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Inquiries and comments can be addressed to the National Center for O*NET Development by using the contact information below.

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O*NET® Toolkit for Business

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Content Model



O*NET® Toolkit for Business

This Occupational Information Network (O*NET®) Toolkit for Business provides a wealth of background information on the features of O*NET, and details its many uses for human resource professionals and employers.

Your Toolkit (www.onetcenter.org/action.html) contains:

Employers' Quick Reference Guide to O*NET. A brief overview of the features of O*NET, giving basic information on O*NET and how it serves as a resource to assist businesses with everyday needs, complete with brief instructions on how to get started.

O*NET OnLine Guided Tour. A guided tour of the features and capabilities of O*NET OnLine, demonstrating the breadth and depth of the information available. This guided tour demonstrates how users can navigate through O*NET OnLine and provides real world examples of occupational and skills searches, or specific details of one or more occupations. This tool also describes O*NET OnLine's many resources on accommodations, disabilities, and workplace issues.

O*NET at Work. Two case studies provide an overview of how O*NET can be used in specific human resources and management functions. The case studies—*Writing Job Descriptions* and *HR Planning, Employee Reskilling and Retention*—provide step-by-step, detailed descriptions to demonstrate O*NET's use in specific business processes.

The O*NET Content Model. Provides both graphic and written descriptions of the conceptual framework that underlies the O*NET database.

Together, these tools equip your business to become a power user of O*NET.

What Is O*NET?

Think of O*NET (the Occupational Information Network) as a power tool for employers and human resource professionals. O*NET is an easily searchable online database that provides detailed information on nearly 1,000 occupations representing the entire U. S. economy. O*NET is an up to date, flexible, and streamlined resource for accessing information relevant to many human resource, organizational development, and workforce development functions.

One resource, many applications.

O*NET is a valuable resource for many human resource and strategic business operations, such as:

- ▶ Job Descriptions
- ▶ Human Resource Planning
- ▶ Organizational Structure and Design
- ▶ Job Design and Job Reengineering
- ▶ Organizational Development
- ▶ Succession Planning
- ▶ Training Needs Analysis
- ▶ Career Development
- ▶ Workforce Development
- ▶ Web Services Integration



Employers'
Quick Reference Guide to O*NET

Why Should You Use O*NET?

O*NET is a free, easy-to-use occupational information system that can help your company save time and effort by leveraging its human resource capabilities. From start-up to Fortune 500, every business faces challenges in defining job requirements, developing accurate job descriptions, and implementing effective personnel development strategies. In a technology-driven, highly competitive, and rapidly evolving marketplace, human resource professionals, line managers, and decision-makers all need current, accurate occupational intelligence.

Key O*NET Business Benefits

Time savings: Developing job descriptions can be time- and labor-intensive. O*NET OnLine puts current, searchable information on hundreds of occupations at your fingertips, including education and experience, apprenticeable specialties, work activities and typical tasks, as well as knowledge, skills, and abilities. You can easily copy O*NET information and tailor it to your company's specific needs—letting you develop quality job descriptions in a fraction of the time. Developers can integrate O*NET tools into their own website or web-enabled application using O*NET Web Services (services.onetcenter.org).

Efficiency: O*NET data is easy to find, easy to search, and easy to understand—giving you meaningful occupational information and analytical support instantly. This means that you can address a wider range of human resources issues in less time, with less effort.

Consistency: O*NET standardized occupational descriptors make it much easier to compare work across a broad range of functions and levels.

Effectiveness: O*NET provides comprehensive and current information for a wide range of occupations. This translates into better targeted recruiting efforts, more effective training, and better defined career paths.

Added Value: O*NET standardized descriptors create a common language that is an applicable tool for a mobile and rapidly changing world of work. O*NET descriptions are based on rigorous research and the input of industry experts.

Cost Savings: Tracking down all the information you need for Human Resource planning can be expensive. O*NET OnLine brings together occupational information with links to additional resources, such as employment outlook, wages, and other labor market information. All the data is available 24 hours a day, seven days a week, with no fee for use.



The screenshot shows the O*NET OnLine website interface. At the top, there is a navigation bar with the O*NET logo and the text "O*NET OnLine". Below the navigation bar, there is a large banner with the text "Build your future with O*NET OnLine." and a sub-headline "Welcome to your tool for career exploration and job analysis!". The banner also includes a "What is O*NET?" button. To the right of the banner, there is a "What's New?" section with a "Learn More" button and a "Get O*NET news by email or RSS" link. Below the banner, there are three main search options: "Occupation Search" with a search bar, "Find Occupations" with a "Browse" button and a dropdown menu, "Advanced Search" with a "Browse by O*NET Data" button and a dropdown menu, and "Crosswalks" with a "Connect" button and a dropdown menu. At the bottom of the page, there is a "FIND THE APPRENTICESHIP THAT'S RIGHT FOR YOU" banner with the "APPRENTICESHIP.GOV" logo. The footer includes social media links, a "License" button, and a "Site updated November 19, 2019" note.

To take advantage of O*NET information, use the quick reference information on the next few pages—or see the O*NET OnLine Guided Tour for more in-depth information, tips, and techniques for getting the most from O*NET OnLine. For a more detailed description of the O*NET information, see the Content Model Reference Card.



How Can You Use O*NET?

Log onto O*NET OnLine

Just visit <https://www.onetonline.org> to check out O*NET, run a search, or link to dozens of valuable resources for occupational and career-related information.

Use O*NET OnLine

O*NET OnLine is a web-based application that provides access to information in the O*NET database of occupational information.

The O*NET Database provides occupational information within the following categories:

- ▶ **Worker Characteristics:** Abilities, Interests, Work Values and Work Styles
- ▶ **Worker Requirements:** Skills, Knowledge and Education
- ▶ **Experience Requirements:** Experience, Training, Skills and Licensing Requirements
- ▶ **Occupation Specific Information:** Titles, Alternate Titles, Tasks, and Tools and Technology
- ▶ **Occupation Requirements:** Work Activities, Detailed Work Activities, Organizational Context, and Work Context
- ▶ **Workforce Characteristics:** Links to labor market information, occupational outlook and wage information

O*NET OnLine Search Options

- ▶ **Find Occupations** allows you to search for occupations by entering a title, phrase or code into the Keyword Search box, or by using one of the "Browse by" options: **Bright Outlook**, Career Cluster, **Green Economy Sector**, Industry, Job Family, Job Zone, and STEM Discipline (Science, Technology, Engineering and Mathematics disciplines).
- ▶ **Advanced Search** lets you "Browse by" **O*NET Data** to find occupations by many different descriptors; lets you use **Skills** to find Occupations matching the skills you have or plan to acquire; lets you use specific **Tools or Technology Skills** to find high demand occupations; lets you use **Detailed Work Activities** and **Tasks** to find similar occupations.
- ▶ **Crosswalk** lets you search for an O*NET-SOC occupation using codes or titles from other classification systems such as: the Dictionary of Occupational Titles (DOT), the Military Occupational Classification (MOC), the Registered Apprenticeship Partners Information Data System (RAPIDS), the Standard Occupational Classification (SOC), Education, and the Occupational Outlook Handbook (OOH).
- ▶ **Hot Technologies** lets you search occupations using important technologies frequently included in employer job postings.

Valuable Related Links

O*NET OnLine offers a wide variety of links to other valuable occupation-related sites. Each Summary, Details, or Custom Report includes the option of linking directly to Wages and Employment Outlook Information for that occupation on CareerOneStop. There are also links to the U.S. Department of Labor, other government agencies, as well as links to information on disability, accommodations, and workplace issues.

