careerbuilder.com
- Local Iowa Workforce Development Centers
- Networking through family, friends, acquaintances

Potential Available Labor

Per Occupational Category:

Business Operations:

- Managers - 2,473
- Human Resources - 418
- Management Analysts - 397
- Business Operation Specialists - 404
- Accountants & Auditors - 2,054
- Appraisers & Assessors - 415
- Financial Advisors - 424
- Loan Officers - 1,219
- Tax Preparers - 420
- Financial Specialists - 412
- Market Analysts - 836
- Editors - 396
- Telemarketers - 419
- Account Collectors - 841
- Accounting Clerks - 3,691
- Customer Service Representatives - 3,705
- Clerks & Assistants - 6,199
- Secretaries & Office Support - 6,581

Computer:

- Systems Analysts - 415
- Network System Administrators - 421
- Data Systems & Network Communication Analysts - 842
- Electronic Engineers - 409
- Computer Support Specialists - 1,224
- Computer Specialists - 406

An estimated total of 35,021 people in the Laborshed area

Underemployment:

- Total Underemployment - 1.2%
 - Low hours - 0.0%
 - Mismatch of skills - 1.2%
 - Low income - 1.2%

IWD only counts individuals once when estimating Total Underemployment.



The Sioux City Metropolitan Statistical Area aggregate wage data was also extracted from the Iowa Wage Survey and is provided in the table on page 2 which reflects mean, entry, experienced, and median wages.

Information was compiled by Iowa Workforce Development using 2008 Laborshed data.

Occupation	Occupational Code	Mean Wage	Entry Wage	Experienced Wage	Median Wage
Accountants and Auditors	13-2011	\$ 26.49	\$ 17.24	\$ 31.11	\$ 24.80
Administrative Services Managers	11-3011	\$ 28.54	\$ 15.85	\$ 34.89	\$ 27.35
Bill and Account Collectors	43-3011	\$ 12.57	\$ 10.74	\$ 13.48	\$ 12.39
Billing and Posting Clerks and Machine Operators	43-3021	\$ 11.91	\$ 9.63	\$ 13.04	\$ 11.77
Bookkeeping, Accounting, and Auditing Clerks	43-3031	\$ 13.55	\$ 10.03	\$ 15.32	\$ 13.20
Business Operations Specialists, All Other	13-1199	\$ 22.93	\$ 10.67	\$ 29.05	\$ 21.89
Computer and Information Systems Managers	11-3012	\$ 45.05	\$ 30.83	\$ 52.16	\$ 43.12
Computer Operators	43-9011	\$ 13.98	\$ 9.78	\$ 16.08	\$ 13.64
Computer Programmers	15-1021	\$ 29.42	\$ 22.11	\$ 33.07	\$ 28.63
Computer Specialists, All Other	15-1099	\$ 22.20	\$ 11.47	\$ 27.56	\$ 21.54
Computer Support Specialists	15-1041	\$ 17.37	\$ 13.14	\$ 19.48	\$ 17.07
Computer Systems Analysts	15-1051	\$ 29.67	\$ 20.99	\$ 34.01	\$ 30.45
Computer, Automated Teller, and Office Machine Repairers	49-2011	\$ 14.76	\$ 11.28	\$ 16.49	\$ 14.34
Data Entry Keyers	43-9021	\$ 11.26	\$ 8.96	\$ 12.42	\$ 10.56
Database Administrators	15-1061	\$ 29.45	\$ 17.60	\$ 35.36	\$ 28.18
Financial Analysts	13-2051	\$ 30.64	\$ 20.19	\$ 35.86	\$ 26.71
First-Line Supervisors/Managers of Office and Administrative Support Workers	43-1011	\$ 21.56	\$ 13.78	\$ 25.46	\$ 21.01
Management Analysts	13-1111	\$ 35.59	\$ 21.40	\$ 42.70	\$ 32.88
Network and Computer Systems Administrators	15-1071	\$ 27.81	\$ 19.37	\$ 32.04	\$ 25.98
Network Systems and Data Communications Analysts	15-1081	\$ 30.90	\$ 20.20	\$ 36.26	\$ 32.42
Office and Administrative Support Workers, All Other	43-9199	\$ 14.33	\$ 11.23	\$ 15.87	\$ 13.68
Office Clerks, General	43-9061	\$ 11.33	\$ 8.01	\$ 12.98	\$ 11.02
Switchboard Operators, Including Answering Service	43-2011	\$ 11.04	\$ 9.20	\$ 11.96	\$ 10.91
Telecommunications Equipment Installers and Repairers, Except Line Installers	49-2022	\$ 25.69	\$ 21.97	\$ 27.55	\$ 26.01
Telemarketers	41-9041	\$ 10.32	\$ 8.88	\$ 11.04	\$ 10.52
Word Processors and Typists	43-9022	\$ 14.90	\$ 12.65	\$ 16.03	\$ 14.90

This Iowa Wage Survey for the Sioux City Metropolitan Statistical Area (MSA) was produced by the Workforce Data & Business Development Bureau to provide communities local information on wages by occupation. This publication was developed specifically for the Sioux City MSA. The source of the wage and employment data is the 2007 Iowa Wage Survey. Additional data from the Iowa Wage Survey for individual counties, Iowa Workforce Development regions, and by industry statewide are available on the Iowa Workforce Development web site located at www.iowaworkforce.org.

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