



# TORO Analysis of Computer Support Specialists to Insurance Policy Processing Clerks

## INPUT SECTION:

Transfer	Title	O* NET	Filters		
From Title:	Computer Support Specialists	15-1041.00	Abilities:	Importance Level: 50	Weight: 1
To Title:	Insurance Policy Processing Clerks	43-9041.02	Skills:	Importance Level: 69	Weight: 1
Labor Market Area:	Maine Statewide		Knowledge:	Importance Level: 69	Weight: 1

## OUTPUT SECTION:

<b>Grand TORQ:</b>		84
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Ability TORQ		Skills TORQ		Knowledge TORQ	
Level	90	Level	86	Level	76

Gaps To Narrow if Possible				Upgrade These Skills				Knowledge to Add			
Ability	Level	Gap	Impt	Skill	Level	Gap	Impt	Knowledge	Level	Gap	Impt
Speech Recognition	48	6	65	No Skills Upgrade Required!				Clerical	82	29	84
Near Vision	62	3	68					Customer and Personal Service	74	3	86

LEVEL and IMPT (IMPORTANCE) refer to the Target Insurance Policy Processing Clerks. GAP refers to level difference between Computer Support Specialists and Insurance Policy Processing Clerks.

## ASK ANALYSIS

Ability Level Comparison - Abilities with importance scores over 50

Description	Computer Support Specialists	Insurance Policy Processing Clerks	Importance
Written Comprehension	69 	55 	81 
Information Ordering	57 	50 	72 
Written Expression	55 	50 	68 
Problem Sensitivity	55 	48 	68 
Near Vision	59 	62 	68 
Speech Clarity	44 	42 	68 
Oral Comprehension	64 	50 	65 
Oral Expression	62 	57 	65 
Speech Recognition	42 	48 	65 

Deductive Reasoning	60	53	59
Inductive Reasoning	64	48	56
Selective Attention	39	37	56
Category Flexibility	48	42	50
Finger Dexterity	37	30	50
Skill Level Comparison - Abilities with importance scores over 69			
Description	Computer Support Specialists	Insurance Policy Processing Clerks	Importance
Active Listening	66	53	80
Speaking	61	51	77
Reading Comprehension	70	59	70
Critical Thinking	64	63	70
Knowledge Level Comparison - Knowledge with importance scores over 69			
Description	Computer Support Specialists	Insurance Policy Processing Clerks	Importance
Customer and Personal Service	71	74	86
Clerical	53	82	84

Experience & Education Comparison					
Related Work Experience Comparison			Required Education Level Comparison		
Description	Computer Support Specialists	Insurance Policy Processing Clerks	Description	Computer Support Specialists	Insurance Policy Processing Clerks
10+ years	0%	0%	Doctoral	0%	0%
8-10 years	0%	0%	Professional Degree	0%	0%
6-8 years	0%	0%	Post-Masters Cert	0%	0%
4-6 years	0%	5%	Master's Degree	0%	0%
2-4 years	85%	7%	Post-Bachelor Cert	0%	0%
1-2 years	9%	46%	Bachelors	24%	0%
6-12 months	1%	16%	AA or Equiv	5%	15%
3-6 months	0%	9%	Some College	1%	12%
1-3 months	0%	3%	Post-Secondary Certificate	69%	11%
0-1 month	0%	0%	High School Diploma or GED	0%	61%
None	1%	10%	No HSD or GED	0%	0%
Computer Support Specialists			Insurance Policy Processing Clerks		
Most Common Educational/Training Requirement:					
Associate degree			Moderate-term on-the-job training		
Job Zone Comparison					
3 - Job Zone Three: Medium Preparation Needed			2 - Job Zone Two: Some Preparation Needed		



Previous work-related skill, knowledge, or experience is required for these occupations. For example, an electrician must have completed three or four years of apprenticeship or several years of vocational training, and often must have passed a licensing exam, in order to perform the job.

Most occupations in this zone require training in vocational schools, related on-the-job experience, or an associate's degree. Some may require a bachelor's degree.

Employees in these occupations usually need one or two years of training involving both on-the-job experience and informal training with experienced workers.

Some previous work-related skill, knowledge, or experience may be helpful in these occupations, but usually is not needed. For example, a teller might benefit from experience working directly with the public, but an inexperienced person could still learn to be a teller with little difficulty.

These occupations usually require a high school diploma and may require some vocational training or job-related course work. In some cases, an associate's or bachelor's degree could be needed.

Employees in these occupations need anywhere from a few months to one year of working with experienced employees.