Summary, Details, and Custom Reports

O*NET OnLine provides information at several levels. **Summary** information is designed to provide a quick overview, focusing on the most important information on the occupation. **Details** information gives more comprehensive information. **Custom** information allows users to create their own customized reports.

Download the O*NET Database

The O*NET Database may be downloaded free, for importing into other systems. The O*NET database includes all the occupational information in O*NET OnLine. This information can be used to facilitate career exploration, vocational counseling, and a variety of human resource functions, such as developing job orders, position descriptions, and aligning training with current workplace needs.

Downloading the O*NET Database

- ▶ At the upper right of the O*NET OnLine home page, click on O*NET Sites then click the link to the Resource Center (<https://www.onetcenter.org>).
- ▶ Click the Current data files heading on the left of the page.

O*NET Questionnaires

- ▶ Generic, customizable O*NET Questionnaires can be found at - <https://www.onetcenter.org/questionnaires.html>.
- ▶ These questionnaires can be used as a starting point to collect occupational data in support of a wide-range of economic/workforce investment activities and human resource management functions. You can modify them to meet your particular needs.

O*NET Center Home Page

For more information about using O*NET, or about O*NET products or technical reports, please see www.onetcenter.org. The O*NET Toolkit for Business is available at www.onetcenter.org/action.html.



O*NET is brought to you by:


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toolkit for business

O*NET OnLine Guided Tour



This *Guided Tour* is designed to help you use O*NET® OnLine more efficiently. While O*NET OnLine has a friendly, easy-to-use interface, this guide and reference tool may speed the learning curve for site navigation and search strategy.

About the O*NET Database and O*NET OnLine

1

O*NET (the Occupational Information Network) **OnLine** is a centralized online resource that enables you to access occupational information in the O*NET database. O*NET OnLine offers links to other valuable online occupational resources, including federal agencies and programs.

The O*NET database is the nation's primary source for occupational information. It offers:

- A common language and consistent descriptors for both worker and occupational information. Because O*NET information is regularly updated and is based on careful research and analysis of "real world" occupational data, it is a useful tool for a wide array of management and human resource activities.
- A unique approach to organizing and presenting occupational information. The O*NET "Content Model" gives employers convenient ways to hone in on information specific to a particular occupation, yet also lets them compare occupations using common skills, job attributes, and worker attributes.
- A helpful analysis and decision support system for many key business functions. Human resource professionals, business forecasters, industry analysts, organizational consultants, and line managers find O*NET information valuable in achieving objectives such as:
 - ▶ **Efficiently developing accurate job descriptions**
 - ▶ **Developing more targeted and effective employee development programs**
 - ▶ **Aligning organizational development initiatives with identified workplace needs**
 - ▶ **Defining recruitment goals**
 - ▶ **Expanding the pool of quality candidates for open positions**



Using O*NET OnLine

The O*NET database houses the occupational descriptors and data that can be accessed through O*NET OnLine. O*NET OnLine is a convenient and easy-to-use interface to the O*NET database.



Logging onto O*NET OnLine

This guided tour is most helpful if you log onto O*NET OnLine at <https://www.onetonline.org> and follow this map to get familiar with its functions and features. Or you may select O*NET OnLine from the O*NET Home Page (<https://www.onetcenter.org>) to reach O*NET OnLine.

Getting Oriented to O*NET OnLine

O*NET OnLine is designed to be intuitive. It's easy to navigate through the web site and easy to search the database. But because there are several different levels and types of information provided, it's helpful to get a sense of what each category of information is and how it can be used.

O*NET OnLine home page overview

This home page is largely dedicated to O*NET OnLine's search options. The other key information available here includes:

OnLine Help: Assistance for navigating, searching, and retrieving information from O*NET

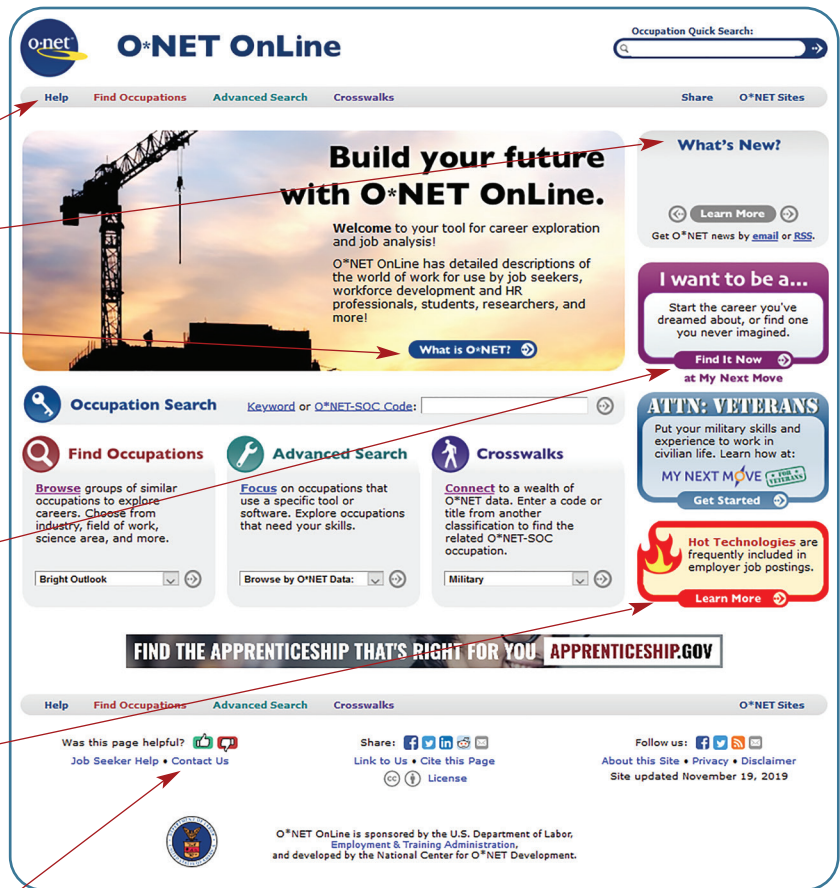
What's New: Link to other O*NET products and tools

What is O*NET: Link to information about O*NET data, applications, and research

My Next Move: A web-based interactive tool for new job seekers, students, and other career explorers to learn more about their career options. Provides the **O*NET Interest Profiler**, a tool that offers customized career suggestions based on a person's interests and level of education and work experience.

Hot Technologies: Search occupations using important technologies frequently included in employer job postings

An email link for your comments and suggestions for O*NET



The screenshot shows the O*NET OnLine homepage with several key features highlighted by callout boxes:

- OnLine Help:** Points to the 'Help' link in the top navigation bar.
- What's New:** Points to the 'What's New?' section on the right side of the page.
- What is O*NET:** Points to the 'What is O*NET?' button in the main banner area.
- My Next Move:** Points to the 'MY NEXT MOVE' button in the 'ATTN: VETERANS' section.
- Hot Technologies:** Points to the 'Hot Technologies' section at the bottom right.
- An email link:** Points to the 'Job Seeker Help' and 'Contact Us' links at the bottom of the page.

The homepage itself features a search bar at the top right, a main banner with the headline 'Build your future with O*NET OnLine.', and three main search options: 'Occupation Search', 'Find Occupations', and 'Advanced Search'. There are also several promotional boxes for 'What's New?', 'I want to be a...', 'ATTN: VETERANS', and 'Hot Technologies'.

▼ About O*NET OnLine search options

Occupation Quick Search provides quick access to finding occupations by keyword or code.

O*NET OnLine offers four easy search functions.

