

What is Office Technology?

Office technology describes the support network for all types of businesses. As technology in all areas of life increases, modern businesses have a greater need for people with technology skills. Manufacturing companies, law offices, government offices, small businesses, medical offices and large corporations require skilled office personnel to handle the daily functions of their operations. These can range from managing and training the office employees to managing projects, researching topics on the Internet, preparing computer presentations, troubleshooting hardware and software problems, managing local and wide area networks, and coordinating videoconferences.



What's Your Next Step?

Make an appointment to visit our campus by calling 330-684-8900 or toll-free 1-800-221-8308, ext. 8900.

During your visit, talk with one of our advisers, or the program coordinator, about your opportunities and how to get started. You can begin the application process by following these easy steps:

- Complete an application form (one-time, nonrefundable fee of \$30 required).
- Forward an official copy of your high school transcripts or GED.
- Take either the American College Test (ACT) or the Scholastic Aptitude Test (SAT). These tests are not required for students age 21 and older.
- Submit official transcripts from any other accredited college or university you have attended.

Fill out applications for scholarships, grants and loans. Applications are available in the Student Services office. Request financial aid information early to ensure you receive the financial help you need.

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“The Office Technology program at Wayne College was an excellent way to prepare myself for today’s job market. The one-on-one communication with my instructors made me feel they had a commitment toward helping me reach my career goals.”

Jodi Polen,
The J.M. Smucker Company

OFFICE TECHNOLOGY

The University of Akron

Wayne College

“Wayne College covers everything from transcribing a letter to applying for a job. I’ve taken practically everything that I’ve learned from this program and applied it to my current job.”

Jennifer Harbert,
Luk, Inc.



Why a Career in Office Technology?

According to the United States Department of Labor, jobs in office technology are expected to grow well into the year 2010. Competition is high for qualified office support positions with strong technology skills. Skills in greatest demand are office management, networking support and proficiency with popular software packages.

CAREER OPPORTUNITIES EXIST IN THE FOLLOWING AREAS:

- Large or small industry
- Schools
- Insurance
- Retail and wholesale establishments
- Court systems
- Government
- Manufacturing
- Law firms
- Corporate legal departments
- Legal clinics

Salary Information

The Robert Half Technology 2007 Salary Guide reports the national average for starting salaries in the field of office technology:

systems administrator, \$50,000 to 75,750;
business office manager, \$31,900 to 53,100;
help-desk technician, \$27,500 to 54,500;
information specialist, \$26,000 to 53,000;
and PC technician, \$28,500 to 42,000.

Your starting salary will depend on your level of education, skills and experience, the type of organization, and geographic area.

- **Job placement and internship opportunities are part of every degree option and certificate.**
- **You may get credit for work experience. Ask about Technical Experience Assessment (TEA).**
- **Receive credit for national assessment certifications.**
- **Classes are conveniently scheduled for both day and evening study.**

Office technology is a rapidly changing field, and Wayne College adjusts its courses and degree options as the business climate changes. Students learn skills in accounting, communications, management, computer networking, spreadsheets, databases and computer presentations.

Many students first choose to complete a certificate program to gain marketable job skills, become employed in the field and then finish an associate degree to prepare themselves for management positions. Many of the courses in the associate degree curriculum fulfill general education core curriculum requirements or serve as prerequisites for advancement to a bachelor's degree.

Associate Degrees

Application Software Option

This program option is technology intensive and designed to create power computer users and computer software application specialists. Graduates will be highly skilled in a variety of application software packages; will be knowledgeable of computer hardware; will have the ability to hire, train and supervise staff; conduct research on the Internet; prepare written communications such as technical manuals and reports; and operate and troubleshoot new office technologies.

Business Office Manager

A business office manager coordinates various support services, including purchasing and facilities management. Duties may range from selecting vendors and supervising purchase processes to directing mailroom and maintenance employees, coordinating building safety checks and employee training. Communication, staff management and accounting skills are essential for the successful business office manager.

Computer Support Specialist Option

Computer support specialists provide technical assistance, support, and advice to customers and other users. These troubleshooters interpret problems and provide technical support for hardware, software and systems. They answer telephone calls, analyze problems by using automated diagnostic programs and resolve recurring difficulties. Support specialists may work either within a company that uses computer systems or directly for a computer hardware or software vendor. Increasingly, these specialists work for help-desk or support services firms, for which they provide computer support to clients on a contract basis.

Networking Support Option

Network administrators design, install and support an organization's local area network (LAN), wide area network (WAN), network segment, Internet or intranet system. They provide day-to-day onsite administrative support for software users in a variety of work environments, including professional offices, small businesses, government and large corporations. They maintain network hardware and software, analyze problems and monitor the network to ensure its availability to system users. This option incorporates Microsoft Corporation standard courses and prepares students to qualify for Microsoft's Certified Systems Administrator (MCSA) and Engineer (MCSE) certification.

Certificate Programs

Information Specialist

Information specialists help ensure an organization's smooth and efficient handling of information. Core responsibilities for information specialists include performing and coordinating an office's administrative activities; storing, retrieving and integrating information for dissemination to staff and clients; planning and scheduling meetings and appointments; organizing and maintaining paper and electronic files; managing projects; and conducting research. In addition, information specialists often use computers to do tasks such as create spreadsheets; compose correspondence; manage databases; and create presentations, reports, and documents.