## Tasks

### Computer Support Specialists

#### Core Tasks

##### Generalized Work Activities:

- Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.
- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
- Updating and Using Relevant Knowledge - Keeping up-to-date technically and applying new knowledge to your job.
- Making Decisions and Solving Problems - Analyzing information and evaluating results to choose the best solution and solve problems.
- Communicating with Persons Outside Organization - Communicating with people outside the organization, representing the organization to customers, the public, government, and other external sources. This information can be exchanged in person, in writing, or by telephone or e-mail.

#### Specific Tasks

##### Occupation Specific Tasks:

- Answer user inquiries regarding computer software or hardware operation to resolve problems.
- Conduct office automation feasibility studies, including workflow analysis, space design, or cost comparison analysis.
- Confer with staff, users, and management to establish requirements for new systems or modifications.
- Develop training materials and procedures, or train users in the proper use of hardware or software.
- Enter commands and observe system functioning to verify correct operations and detect errors.

### Insurance Policy Processing Clerks

#### Core Tasks

##### Generalized Work Activities:

- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
- Processing Information - Compiling, coding, categorizing, calculating, tabulating, auditing, or verifying information or data.
- Evaluating Information to Determine Compliance with Standards - Using relevant information and individual judgment to determine whether events or processes comply with laws, regulations, or standards.
- Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.
- Establishing and Maintaining Interpersonal Relationships - Developing constructive and cooperative working relationships with others, and maintaining them over time.

#### Specific Tasks

##### Occupation Specific Tasks:

- Apply insurance rating systems.
- Calculate amount of claim.
- Contact insured or other involved persons to obtain missing information.
- Organize and work with detailed office or warehouse records, using computers to enter, access, search and retrieve data.
- Pay small claims.
- Post or attach information to claim file.
- Prepare and review insurance-claim forms and related documents for completeness.
- Provide customer service, such as giving limited instructions on how to proceed with claims or providing referrals to auto



- Inspect equipment and read order sheets to prepare for delivery to users.
- Install and perform minor repairs to hardware, software, or peripheral equipment, following design or installation specifications.
- Maintain records of daily data communication transactions, problems and remedial actions taken, or installation activities.
- Modify and customize commercial programs for internal needs.
- Oversee the daily performance of computer systems.
- Prepare evaluations of software or hardware, and recommend improvements or upgrades.
- Read technical manuals, confer with users, or conduct computer diagnostics to investigate and resolve problems or to provide technical assistance and support.
- Read trade magazines and technical manuals, or attend conferences and seminars to maintain knowledge of hardware and software.
- Refer major hardware or software problems or defective products to vendors or technicians for service.
- Set up equipment for employee use, performing or ensuring proper installation of cables, operating systems, or appropriate software.
- Supervise and coordinate workers engaged in problem-solving, monitoring, and installing data communication equipment and software.

#### Detailed Tasks

#### Detailed Work Activities:

- adjust computer operation system
- assist co-workers with software problems
- communicate technical information
- conduct computer diagnostics to determine nature of problems
- conduct training for personnel
- configure computers in industrial or manufacturing setting
- consult with staff or users to identify operating procedure problems
- evaluate computer system user requests or requirements
- evaluate prototype computer software systems
- follow data security procedures
- follow data storage procedures
- identify appropriate software for project
- install computer programs
- install hardware, software, or peripheral equipment
- maintain or repair computers or related

repair facilities or local contractors.

- Review insurance policy to determine coverage.
- Transmit claims for payment or further investigation.

#### Detailed Tasks

#### Detailed Work Activities:

- calculate insurance premiums or awards
- code data from records
- distribute correspondence or mail
- examine files or documents to obtain information
- fill out business or government forms
- follow contract, property, or insurance laws
- interview customers
- maintain insurance records
- maintain inventory of office forms
- maintain records, reports, or files
- maintain telephone logs
- obtain information from individuals
- provide customer service
- recommend claim action
- review data on insurance applications or policies
- review insurance policies to determine appropriate coverage
- review records for completeness
- search legal records
- take messages
- transcribe spoken or written information
- type letters or correspondence
- use computers to enter, access or retrieve data

#### Technology - Examples

##### Accounting software

- Account management software

##### Data base user interface and query software

- Data entry software

- Database software

- Microsoft Access

- Policy issuance system software

##### Document management software

- InSystems Calligo Enterprise

##### Electronic mail software

- IBM Lotus Notes

- Microsoft Outlook



equipment

- monitor computer operation
- monitor operating conditions
- perform minor repairs to hardware, software, or peripheral equipment
- program computers using existing software
- provide technical computer training
- provide technical support to computer users
- recommend purchase or repair of furnishings or equipment
- recommend software or hardware purchases
- select business applications for computers
- select software for clerical activities
- test computer programs or systems
- train workers in use of computer and related equipment
- train workers in use of equipment
- understand computer equipment operating manuals
- use computer networking technology
- use computers to enter, access or retrieve data
- use desktop publishing software
- use geographical information system (GIS) software
- use interpersonal communication techniques
- use knowledge of mainframe computers
- use relational database software
- use spreadsheet software
- use word processing or desktop publishing software
- write computer software, programs, or code