The screenshot shows the O*NET OnLine website. At the top, there is a navigation bar with the O*NET logo, the text "O*NET OnLine", and a search bar labeled "Occupation Quick Search:". Below the navigation bar are links for "Help", "Find Occupations", "Advanced Search", "Crosswalks", "Share", and "O*NET Sites". The main content area features a large banner with a construction crane and the text "Build your future with O*NET OnLine." Below the banner is a "What is O*NET?" button. To the right of the banner are three promotional boxes: "What's New?" with a "Learn More" button, "I want to be a..." with a "Find It Now" button, and "ATTN: VETERANS" with a "Get Started" button. Below the banner are three search options: "Occupation Search" with a "Keyword or O*NET-SOC Code:" input field, "Find Occupations" with a "Browse by" dropdown menu (set to "Bright Outlook"), "Advanced Search" with a "Browse by O*NET Data:" dropdown menu, and "Crosswalks" with a "Military" dropdown menu. At the bottom right, there is a "Hot Technologies" box with a "Learn More" button.

Find Occupations allows you to search for occupations by entering a title, phrase or code into the Keyword search box, or by using one of the "Browse by" options: **Bright Outlook**, Career Cluster, **Green Economy Sector**, Industry, Job Family, Job Zone, and STEM Discipline (Science, Technology, Engineering and Mathematics disciplines).

Advanced Search lets you "Browse by" **O*NET Data** to find occupations by many different descriptors; lets you find Occupations using **Skills** you have or plan to acquire; lets you use specific **Tools or Technology** to find high demand occupations; lets you use **Detailed Work Activities** and **Tasks** to find similar occupations.

Crosswalks lets you search for an O*NET-SOC occupation by entering a code from one of several other occupational classification systems.

Using Find Occupations

Users can search for occupations by:

Keyword or O*NET-SOC code

Browsing by **Bright Outlook**

Browsing by Career Cluster

Browsing by **Green Economy Sector**

Browsing by Industry

Browsing a list of Job Families

Browsing by Job Zone levels

Browsing by STEM educational area (Science, Technology, Engineering and Mathematics)

5

Results for a Quick (Art Directors) Search are listed in a rank order that is calculated on the relevance of the occupational title, alternate titles, description, tasks, and detailed work activities associated with the word or words you entered.

Clicking on How Do They Match and then clicking on the key symbol shows which key words were matched for each occupation. Click on one of these icons to bring up a list of the alternate titles, tasks, and work activities matching your search query. The words of the search query are highlighted, to easily see where a match occurs.

How do they match?	Code	Occupation
	27-1011.00	Art Directors
	29-1125.01	Art Therapists ● Bright Outlook
	25-1121.00	Art, Drama, and Music Teachers, Postsecondary ●
	27-1013.00	Fine Artists, Including Painters, Sculptors, and Illus
	27-2012.02	Directors- Stage, Motion Pictures, Television, and F
	27-1014.00	Multimedia Artists and Animators
	25-4013.00	Museum Technicians and Conservators ●
	27-1019.00	Artists and Related Workers, All Other
	29-1125.00	Recreational Therapists ●
	41-9012.00	Models
	27-1012.00	Craft Artists
	39-7011.00	Tour Guides and Escorts ●
	27-1027.00	Set and Exhibit Designers
	27-1021.00	Commercial and Industrial Designers ● Green
	27-1024.00	Graphic Designers
	25-2012.00	Kindergarten Teachers, Except Special Education
	27-2041.01	Music Directors

Art Directors
37 matches for art directors

- O*NET-SOC Title 1 match
- Alternate Occupation Titles 26 matches
- O*NET-SOC Description 1 match
- Tasks 4 matches
- Detailed Work Activities 5 matches

O*NET-SOC Title

- Art Directors

Alternate Occupation Titles

- Art Director
- Art Coordinator
- Art Department Head
- Art Supervisor
- Artistic Director
- Arts Administrator
- Arts Manager
- Director Design

Understanding Summary, Details, and Custom Reports

Summary Report for:
27-1011.00 - Art Directors

Formulate design concepts and presentation approaches for visual communications media, such as print, broadcasting, and advertising. Direct workers engaged in art work or layout design.

Sample of reported job titles: Art Director; Art Supervisor; Creative Director; Creative Guru; Design Director; Designer; Director of Creative Services, Consumer Products; Group Art Supervisor; Production Manager; Senior Art Director

View report: **Summary** Details Custom

When you search for occupational information, O*NET lets you review information at a variety of levels. The sections below illustrate these different options by showing a sample of O*NET data retrieved for a search of the occupational title "Art Directors."

▼ Summary

Summary Reports are displayed when first selecting an occupation. They provide up to five descriptors rated 50% or higher on the Importance scale for each occupational and worker characteristic.

Summary Example:

For Art Directors, two *Interests* categories received high importance ratings.

Interests
All 2 displayed

Interest code: **AE** Want to discover your interests? Take the [O*NET Interest Profiler](#) at My Next Move.

- Artistic** — Artistic occupations frequently involve working with forms, designs and patterns. They often require self-expression and the work can be done without following a clear set of rules.
- Enterprising** — Enterprising occupations frequently involve starting up and carrying out projects. These occupations can involve leading people and making many decisions. Sometimes they require risk taking and often deal with business.

▼ Details

The Details Reports option provides complete information, including ratings of relative importance, on all the occupational and worker descriptors. This information is useful for in-depth analysis and for comparing occupations.

Interests Save Table (XLS/CSV)
All 6 displayed (2 important)

Occupational Interest	Interest
100	Artistic — Artistic occupations frequently involve working with forms, designs and patterns. They often require self-expression and the work can be done without following a clear set of rules.
89	Enterprising — Enterprising occupations frequently involve starting up and carrying out projects. These occupations can involve leading people and making many decisions. Sometimes they require risk taking and often deal with business.
33	Conventional — Conventional occupations can include working with data and details m
33	Realistic — Realistic occupations frequent solutions. They often deal with plants, anim occupations require working outside, and o
22	Social — Social occupations frequently inv often involve helping or providing service to
6	Investigative — Investigative occupations thinking. These occupations can involve se

Related occupations for interest:

- 41-9012.00 [Models](#)
- 27-2011.00 [Actors](#)
- 27-1023.00 [Floral Designers](#)
- 35-2013.00 [Cooks, Private Household](#)
- 27-1012.00 [Craft Artists](#)

Details Example:

Details reports on all six *Interests* categories, including importance ratings. When the "+" icon appears next to an item, you can click it to see a list of related occupations with this same Interest, Skill, etc.. For example, selecting the "+" icon next to Artistic occupations shows occupations where that skill is an important part of the work. Click on any listed occupation to see its full Summary report.

Custom

Custom allows the user to select the descriptors of interest as well as the scale (*Importance* or *Level* of expertise) and minimum ratings desired for a customized report.

- *Importance* ranks the relative importance of an attribute for a particular occupation.
- *Level* is an indicator of the relative level of expertise required for a skill, knowledge area, or ability.

While the same skill can be important to a number of different occupations, the skill level needed for each occupation may be different. For example, critical thinking ranks as Important for both Art Directors and Craft Artists. But the Level rating for critical thinking for Art Directors (57 on the Level scale) is higher than for Craft Artists (45 on the Level scale).

O*NET Rating Scales

O*NET descriptors are rated on several different numeric rating scales, which all range from 0 to 100.

The *Importance* and *Level* scales are applied to Skills, Knowledge, Ability, and Work Activities descriptors. In some domains additional scales are also used.

Users can also choose to include the scale anchors used in the O*NET Questionnaires, as well as Detailed Work Activities.


