MEETING SUMMARY
IT Employer Forum
Wednesday, May 22, 2019
9:00 am -11:00 am
United Way of Greater Atlanta

Meeting Facilitators: Helen Slaven, Industry Partnerships Director and Monty Green, Industry Expert
Welcome, Overview of Agenda and Update

8:45-9:00  Registration
9:00-9:10  Welcome, Overview of Agenda and Industry Partnerships Update
9:10-9:30  Confirming Our IT Top Jobs
9:30-10:00  Confirming Our IT Top Jobs “Work-Ready Skills”
10:00-10:50  Establishing a Regional IT Career Pathway: An Exploratory Discussion
10:50-11:00  Closing Comments and Next Steps

Participants

• Maggie Richardson- TCSG
• Delda Hagin- DOE CTAE
• Jasmine Miller- Per Scholas
• Jennifer Petersen- WS Fulton
• Brett Lacy- WS Fulton
• Kochelle Denegall- NCR
• Justyna Grinholc – Fulton County IT
• Valarie Mackey- Wright Now Solutions
• Naheed Syed- Global Resource Mgmt.
• Nicole Pietro- Boys and Girls Clubs of Metro Atlanta
• Emily Carter- Boys and Girls Clubs of Metro Atlanta
• Karen Kirchler- TCSG
• Te’eris Hardwick- Verizon
• Ebony Vines-Jackson- Select Fulton
• Ralph Dickerson- WS Atlanta
• Winford Williams- Lexis Nexis
• Monty Green- Industry Partnerships Consultant
• Cinda Herndon-King- Atlanta CareerRise
• Helen Slaven- Atlanta CareerRise

For your leadership & partnership.
Service Lines

A brief explanation of each of these was provided. These “service lines” reflect the 4 requests we hear consistently across employers and industries. Our initiative is focused on developing, testing and scaling regional strategies for each.

How We Help

**Hiring, Candidate Sourcing & Planning**
Organizing community hiring events, candidate sourcing and planning for employers and industries.

**Training & Registered Apprenticeships**
Leading pre-hire, incumbent upskilling and apprenticeship projects, programs and services to ensure competence.

**Employment Readiness**
Addressing job seeker barriers to ensure employment success. (i.e. housing, transit, childcare, veterans & returning citizens).

**Career Awareness & Promotion**
Engaging students and underrepresented communities to promote opportunity and diverse and inclusive workplaces.

Goals for the Meeting

Meeting goals were discussed and how each of these represented project “milestones” in taking action on the service lines. Goals included:

- ✓ Confirm Our Top Jobs
- ✓ Begin Identifying Top Jobs “Work-Ready” Skills
- ✓ Have a Beginning Discussion about Regional TDL Career Pathways

Confirming Our TDL Top Jobs

Over the last year, through convenings and employer visits, a short list of “high demand” TDL jobs emerged across employers. The group reviewed this list and confirmed that each were considered “high demand” meaning they were in demand now and were likely to continue to be. Four key questions were asked.

1. Which of these jobs most reflect your organization’s current and future needs?
2. What jobs least reflect your organization’s current and future needs?
3. What additional jobs should we consider adding?
4. For these jobs, does the ONET Job Level and SVP seem about right?
With the goal of confirming that the proposed jobs reflected employers “high demand jobs” the group discussed the proposed list and confirmed that these were relevant. In addition, participants offered insight about the best way to bring further focus to these jobs by considering specific IT areas that are of particular interest. Among these were the following:

- Quality assurance
- Operations support
- Dev Ops
- Data management (extraction, dba, modeling, analytics and science)
- BIA (AI, robotics)

The group also agreed to focus on the future, in key areas like business intelligence, project management and virtual reality.

Together, these 10 jobs will be the focus of our TDL work going forward. Using the “service lines” described earlier to create regional pipelines, across the workforce “eco-system” to provide employers with skilled employees and job seekers with good jobs and opportunities for career growth. Next steps include deeper analysis of these jobs to continue to refine and ensure they reflect employers needs.