Technology - Examples

Access software

- Mac HelpMate

Administration software

- Element management software
- SolarWinds software

Authentication server software

- Password management software

Backup or archival software

- Backup and archival software
- Disaster recovery software

- Microsoft Volume Shadow Copy Service

- Novell GroupWise

Financial analysis software

- Insurance rating software

Internet browser software

- Microsoft Internet Explorer
- Web browser software

Office suite software

- Microsoft Office

Presentation software

- Microsoft PowerPoint

Spreadsheet software

- Microsoft Excel
- Spreadsheet software

Word processing software

- Microsoft Word
- Word processing software

Tools - Examples

- 10-key calculators
- Desktop computers
- Dictation machines
- Personal computers



- Symantec LiveState

Calendar and scheduling software

- Calendar and scheduling software

Configuration management software

- Automated installation software

- Configuration management software

- Deployment software

- Patch management software

Data base management system software

- Database management software

Data base user interface and query software

- Database software

- Software asset management SAM software

Desk top communications software

- CrossTec NetOp Remote Control

- Remote control software

- Stac Software ReachOut

- Symantec pcAnywhere

Desk top publishing software

- Adobe Systems Adobe Distiller

Electronic mail software

- Email software

Filesystem software

- Desktop partitioning software

- Symantec Norton Utilities

Helpdesk or call center software

- Call center software

- Help desk software

Information retrieval or search software

- Information systems integration software

Internet browser software

- Internet browser software

Internet directory services software

- Active directory software

- Domain name system DNS software

- Network directory services software

License management software



- License management software

Network monitoring software

- Dartware InterMapper

Network operation system software

- Remote install server software

Operating system software

- Event log monitor software

- Microsoft Windows Pre-installation Environment

- Operating system monitoring software

- Personal computer diagnostic software

Platform interconnectivity software

- Migration software

Presentation software

- Presentation software

Program testing software

- Defect tracking software

Spreadsheet software

- Spreadsheet software

Storage networking software

- Media storage management software

Transaction security and virus protection software

- Encryption software

- Virus scanning software

Word processing software

- Word processing software

Tools - Examples

- Computer tool kits

- Desktop computers

- MS-DOS-bootable disks

- Redundant array of independent disks RAID systems

- Mainframe computers

- Network analyzers

- Notebook computers

- Personal digital assistants PDA

- Power meters



- Punchdown tools
- Reflectometers
- Screwdrivers
- Digital tapes
- Wire crimpers

### Labor Market Comparison

Description	Computer Support Specialists	Insurance Policy Processing Clerks	Difference
Median Wage	\$ 40,200	\$ 31,380	\$( 8,820)
10th Percentile Wage	\$ 27,070	\$ 24,090	\$( 2,980)
25th Percentile Wage	N/A	N/A	N/A
75th Percentile Wage	\$ 47,830	\$ 36,980	\$( 10,850)
90th Percentile Wage	\$ 55,380	\$ 42,620	\$( 12,760)
Mean Wage	\$ 40,600	\$ 32,190	\$( 8,410)
Total Employment - 2007	1,670	1,810	140
Employment Base - 2006	1,690	1,849	159
Projected Employment - 2016	1,778	1,699	-79
Projected Job Growth - 2006-2016	5.2 %	-8.1 %	-13.3 %
Projected Annual Openings - 2006-2016	61	22	-39

### National Job Posting Trends

Trend for Computer Support Specialists

Trend for  
Insurance  
Policy  
Processing  
Clerks



Data from [Indeed](http://Indeed.com)

Recommended Programs			
General Office/Clerical and Typing Services			
General Office Occupations and Clerical Services. A program that prepares individuals to provide basic administrative support under the supervision of office managers, administrative assistants, secretaries, and other office personnel. Includes instruction in typing, keyboarding, filing, general business correspondence, office equipment operation, and communications skills.			
Institution	Address	City	URL
Northern Maine Community College	33 Edgemont Dr	Presque Isle	<a href="http://www.nmcc.edu">www.nmcc.edu</a>