Detailed Work Activities provide information on the common work activities required across occupations. These cross-occupational descriptors are less specific than Tasks, which are occupationally specific. They are provided within each of the more general Work Activities with which they are associated. In the Work Activities Outline view, an occupation's hierarchy of generalized, intermediate, and detailed work activities, and occupation-specific task statements is shown.

The screenshot shows the O*NET OnLine interface for a Custom Report for Art Directors (27-1011.00). The 'View report:' section is set to 'Custom'. The 'Skills' section is checked, with 'Level' selected as the scale and a minimum rating of 50. The 'Work Activities' section is also checked, with 'Importance' selected as the scale and a minimum rating of 90. Other sections like 'Detailed Work Activities' and 'Work Activities Outline' are also checked. The 'Go' button is at the bottom left.

For Example:

Checking *Skills* at a minimum *Level* of expertise of 50 and *Work Activities* at a minimum *Importance* rating of 90, along with scale anchors and Detailed Work Activities, generates the report on the next page.

Custom Report Example

**O*NET OnLine**Occupation Quick Search:

Help Find Occupations Advanced Search CrosswalksShare O*NET Sites

Custom Report for:

27-1011.00 - Art Directors

Updated 2019

Formulate design concepts and presentation approaches for visual communications media, such as print, broadcasting, and advertising. Direct workers engaged in art work or layout design.

Sample of reported job titles: Art Director; Art Supervisor; Creative Director; Creative Guru; Design Director; Designer; Director of Creative Services; Consumer Products; Group Art Supervisor; Production Manager; Senior Art Director

View report: [Summary](#) [Details](#) [Custom](#)

[Skills](#) | [Work Activities](#) | [Detailed Work Activities](#)

Skills

Save Table (XLS/CSV) | 10 of 16 displayed

Level	Skill
59	Coordination — Adjusting actions in relation to others' actions. <div style="display: flex; justify-content: space-around; font-size: small;">Schedule appointments for a medical clinicWork with others to put a new roof on a houseWork as director of a consulting project calling for interaction with multiple subcontractors</div>
57	Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

[back to top](#)

Work Activities

Save Table (XLS/CSV) | All 2 displayed

Importance	Work Activity
98	Thinking Creatively — Developing, designing, or creating new applications, ideas, relationships, systems, or products, including artistic contributions. <div style="display: flex; justify-content: space-around; font-size: small;">Not ImportantSomewhat ImportantImportantVery ImportantExtremely Important</div>
95	Interacting With Computers — Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information. <div style="display: flex; justify-content: space-around; font-size: small;">Not ImportantSomewhat ImportantImportantVery ImportantExtremely Important</div>

[back to top](#)

Detailed Work Activities

Save Table (XLS/CSV) | 10 of 18 displayed

- Design layout of art or product exhibits, displays, or promotional materials.
- Determine technical requirements of productions or projects.
- Manage operations of artistic or entertainment departments or organizations.
- Coordinate artistic activities.
- Present work to clients for approval.
- Design layouts for print publications.
- Write informational material.

Related Occupations

Related Occupations

Save Table (XLS/CSV) | All 10 displayed

- 11-2011.00 [Advertising and Promotions Managers](#)
- 27-1014.00 [Multimedia Artists and Animators](#)
- 27-1022.00 [Fashion Designers](#)
- 27-1024.00 [Graphic Designers](#)
- 27-1025.00 [Interior Designers](#)
- 27-2012.01 [Producers](#)
- 27-2012.02 [Directors- Stage, Motion Pictures, Television, and Radio](#)
- 27-2012.03 [Program Directors](#)
- 27-3043.04 [Copy Writers](#)
- 27-4032.00 [Film and Video Editors](#) ★ Bright Outlook

At the bottom of Summary and Details reports is a list of Related Occupations. In Custom reports, you may choose to view Related Occupations as well as occupations that Crosswalk with the selected occupation.

Related Occupations for Art Directors



Wages and Employment Information

O*NET OnLine provides national wage and employment information at the bottom of each Summary or Details Report. In addition, the user can select to be taken to CareerOneStop for state wage and trends information.

Wages & Employment Trends

Median wages (2018) \$44.60 hourly, \$92,780 annual

State wages [Local Salary Info](#)

Employment (2018) 101,000 employees

Projected growth (2018-2028) Little or no change (-1% to 1%)

Projected job openings (2018-2028) 11,100

State trends [Employment Trends](#)


Top industries (2018) [Professional, Scientific, and Technical Services Information \(10%\)](#)
(see all industries)

Performing a Skills Search

Skills Search lets a user identify occupations that utilize specific skills. This search strategy could help employees locate other positions within an organization or help an HR professional develop career ladders within a company. When you select Skills Search, a screen displays definitions for six broad skill categories:

- ▶ **Basic Skills**
- ▶ **Complex Problem Solving Skills**
- ▶ **Resource Management Skills**
- ▶ **Social Skills**
- ▶ **Systems Skills**
- ▶ **Technical Skills**

Under each skill category, you can select any number of the more specific skills listed. Then click Go at the bottom of the page. The Skills Search Results page will display a list of occupations that match the selected skills, along with a count of the skills matched.



O*NET OnLine

Occupation Quick Search:

[Help](#) [Find Occupations](#) [Advanced Search](#) [Crosswalks](#) [Share](#) [O*NET Sites](#)

Browse by O*NET Data

O*NET Data descriptors are categories of occupational information collected and available for O*NET-SOC occupations. Each descriptor contains more specific elements with data ratings.

Skills — Basic Skills

Developed capacities that facilitate learning or the more rapid acquisition of knowledge

Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Using O*NET Crosswalks

Crosswalk Search lets you search for related O*NET-SOC occupations using codes or titles from other classification systems:

- ▶ **RAPIDS** – Registered Apprenticeship Partners Information Data System (RAPIDS)
- ▶ **DOT** – Dictionary of Occupational Titles
- ▶ **Education** – Classification of Instructional Programs (CIP)
- ▶ **Military** – Military Occupational Classification (MOC)
- ▶ **SOC** – Standard Occupational Classification
- ▶ **Occupation Handbook** – Occupational Outlook Handbook

O*NET OnLine Occupation Quick Search: [Search Box]

Help Find Occupations Advanced Search Crosswalks Share O*NET Sites

Crosswalk Search

Military Search codes or titles from the Military Occupational Classification (MOC). Select a branch: [Dropdown] [Input] Go Examples: 0963, radio chief	Education Search codes or titles from the 2010 Classification of Instructional Programs (CIP). [Input] Go Examples: 50.0402, advertising
Occupation Handbook Search titles from the 2016-17 Occupational Outlook Handbook (OOH). [Input] Go Examples: education administrators	SOC Search codes or titles from the 2018 Standard Occupational Classification (SOC). [Input] Go Examples: 39-6011, physician assistant
DOT Search codes or titles from the Dictionary of Occupational Titles (DOT). [Input] Go Examples: 865.131-010, tree pruner	RAPIDS Search codes or titles from the Registered Apprenticeship Partners Information Data System (RAPIDS). [Input] Go Examples: 0235, glass blower

O*NET OnLine Occupation Quick Search: [Search Box]

Help Find Occupations Advanced Search Crosswalks Share O*NET Sites

Technology Skills & Tools Search

Use technology skills, software, machines, equipment, or tools to find occupations. Learn about the technology, tools, and related skills needed to successfully perform in today's world of work.

Enter a technology skill or tool: [Input] Go
Examples: Microsoft Excel, drill

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Search Technology Skills & Tools

The user of the Technology Skills & Tools Search enters the name of a specific tool or software product to find occupations which may use that tool. For example, the following is a partial list of the results for "Tax software"

- ▶ 13-2011.01 [Accountants](#)
- ▶ 13-2021.01 [Assessors](#)
- ▶ 13-2082.00 [Tax Preparers](#)

Saving O*NET Information

You can print and save any information retrieved from O*NET Details and Custom Reports.

