

BUSINESS INFORMATION TECHNOLOGY

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OVERVIEW

The Occupations

Administrative Professionals, Administrative Aides, and Administrative Specialists, Administrative Assistants and Senior Administrative Assistants, Executive Assistants and Senior Executive Assistants, Accounting Assistants, Accounting Specialists and Auditing Specialists, Specialized Administrative Professionals – Medical, Medical Records & Health Information Technicians, Office/Facilities Coordinators and Administrators

About the Occupations

Business information technology professionals are found in almost every organization. These administrative professionals are skilled at performing a variety of administrative duties that include basic clerical skills, project management skills, electronic record keeping skills, and computer and customer service skills. They are becoming members of the management team and assuming roles once reserved for managerial and professional staff members. Many opportunities await those professionals who master technology and use their interpersonal and communication skills effectively.

Executive assistants and senior administrative assistants provide high-level support by managing software training and orientation for new staff. Their role includes conducting online research, booking travel and securing needed information on the Internet, planning meetings, negotiating hotel contracts, scheduling, and preparing for cyber- and video-conferencing, using desktop publishing to produce brochures, fliers and annual reports. Those who broaden their knowledge of a company's operations and enhance their skills are finding greater advancement potential.

Other business information employees perform highly specialized work, which utilizes specific knowledge of terminology and procedures. Medical administrative professionals schedule appointments, bill patients, compile and record medical charts and reports. Accounting assistants and auditing specialists work with spreadsheet software and compute, classify, and record numerical data to keep financial records complete.

Wireless tools will give employees greater flexibility to work outside the office and to perform their jobs from virtually anywhere. The rapid spread of new technology has increased the demand for business professionals who are adaptable and versatile to changes in the landscape of industry. As technology continues to advance, retraining and continuing education will be an essential part of jobs in business.

CAREER OUTLOOK

WORK ENVIRONMENT	
Employers	<ul style="list-style-type: none"> • Business, industry, and government agencies • Colleges, universities, professional schools, and public schools • Hospitals, clinics, physician offices and billing service organizations • Insurance companies, home health care agencies, or in their homes as virtual assistants • Banks and insurance companies
Typical Schedule	<ul style="list-style-type: none"> • Work customarily during weekdays • 35-40 hour work week • May telecommute or have a flexible working arrangement
Tools and Equipment	<ul style="list-style-type: none"> • Computers (hardware and software) Automated office equipment • Forms, budgets, reports, records, and schedules correspondence, invoices, catalogs, and brochures • Web and virtual conferencing
WORKER PORTRAIT	
Skills and Aptitudes	<ul style="list-style-type: none"> • Skilled in the latest office trends, culture, and technology • Highly productive and makes efficient use of technology • Excellent oral and written communication skills • Flexible, shows initiative and has the ability to work and make decisions independently • Displays professionalism, integrity, and honesty

	<ul style="list-style-type: none"> • Works well under pressure and consistently meets deadlines • Listens effectively and uses good judgment, discretion, and common sense • Thinks critically, uses sound reasoning, and makes ethical decisions • Strong interpersonal skill, a team player, respects diversity • Adapts to the changing workforce
Interests	<ul style="list-style-type: none"> • Likes to work with and meet people • Enjoys keeping things organized and running smoothly • Interested in new technology and a variety of work settings

OUTLOOK	OCCUPATION
Good	Executive Secretaries & Executive Administrative Assistants
Good	Accounting Assistants & Auditing Specialists
Excellent	Specialized Administrative Assistants – Medical
Excellent	Medical Records & Health Information Technicians
Good	Administrative Assistants, Secretaries
Excellent	Receptionists, Information Clerks

POSITION	SALARY (PER YEAR)
Executive Secretaries & Executive Administrative Assistants	\$51,270
Accounting Assistants & Auditing Specialists	\$27,554 - \$52,000
Specialized Administrative Assistants – Medical	\$28,600 - \$42,400
Medical Records & Health Information Technicians	\$35,900
Administrative Assistants, Secretaries	\$33,240
Receptionists, Information Clerks	\$26,760

Sources of occupational information include the Labor Statistics, U.S. Department of Labor, *Occupational Outlook Handbook, 2016-17 Edition*, Medical Records and Health Information Technicians, on the Internet at <http://www.bls.gov/ooh/healthcare/medical-records-and-health-information-technicians.htm>

DEGREE/CERTIFICATE

CONCENTRATION OPTIONS	DEGREE / CERTIFICATE TYPE	DEGREE PLANS
Business Information Technology	Associate in Applied Science	View Degree Plan
Administrative Professional I	Certificate	View Degree Plan
Administrative Professional II	Certificate	View Degree Plan
Medical Front Office Professional	Certificate	View Degree Plan

FACULTY