### Our IT Top Jobs

Metro Atlanta Industry Partnerships Top Jobs 2019-2021

The jobs listed below have been identified as “high demand” by Metro Atlanta area by employers participating in WorkSource Metro Atlanta Industry Partnerships. Note: The list is intended to assist organizations in considering developing workforce programs and services but not intended to be a definitive or limiting tool.

<table>
<thead>
<tr>
<th>Industry Job</th>
<th>ONET Code</th>
<th>Job Zone</th>
<th>SVP</th>
</tr>
</thead>
<tbody>
<tr>
<td>IT</td>
<td>Computer User/Network Support Specialists</td>
<td>15-1151.00, 15-1152.00</td>
<td>3</td>
</tr>
<tr>
<td>IT</td>
<td>Software Developers – Applications</td>
<td>15-1132.00</td>
<td>4</td>
</tr>
<tr>
<td>IT</td>
<td>Software Developers – Web, Systems</td>
<td>15-1133.00, 15-1134.00</td>
<td>4</td>
</tr>
<tr>
<td>IT</td>
<td>Business Intelligence Analyst</td>
<td>15-1199.08</td>
<td>4</td>
</tr>
<tr>
<td>IT</td>
<td>Computer System Engineers/Architects</td>
<td>15-1199.02</td>
<td>4</td>
</tr>
<tr>
<td>IT</td>
<td>Information System Specialist</td>
<td>15-1142.00</td>
<td>4</td>
</tr>
<tr>
<td>IT</td>
<td>Information Security Analyst</td>
<td>15-1122.00</td>
<td>4</td>
</tr>
<tr>
<td>IT</td>
<td>IT Project Managers</td>
<td>15-1199.09</td>
<td>4</td>
</tr>
</tbody>
</table>
The group then discussed skills and abilities and work activities that were represented in these jobs. These two dimensions “skills and abilities” and “work activities” constitute the essential “work-ready” components that in addition to technical expertise helps ensure employment success.

### Confirming Our IT Top Jobs “Work-Ready Skills”

<table>
<thead>
<tr>
<th>Skills and Abilities</th>
<th>Work Activities</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>(1=Advanced Skills, 2=Moderate Skills, Blank=Minimal or No Skill)</strong></td>
<td><strong>(1=Frequently Found, 2=Occasionally Found, Blank=Rarely or Never Found)</strong></td>
</tr>
<tr>
<td>• Judgement &amp; Decision Making</td>
<td>• Assisting &amp; Caring for Others</td>
</tr>
<tr>
<td>• Service Oriented Listening</td>
<td>• Coaching/Training &amp; Teaching Others</td>
</tr>
<tr>
<td>• Reading</td>
<td>• Communicating Outside Organization</td>
</tr>
<tr>
<td>• Oral Expression &amp; Comprehension</td>
<td>• Control Machines/Inspect Equipment</td>
</tr>
<tr>
<td>• Dexterity/Arm-Hand Steadiness</td>
<td>• Interacting with Computers</td>
</tr>
<tr>
<td>• Reasoning Ability</td>
<td>• Monitor Processes, Materials, Surroundings</td>
</tr>
<tr>
<td>• Written Expression/Comprehension</td>
<td>• Physical Acts/Handle-Move Objects</td>
</tr>
<tr>
<td></td>
<td>• Process/Analysis Data or Information</td>
</tr>
<tr>
<td></td>
<td>• Schedule/Organize, Plan, &amp; Prioritize Work</td>
</tr>
<tr>
<td></td>
<td>• Think Creatively</td>
</tr>
</tbody>
</table>

The items listed above were confirmed. Additionally, items below were discussed as needing to be confirmed as part of the items above or added as additional items to complete the list.