- ▶ See Save Table and click on [XLS](#) or [CSV](#) at the top of any table of information.
- ▶ These links let you view or download the data as an XLS (Excel) or CSV (Comma-Separated Values) file.



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O*NET at Work:
Writing Job Descriptions

Describing jobs within an organization is a common task that can consume large amounts of time and resources. This example application demonstrates how human resource personnel can use O*NET® to develop job descriptions faster, better, and cheaper.



The Employer's Challenge

Validity, Inc. is a mid-size professional services company with a growing information technology (IT) department. To better meet internal demand for technical support, the company needed to create several technical support or "help desk" positions, and to develop a new position description for computer support. Bob Garcia, the Human Resource (HR) Manager, turned to O*NET information to help identify job requirements for computer support work.

Writing an Effective Job Description

Job descriptions provide information to guide many human resource applications. The amount of detail required depends on the intended use. The more detail provided, the greater the breadth and depth of human resource applications that may be addressed. The HR Manager determined that O*NET information could provide a starting point for developing job descriptions more efficiently.

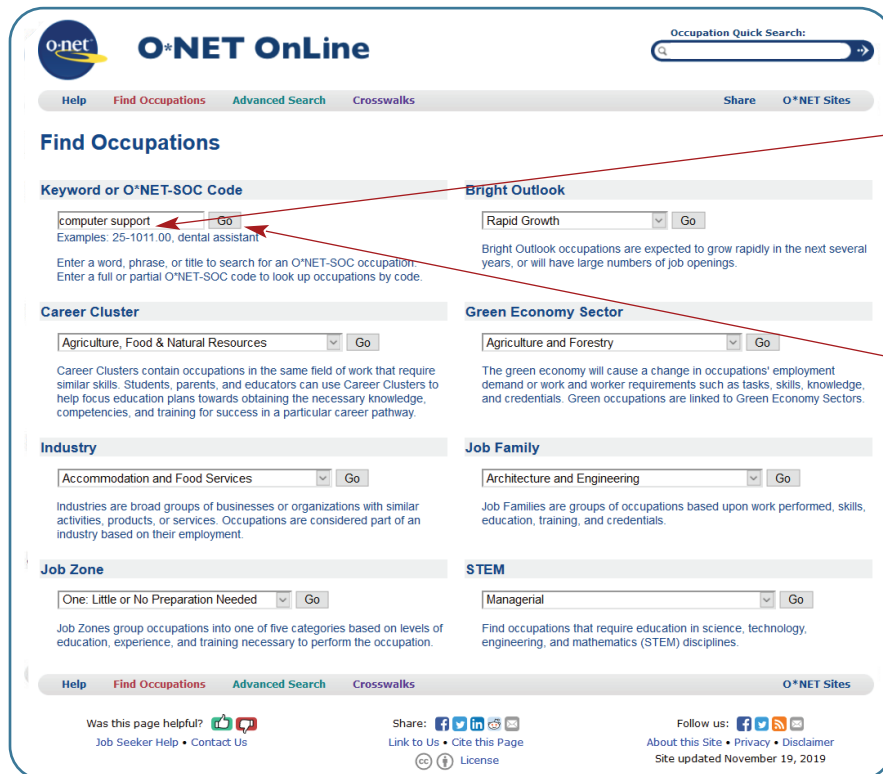
Step 1: Identify Job Tasks, Responsibilities, and Work Context factors that will be part of the newly created positions.

The HR Manager accessed the internet and typed in <https://www.onetonline.org>. At the O*NET OnLine home page, he selected **Find Occupations**. From the **Find Occupations** screen, he was able to access the database of information describing work for computer support occupations.

Using **Keyword search**, the HR Manager typed in “computer support” and clicked **GO**.

The first match listed on the resulting screen was “Computer User Support Specialists.” The HR Manager selected this occupation and a *Summary Report* was displayed.

The HR Manager then selected *Custom reports*, which provides options for what information the user wants displayed on the occupation.

On the **Find Occupations** screen, the user typed “computer support” in the *Keyword search* box.

The user then clicked on the *Go* button.

Custom Report for:
15-1151.00 - Computer User Support Specialists

Provide technical assistance to computer users. Answer questions or resolve computer problems for clients in person, or via telephone or electronically. May provide assistance concerning the use of computer hardware and software, including printing, installation, word processing, electronic mail, and operating systems.

Sample of reported job titles: Computer Specialist, Computer Support Specialist, Computer Technician, Desktop Support Technician, Help Desk Analyst, Help Desk Technician, Information Technology Specialist (IT Specialist), Network Technician, Support Specialist, Technical Support Specialist

View report: **Summary** Details Custom

Tasks Display 10 items scoring at least 50 on the Importance scale
 on the Frequency scale

Technology Skills Display 10 categories with up to 4 examples for each category

Tools Used Display 10 categories with up to 4 examples for each category

Knowledge Display 10 items scoring at least 50 on the Importance scale
 Show scale anchors

Skills Display 10 items scoring at least 50 on the Importance scale
 Show scale anchors

Abilities Display 10 items scoring at least 50 on the Importance scale
 Show scale anchors

Work Activities Display 10 items scoring at least 50 on the Importance scale
 Show scale anchors

Detailed Work Activities Display 10 items

Work Activities Outline Show generalized work activities
 Show intermediate work activities
 Show detailed work activities
 Show task statements

Work Context Display 10 items scoring at least 50 on the Context scale

Job Zone

Education

Credentials

Interests Display all items scoring at least 50 on the Occupational Interest scale

Work Styles Display 10 items scoring at least 50 on the Importance scale
 Show scale anchors

Work Values Display all items scoring at least 50 on the Extent scale

Related Occupations

Crosswalk Display 10 items from the Classification of Instructional Programs (CIP)

Wages & Employment

Job Openings

Additional Information Display 10 items

Go

Next, the HR Manager decided what information describing the work of Computer User Support Specialists he wanted to see.

The user selected the Tasks, Work Activities, and Work Context check boxes.

The user clicked Go to create the Custom Report.

For selected O*NET Descriptors on the Custom Report Menu, users can choose the minimum score for the items displayed and the type of scale, such as Importance or Level.

The HR Manager copied the brief occupation description to the job description document he is creating (see page 6).

A sample of job titles obtained from incumbents is provided.

Users can download the tables for selected O*NET descriptors by clicking on either XLS or CSV by Save Table.

Activities are listed in descending order of importance.

O*NET OnLine

Help Find Occupations Advanced Search Crosswalks

Updated 2019

Custom Report for:
15-1151.00 - Computer User Support Specialists

Provide technical assistance to computer users. Answer questions or resolve computer problems for clients in person, or via telephone or electronically. May provide assistance concerning the use of computer hardware and software, including printing, installation, word processing, electronic mail, and operating systems.

Sample of reported job titles: Computer Specialist, Computer Support Specialist, Computer Technician, Desktop Support Technician, Help Desk Analyst, Help Desk Technician, Information Technology Specialist (IT Specialist), Network Technician, Support Specialist, Technical Support Specialist

View report: Summary **Details** Custom

Tasks | Work Activities | Work Context

Tasks Save Table (XLS/CSV)
10 of 14 displayed

Importance	Category	Task
90	Core	Answer user inquiries regarding computer software or hardware operation to resolve problems.
82	Core	Oversee the daily performance of computer systems.

Importance	Work Activity
97	Interacting With Computers — Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.
81	Getting Information — Observing, receiving, and otherwise obtaining information from all relevant sources.