Maine Statewide Promotion Opportunities for Computer Support Specialists								
O*NET Code	Title	Grand TORO	Job Zone	Employment	Median Wage	Difference	Growth	Annual Job Openings
15-1041.00	Computer Support Specialists	100	3	1,670	\$40,200.00	\$0.00	5%	61
27-3042.00	Technical Writers	85	4	50	\$46,060.00	\$5,860.00	-8%	2
17-3012.01	Electronic Drafters	82	3	90	\$44,860.00	\$4,660.00	-16%	3
15-1051.00	Computer Systems Analysts	82	4	1,650	\$69,340.00	\$29,140.00	20%	78
15-1071.00	Network and Computer Systems Administrators	81	4	1,070	\$57,690.00	\$17,490.00	18%	44
13-2053.00	Insurance Underwriters	81	3	460	\$56,090.00	\$15,890.00	-1%	12



15-1021.00	Computer Programmers	81	4	720	\$58,240.00	\$18,040.00	-12%	16
17-3023.03	Electrical Engineering Technicians	81	3	430	\$45,180.00	\$4,980.00	-20%	9
13-1071.01	Employment Interviewers	80	3	610	\$41,200.00	\$1,000.00	10%	19
25-1021.00	Computer Science Teachers, Postsecondary	80	5	120	\$52,380.00	\$12,180.00	14%	4
13-1031.01	Claims Examiners, Property and Casualty Insurance	80	3	1,570	\$49,360.00	\$9,160.00	3%	44
13-1032.00	Insurance Appraisers, Auto Damage	80	3	40	\$49,950.00	\$9,750.00	5%	1
15-1061.00	Database Administrators	80	4	300	\$60,260.00	\$20,060.00	20%	11
13-1023.00	Purchasing Agents, Except Wholesale, Retail, and Farm Products	79	3	920	\$45,210.00	\$5,010.00	-2%	21
23-2011.00	Paralegals and Legal Assistants	79	3	1,010	\$40,260.00	\$60.00	15%	30

### Top Industries for Insurance Policy Processing Clerks

Industry	NAICS	% in Industry	Employment	Projected Employment	% Change
Insurance agencies and brokerages	524210	27.08%	68,773	70,013	1.80%
Direct insurance (except life, health, and medical) carriers	524120	24.30%	61,718	58,058	-5.93%
Other insurance related activities	524290	8.08%	20,531	22,086	7.58%
Management of companies and enterprises	551100	3.01%	7,656	7,943	3.75%
Insurance and employee benefit funds	525100	1.28%	3,261	3,616	10.91%
State government, excluding education and hospitals	929200	0.94%	2,377	2,100	-11.68%
General medical and surgical hospitals, public and private	622100	0.76%	1,924	1,917	-0.36%
Offices of physicians	621100	0.69%	1,752	1,986	13.39%
Employment services	561300	0.55%	1,403	1,598	13.91%
Office administrative services	561100	0.48%	1,214	1,385	14.11%
Other nondepository credit intermediation, including real estate credit and consumer lending	522290	0.48%	1,226	1,324	7.93%



Depository credit intermediation	522100	0.48%	1,207	1,108	-8.24%
Accounting, tax preparation, bookkeeping, and payroll services	541200	0.37%	934	997	6.74%
Self-employed workers, primary job	000601	0.36%	912	875	-4.12%
Other financial investment activities	523900	0.32%	810	1,027	26.84%

### Top Industries for Computer Support Specialists

Industry	NAICS	% in Industry	Employment	Projected Employment	% Change
Computer systems design and related services	541500	15.54%	85,860	104,333	21.51%
Colleges, universities, and professional schools, public and private	611300	5.81%	32,072	35,880	11.87%
Elementary and secondary schools, public and private	611100	5.16%	28,526	30,060	5.38%
Management of companies and enterprises	551100	4.54%	25,054	28,882	15.28%
Software publishers	511200	3.79%	20,951	24,278	15.88%
Employment services	561300	2.98%	16,453	20,824	26.56%
Local government, excluding education and hospitals	939300	2.89%	15,984	17,956	12.34%
Professional and commercial equipment and supplies merchant wholesalers	423400	2.58%	14,246	14,946	4.91%
Federal government, excluding postal service	919999	2.56%	14,152	13,378	-5.47%
Electronics and appliance stores	443100	2.09%	11,573	10,577	-8.61%
State government, excluding education and hospitals	929200	2.06%	11,375	11,162	-1.87%
Internet service providers and Web search portals	518100	1.98%	10,935	7,752	-29.11%
General medical and surgical hospitals, public and private	622100	1.92%	10,607	11,743	10.71%
Management, scientific, and technical consulting services	541600	1.88%	10,402	18,571	78.52%
Depository credit intermediation	522100	1.84%	10,158	10,357	1.95%