- Proactive vs responsive
- Relationship building
- Business “owner” empowerment
- Team work and team cohesiveness
- Operating with ambiguity
- Innovation
- Problem solving
- Accountability
- Self-starter/self-directed
- Critical thinking
- Workplace etiquette
- Customer service
- Social media security
Establishing a Regional TDL Career Pathway
An Exploratory Discussion

A regional system of training programs that reflect “high-demand” jobs and provide “work-ready pipelines” for employers, job seekers and those seeking career growth.

• What we like about this opportunity.
• What it could look like.
• What agreements and understandings would be important to establish before beginning.
• What might be a good place to start.

The group agreed that this idea had merit and was something worth pursuing. One important component would be creating an IT Marketplace where employers, job seekers and workforce partners could connect. In addition, the group discussed the need to focus first on K-12 (Career Awareness and Promotion Service Line) and to be sure to understand the industry requirements for the jobs available today and also take into account new emerging jobs and changes in existing ones. In general the group thought that the current systems lacked connection and needed to be streamlined and aligned. Though this was a brief discussion, the group was in agreement about the important role that a regional strategy could play in aligning employers, careers and job seekers.

The meeting concluded with a brief discussion of next steps in the initiative.

Industry Partner Updates
• May Employer Forums
• June All Partner Webinars (Offered multiple times to accommodate schedules.
• Aligned Projects – REI and WorkSource Alignment (More to come on these)
• Fall All Partner Meeting (Save the Date coming)
Thanks for Your Feedback!

METRO ATLANTA INDUSTRY PARTNERSHIPS
SKILLED EMPLOYEES | GOOD JOBS | STRONG COMMUNITIES

IT Employer Forum Meeting Feedback (May 2019)

Directions – Please provide feedback about today’s session. We’ll use the feedback to course correct and plan future steps. We’ll share a summary of the responses via email post meeting. No names, just honest feedback. Thanks!

Which best describes your organization: (Check one.)

<table>
<thead>
<tr>
<th>Employer</th>
<th>Chamber/Economic Development</th>
<th>College/University</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Community Provider</td>
<td>Government Entity</td>
<td>K-12 Schools</td>
</tr>
<tr>
<td>5</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Technical College</td>
<td>Trade/Professional Association</td>
<td>WorkSource Board</td>
</tr>
<tr>
<td>2</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Other: (Please Describe)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Using the scale, respond to the following statements in the way that best expresses your views.

<table>
<thead>
<tr>
<th>Item</th>
<th>Scale</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Strongly Disagree</td>
</tr>
<tr>
<td>1. Today’s session met the stated goals.</td>
<td>1</td>
</tr>
<tr>
<td>2. I learned something today I can take back and use.</td>
<td>2</td>
</tr>
<tr>
<td>3. The Top Jobs List and “Work-Ready” Skills will help us focus our efforts.</td>
<td></td>
</tr>
<tr>
<td>4. I think my organization will benefit from participating in this effort.</td>
<td>4</td>
</tr>
<tr>
<td>5. I think this initiative is helping us work together to address employer workforce needs and the needs of those seeking good jobs and career growth opportunities.</td>
<td>4</td>
</tr>
</tbody>
</table>

6. Concerns or questions I have as we move forward are...
   - Create a cheat sheet to assist in advertising where people go to sign-up for various programs.
   - The top jobs list is really an all jobs list. To be meaningful, it will need to get more specific.
   - Important for us to keep the equity and inclusion lens as we have these conversations.
   - We need follow up notes from today’s meeting.

7. Advice I have as we move forward is...
   - Get action oriented teams together.
   - Can we really do an IT Marketplace? That would be great.
   - A speed dating of sorts to connect the employers w/the resources in the room.
   - Newsletter.

8. One thing I’d like to know more about is...
   - What other employers are doing to train/hire special talent.

Other Comments:
   - This is good. Thanks.
   - Great opportunity to collaborate and meet employers needs head on.
   - Great program.