The HR Manager printed the *Custom Report* and asked the IT Manager to highlight Tasks, Work Activities, and Work Context information relevant for the position. Once the IT Manager highlighted the important information about the work of Computer User Support Specialists, the information was copied to the draft job description (see page 6).

Next, the IT Manager added information to customize the job description to the needs of Vitality, Inc. The HR Manager gave the Work Context Questionnaire* to employees in the information technology department to complete. This gave him information about social and physical factors in the workplace. Social factors include supervision, responsibility and customer service interaction. Physical factors include aspects of the environment that affect the employee’s physical comfort. This information was also added to the draft job description.

Information from the Work Context Questionnaire* can be used to describe the working conditions in which work is performed, and adds greater detail to a job description.

Step 2: Identify the Knowledge, Skills, and Abilities that are important for performing the identified tasks.

Returning to the **Custom Report Menu** in O*NET, the HR Manager created another Custom Report to access information on Knowledge, Skills, and Abilities. Working with the IT Manager, the HR Manager copied the appropriate language from the O*NET Custom Report for Computer User Support Specialists to the draft job description.

The user chose to examine Knowledge and Skills by *Level* rather than *Importance*.

To see a list of more occupations where that Knowledge or Ability is an important part of the work select the + icon. Click on any listed related occupation to see its full Summary report.

Information about *Abilities* was copied from O*NET in the same manner as *Knowledge* and *Skills*.

Custom Report for:
15-1151.00 - Computer User Support Specialists

Updated 2019
Bright Outlook

Provide technical assistance to computer users. Answer questions or resolve computer problems for clients in person, or via telephone or electronically. May provide assistance concerning the use of computer hardware and software, including printing, installation, word processing, electronic mail, and operating systems.

Sample of reported job titles: Computer Specialist, Computer Support Specialist, Computer Technician, Desktop Support Technician, Help Desk Analyst, Help Desk Technician, Information Technology Specialist (IT Specialist), Network Technician, Support Specialist, Technical Support Specialist

View report: Summary Details Custom

Knowledge | Skills

Save Table (XLS/CSV)

All 2 displayed

Level	Knowledge
69	Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.
72	Customer and Personal Service — Knowledge of principles and processes for providing customer and client services, including needs assessment, meeting quality standards for service, and maintaining adequate records of transactions.

Related occupations for knowledge:

- 15-1132.00 **Software Developers, Applications** Bright Outlook
- 17-2061.00 **Computer Hardware Engineers**
- 15-1152.00 **Computer Network Support Specialists**
- 27-1014.00 **Multimedia Artists and Animators**
- 15-1142.00 **Network and Computer Systems Administrators**

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

- 15-1132.00 **Software Developers, Applications** Bright Outlook
- 17-2061.00 **Computer Hardware Engineers**
- 15-1152.00 **Computer Network Support Specialists**
- 27-1014.00 **Multimedia Artists and Animators**
- 15-1142.00 **Network and Computer Systems Administrators**

Abilities Save Table (XLS/CSV)

10 of 14 displayed

Importance	Ability
75	Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.
75	Oral Expression — The ability to communicate information and ideas in speaking so others will understand.
75	Written Comprehension — The ability to read and understand information and ideas presented in writing.
72	Near Vision — The ability to see details at close range (within a few feet of the observer).
69	Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).
69	Speech Clarity — The ability to speak clearly so others can understand you.
66	Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.
66	Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
66	Speech Recognition — The ability to identify and understand the speech of another person.
66	Written Expression — The ability to communicate information and ideas in writing so others will understand.

Help Find Occupations Advanced Search Crosswalks O*NET

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* The Work Context Questionnaire is included in the O*NET Questionnaires found at <https://www.onetcenter.org/questionnaires.html>.



Once the information was gathered using O*NET OnLine, the HR Manager and the IT Manager completed a draft of a job description. They presented this draft to people in information technology functions within the company for final revisions.

The job description that the HR Manager and IT Manager developed using O*NET information is shown to the right. The language for the job description was taken from O*NET OnLine. The red text was contributed by the staff.

Benefits to the Employer

The employer realized the following benefits:

- ▶ The time invested in developing the job description was reduced from an average of 24 hours to 8 hours.
- ▶ The cost to the employer was reduced dramatically from approximately \$1,440 to approximately \$480.
- ▶ The job description was created using a standardized and common language.
- ▶ The standardized language used made it much easier to compare work across functions and levels.
- ▶ The new O*NET based description was of much higher quality than the less specific descriptions used in the past.
- ▶ Through O*NET OnLine links, the employer accessed additional information on the Internet, such as current U.S. salaries, current and projected employment, and related training.

Sample Job Description:

Computer Help Desk Specialist

Summary of Work Activities and Responsibilities: Provides technical assistance to internal computer system users for word processing, electronic mail, spread sheet, database, and project management applications. Answers questions and resolves computer problems for system users in person or over the telephone. Prepares and conducts evaluations of software and hardware and makes recommendations to management for review. Monitors software, hardware, and peripheral equipment to detect errors, evaluate effectiveness, and resolve problems. Installs software, hardware, and peripheral equipment and performs minor repairs. May be required to prepare and conduct training for system users. Help Desk Specialists are results oriented, capable of working on their own and making decisions. Work is performed from a central, well equipped technology center or at user stations. (This summary is a compilation of information found in the O*NET Custom Report for Computer User Support Specialists)

Typical Tasks:

- 1) Installs and performs minor repairs to hardware, software, and peripheral equipment in a system using [insert required software] following design or installation specifications.
- 2) Confers daily with staff, users, and management to determine requirements for new systems or modifications.
- 3) Reads technical manuals, confers with users, and conducts computer diagnostics to investigate and resolve problems and provide technical assistance.
- 4) Enters commands and observes system functioning to verify correct operations and detect errors.
- 5) Refers major hardware or software problems or defective products to vendors or technicians for service.
- 6) Maintains record of daily data communication transactions, problems and remedial action taken, and installation activities.
- 7) Conducts office automation feasibility studies, including workflow analysis, space design, and cost comparison analysis.
- 8) Reads trade magazines and technical manuals, and attends conferences and seminars to maintain knowledge of hardware and software.
- 9) Inspects equipment and reads order sheets to prepare for delivery to users.

(from the **Tasks** section of the **Custom Report**)

Knowledge, Skills, and Abilities: Must have knowledge of electronic circuit boards, processors, chips, and computer hardware and software, including applications and programming. Must understand the principles and processes for providing customer services. Knowledge of instructional methods is helpful but not required. (from the **Knowledge** section of the **Custom Report**) Must be able to determine what is causing operating problems and decide how to solve them using active listening and critical thinking skills. (from the **Skills** section of the **Custom Report**) Must have the ability to communicate clearly, both orally and in writing, and use deductive and mathematical reasoning to detect, diagnose, and solve computer and system related problems. (from the **Abilities** section of the **Custom Report**)

Education and Experience Requirements: People in this position must have a Bachelor's Degree in Management Information Systems, Computer Science, Information Technology, or a related computer field, and two years of experience in computer support and service. Must have experience with [insert required software]. (from the **Job Zone - Education** section of the **Custom Report**)



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A yellow graphic of a right-pointing arrow with a rounded tail, containing the text "toolkit for business".

toolkit for business

A background graphic consisting of a white grid pattern in the upper left that transitions into a pattern of white dots in the lower right, all set against a blue gradient background with a white light flare on the left side.

O*NET at Work: HR Planning,
Employee Reskilling and Retention

Two important challenges in today's workplace are 1) how to keep up with the changing skills requirements of jobs and 2) how to retain employees with the proper skills. This example application shows how Reliant Bank used O*NET® to help address these challenges.



The Employer's Challenge

Reliant Bank, a medium-sized financial services company, has had difficulty ensuring that it has employees with the right skills to handle its computer and information technology applications. With changes in hardware and software technology, as well as user requirements, the company has needed to continuously work on reskilling its workforce.

The President of Reliant Bank feels that it has had too much turnover from its computer and information technology (IT) jobs. Exit interviews have indicated that a primary reason for turnover is that employees want to upgrade their skills and be positioned for career advancement opportunities.

The bank has not had a framework for addressing these issues. Sharon Rogers, the Human Resources (HR) Manager, determined that the O*NET system provides the framework and tools to help address these challenges. The following examples show how the HR manager addressed 1) Human Resource Planning — the identification of future skills requirements and how to position the organization for fulfilling these requirements, and 2) Employee Retention — facilitating the development of employees and positioning them for career advancement opportunities when they become available.

Example 1 Human Resource Planning

Human Resource Planning addresses the organization's future employee needs by providing a systematic process for determining current versus future knowledge and skill requirements. It requires identifying the types of knowledge, skills, and abilities needed at a future point in time and then comparing this to what is currently available. The difference, or gap, may then be addressed.

Work analysis information, as provided by O*NET, can be a critical component of an effective HR Planning process. The Reliant HR Manager decided to use O*NET to help address the organization's HR Planning and employee reskilling and retention issues.

The HR Manager also determined that the greatest need was in the area of information technology. Specifically, the needs were in hardware and software application support. She took these steps:



Occupation Quick Search enables the user to search for occupations by keyword or code. It can be accessed in the header of each O*NET OnLine screen or by selecting **Find Occupations** on the home page.



Step 1: Identify future staff needs.

The HR Manager met with line managers to identify future staff needs. They decided to concentrate on defining needs two years in the future. The strategic business plan for the next two years was reviewed. To accomplish its business plan, Reliant Bank needed approximately an eight percent (8%) increase in staff for computer hardware and software support.

Step 2: Define Work and Worker Requirements of future staff needs

The HR Manager reviewed information in O*NET OnLine. She accessed the Internet and typed in <https://www.onetonline.org>.

More information was needed on the nature of work in computer maintenance and support.

The user went to the Find Occupations screen and selected Computer and Mathematical under Job Family.

The user then selected Go.

On the Job Family list screen the user selected "Computer User Support Specialists." The Summary Report for this occupation was displayed. However, the HR Manager wished to customize the report and so she chose Custom on the View Report line.

Next, the user chose to investigate Tasks, Knowledge, Skills, and Abilities by checking the appropriate boxes within the Custom Report Menu.

For selected O*NET Descriptors on the Custom Report Menu, users can choose the minimum score for the items displayed and the type of scale.

The user selected the Level scale for Knowledge and Skills.

The user then selected Go.

Tasks Save Table (XLS/CSV)
10 of 14 displayed

Importance	Category	Task
90	Core	Answer user inquiries regarding computer software or hardware operation to resolve problems.
82	Core	Oversee the daily performance of computer systems.

The user reviewed the key tasks of Computer User Support Specialists. The list of tasks in O*NET provides clarity about the application of Knowledge, Skills, and Abilities.

Tasks are listed here.

Knowledge Save Table (XLS/CSV)
All 2 displayed

Level	Knowledge
88	<input type="radio"/> Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.
72	<input type="radio"/> Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Next, the user reviewed the Knowledge areas.

Users can download the tables for selected O*NET descriptors by clicking on the "save table" link.

Knowledge areas are listed in descending order by Level.

Skills Save Table (XLS/CSV)
All 5 displayed

Level	Skill
57	<input type="radio"/> Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
57	<input type="radio"/> Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
57	<input type="radio"/> Reading Comprehension — Understanding written sentences and paragraphs in work related documents.
57	<input type="radio"/> Speaking — Talking to others to convey information effectively.
50	<input type="radio"/> Instructing — Teaching others how to do something.

The user then reviewed the Skills.

Skill areas are presented in descending order for Computer User Support Specialists.

Abilities Save Table (XLS/CSV)
10 of 52 displayed (14 important)

Importance	Ability
75	<input type="radio"/> Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.
75	<input type="radio"/> Oral Expression — The ability to communicate information and ideas in speaking so others will understand.
75	<input type="radio"/> Written Comprehension — The ability to read and understand information and ideas presented in writing.
72	<input type="radio"/> Near Vision — The ability to see details at close range (within a few feet of the observer).
69	<input type="radio"/> Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).
69	<input type="radio"/> Speech Clarity — The ability to speak clearly so others can understand you.
66	<input type="radio"/> Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.
66	<input type="radio"/> Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
66	<input type="radio"/> Speech Recognition — The ability to identify and understand the speech of another person.
66	<input type="radio"/> Written Expression — The ability to communicate information and ideas in writing so others will understand.

The user then reviewed the Abilities.

Abilities are listed in descending order of Importance.

Step 3: For gaps, define Knowledge, Skills, and Abilities required.

The HR Manager compiled the O*NET information into a listing for the target job. This was reviewed by the IT manager and selected members of the IT staff. They reported that the information was an excellent framework for the "job of the future." They added additional information that was specific to Reliant Bank's hardware and software environment and completed the effort within an hour.



Step 4: Create a master plan for acquiring or repositioning employees to address future needs.

The HR Manager then worked with line managers to develop a concrete plan of action for developing and acquiring employees with the required skills. A description of the jobs and job requirements was posted for current employees.

Example 2 Employee Reskilling and Retention

The second issue that the HR Manager addressed was employee reskilling and retention. What skills are required in the future? How can employees assure that they have the skills that will enable them to advance in their career? When employees feel that they have advancement opportunities, they are more inclined to stay with the organization.

Step 1: Identify future Knowledge, Skill, and Ability needs.

The Knowledge, Skill, and Ability requirements that were defined in Example 1 were used. In addition, the HR Manager printed out the **Summary Report** for Computer User Support Specialists.

O*NET OnLine Occupation Quick Search: [Search]

Help Find Occupations Advanced Search Crosswalks Share O*NET Sites Updated 2019 Bright Outlook

Summary Report for: 15-1151.00 - Computer User Support Specialists

Provide technical assistance to computer users. Answer questions or resolve computer problems for clients in person, or via telephone or electronically. May provide assistance concerning the use of computer hardware and software, including printing, installation, word processing, electronic mail, and operating systems.

Sample of reported job titles: Computer Specialist, Computer Support Specialist, Computer Technician, Desktop Support Technician, Help Desk Analyst, Help Desk Technician, Information Technology Specialist (IT Specialist), Network Technician, Support Specialist, Technical Support Specialist

View report: Summary Details Custom

Tasks | Technology Skills | Tools Used | Knowledge | Skills | Abilities | Work Activities | Detailed Work Activities | Work Context | Job Zone | Education | Credentials | Interests | Work Styles | Work Values | Related Occupations | Wages & Employment | Job Openings | Additional Information

Tasks

5 of 14 displayed

- Answer user inquiries regarding computer software or hardware operation to resolve problems.
- Oversee the daily performance of computer systems.
- Read technical manuals, confer with users, or conduct computer diagnostics to investigate and resolve problems or to provide technical assistance and support.

Knowledge

5 of 6 displayed

- Computers and Electronics** — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.
- Customer and Personal Service** — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- English Language** — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Skills

5 of 13 displayed

- Active Listening** — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Reading Comprehension** — Understanding written sentences and paragraphs in work related documents.
- Speaking** — Talking to others to convey information effectively.

Abilities

5 of 14 displayed

- Oral Comprehension** — The ability to listen to and understand information and ideas presented through spoken words and sentences.
- Oral Expression** — The ability to communicate information and ideas in speaking so others will understand.
- Written Comprehension** — The ability to read and understand information and ideas presented in writing.

The Summary Report displays the most important variables within each available category for the occupation of interest.

Step 2: Identify current Knowledge, Skill, and Ability levels.

Selected employees completed O*NET Knowledge, Skill, and Ability questionnaires. These questionnaires were downloaded from the O*NET Resource Center website at <https://www.onetcenter.org/questionnaires.html>. An analysis of this information identified current knowledge, skill, and ability levels.

Step 3: Identify gaps and development opportunities.

The current Knowledge, Skills, and Abilities levels were compared to the future needs. Where gaps were identified, the employer took steps to supplement current training in preparation for future requirements.

Step 4: Communicate career opportunities and development requirements.

Reliant Bank communicated to its employees about its future requirements and the knowledge, skills, and abilities needed. Where employees identified gaps, they initiated efforts to acquire the necessary knowledge, skills, or abilities. This positioned them for future job opportunities within the organization.

As a result of these actions employee turnover was reduced.

6

Benefits to the Employer

The employer realized a number of benefits by using O*NET, including:

- ▶ Creating a concrete strategy for addressing its future employee needs.
- ▶ Reducing employee turnover in mission critical jobs.
- ▶ Developing consistent and thorough job descriptions.
- ▶ Saving time by leveraging O*NET technology and information.
- ▶ Incurring no additional expense and remaining within existing budgets.
- ▶ Adopting a framework for defining jobs and work and ensuring that the organization had a thorough and systematic means of defining jobs and worker requirements across the organization.



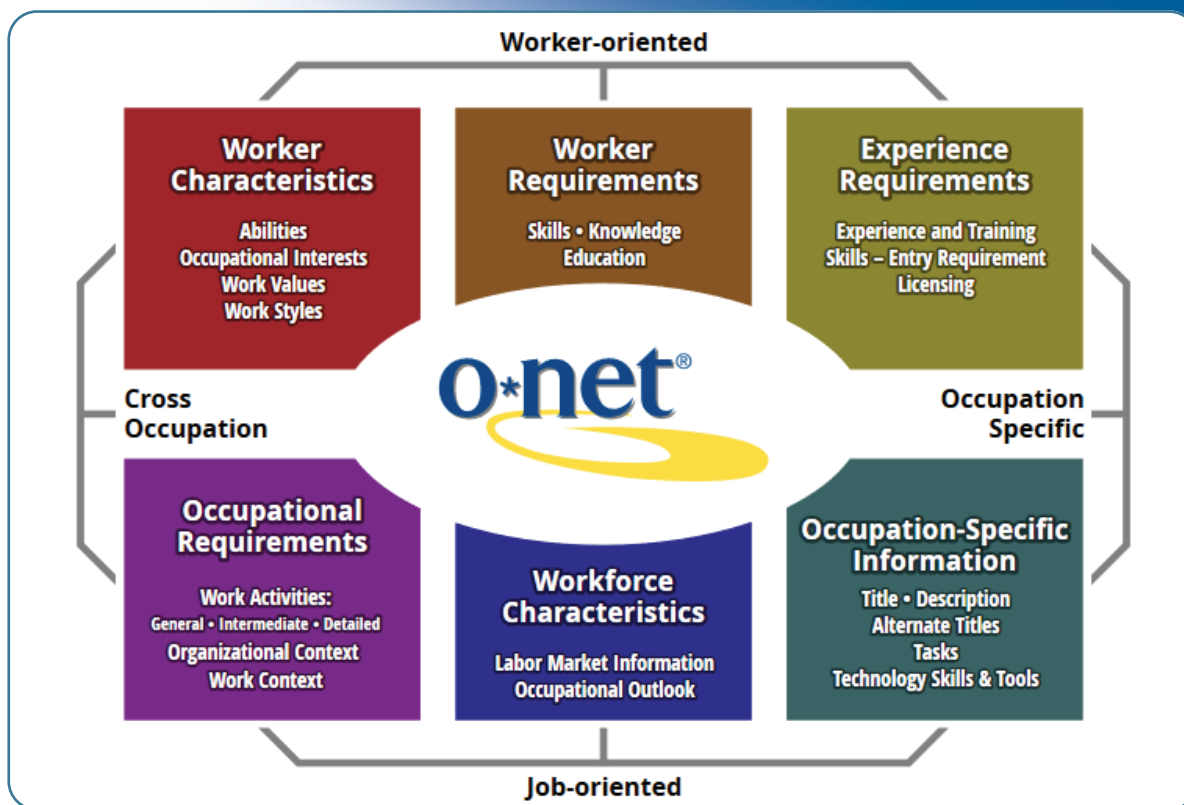
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Reference Card the O*NET Content Model



The O*NET® Content Model is the conceptual framework underlying the database. It identifies the structure and types of information contained in the O*NET Database. The O*NET Content Model provides data categories that allow you to review information from the standpoint of occupations (via job-oriented descriptors) and people (via worker-oriented descriptors).

O*NET's Content Model clusters information into six broad categories, called domains:

- ▶ **Worker Characteristics:** enduring characteristics such as abilities, interests, and work styles, that might influence both a worker's performance and the capacity to acquire knowledge and skills required for effective work performance.
- ▶ **Worker Requirements:** work-related attributes acquired and/or developed through experience and education related to the occupation. *Knowledge* refers to acquired facts and principles pertinent to a job. *Skills* are the application of knowledge in a work setting and may be divided into basic skills (such as reading, which facilitates the acquisition of new knowledge) and *cross-functional skills* (such as problem solving, which extends across several domains of activities).
- ▶ **Experience Requirements:** qualities related to previous activities and specific types of work activities. This category includes information about the typical experiential backgrounds of workers in an occupation or group of occupations, as well as certification, licensure, and training.
- ▶ **Occupational Requirements:** O*NET identifies generalized work activities and detailed work activities that may be performed within multiple occupations. Using this framework, a single set of descriptors can be used to describe many occupations. Work context descriptors (the physical, social, or structural context of work) that may impose specific demands on workers are also included in this category.
- ▶ **Occupation-Specific Information:** descriptors that apply to a single occupation or a narrowly defined job family. This information includes occupation-specific tasks and machines, tools and software—referred to as Technology Skills and Tools. This category is particularly important for specific human resource applications, such as training, developing job descriptions, or redefining jobs.
- ▶ **Workforce Characteristics:** general characteristics of occupations that may influence occupational requirements, including the occupation's social and economic contexts. Labor market information defined by industry or occupation also falls within this category. O*NET provides this information through links from O*NET OnLine to statistical labor market information including compensation and wage data, employment outlook, and industry size information. Much of this information is collected outside of O*NET by organizations such as the U.S. Department of Labor's Bureau of Labor Statistics, the Department of Commerce, the Department of Defense, and the Census Bureau. An interactive version of the O*NET Content Model is available from the O*NET Resource Center home page at <https://www.onetcenter.org/>.



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A closer look at the Content Model.

Each information category (or domain) in the O*NET Content Model contains subcategories or sub-domains, which further define each category. For example, the Worker Characteristics domain includes additional sub-domains: Abilities, Interests, and Work Styles.

Level 1: Worker Characteristics

Level 2: Abilities

Level 3: Cognitive

Physical
Sensory
Psychomotor

Level 2: Interests

Level 3: Realistic

Investigative
Artistic
Social
Enterprising
Conventional

Level 2: Work Styles

Level 3: Achievement Orientation

Social Influence
Interpersonal Orientation
Adjustment
Conscientiousness
Independence
Practical Intelligence