



Skills and Talent Development in the Age of AI

LABOR MARKET DATA

Occupational Analysis Deep Dive

About Jobs for the Future

Jobs for the Future (JFF) drives transformation of the U.S. education and workforce systems to achieve equitable economic advancement for all. For more information visit www.jff.org.

About Jobs for the Future's Center for Artificial Intelligence & the Future of Work

The JFF Center for Artificial Intelligence & the Future of Work focuses on connecting policy with practices that are grounded in equitable applications of AI so all learners and workers benefit. For more information, and to get in touch about JFF's work on AI, visit www.jff.org/ai.

About JFFLabs

The Center is being incubated under JFFLabs, the innovation lab of JFF that provides the infrastructure to bring solutions from ideation to national-scale social impact. JFFLabs' proven model of insights, incubation, and investment provides robust market analysis, identifies emerging trends, and invests in promising innovators to create, test, and scale transformative models that drive equitable economic advancement. Other incubated practice lines within JFFLabs include climate innovation and lifelong learning. For more information, visit www.jff.org/labs.

About JFF's Language Choices

JFF is committed to using language that promotes equity and human dignity, rooted in the strengths of the people and communities we serve. We develop our content with the awareness that language can perpetuate privilege but also can educate, empower, and drive positive change to create a more equitable society. We will continually reevaluate our efforts as language usage continues to evolve. info.jff.org/language-matters

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OCCUPATION OVERVIEW

Customer Service Representative

	SAMPLE INDUSTRIES EMPLOYED	% OF OCCUPATION (2024)
1	Pharmacies and Drug Retailers	5.5%
2	Employment Placement Industries	5.1%
3	Limited-Service Restaurants	3.4%
4	Insurance Agencies and Brokerages	2.4%
5	Commercial Banking	2.4%

TOP GROWING AND DECLINING SKILLS, 2018-2024

Growing: Project Management, Personal Attributes, Cash Register Operations

Declining: Customer Service, Plumbing, Retail Sales

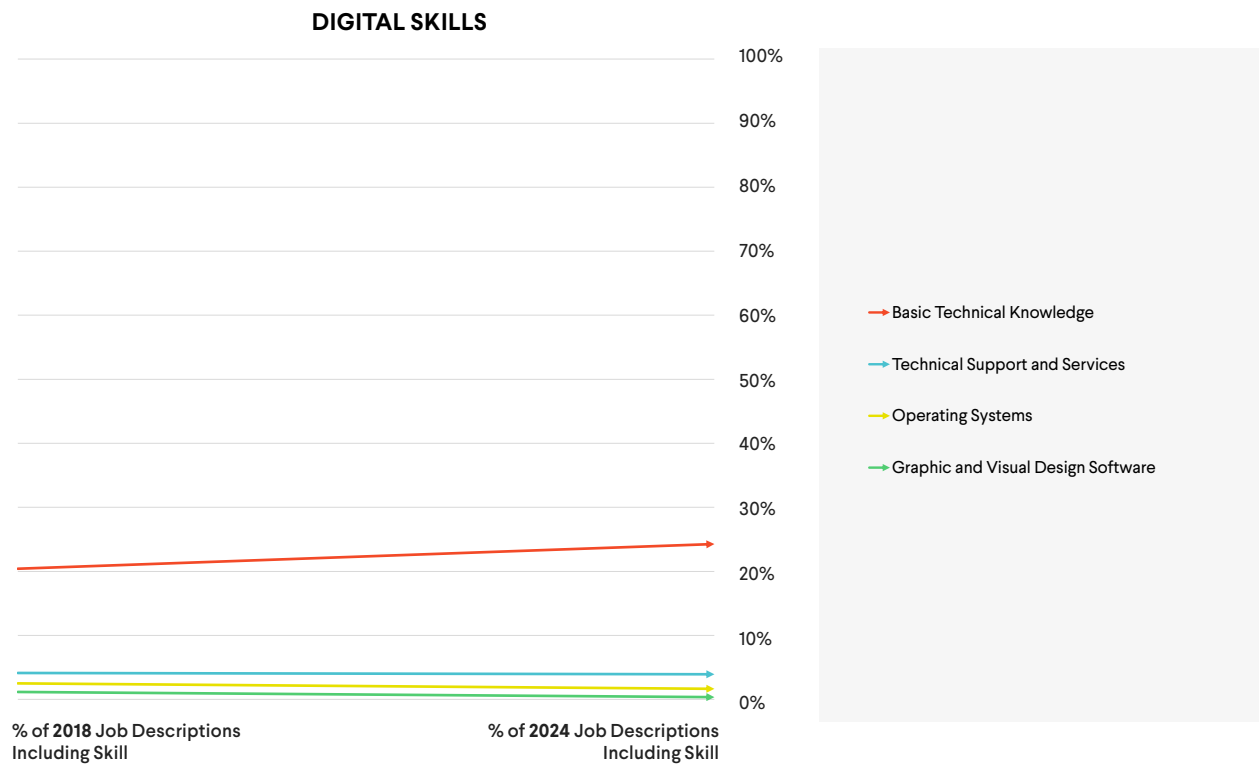
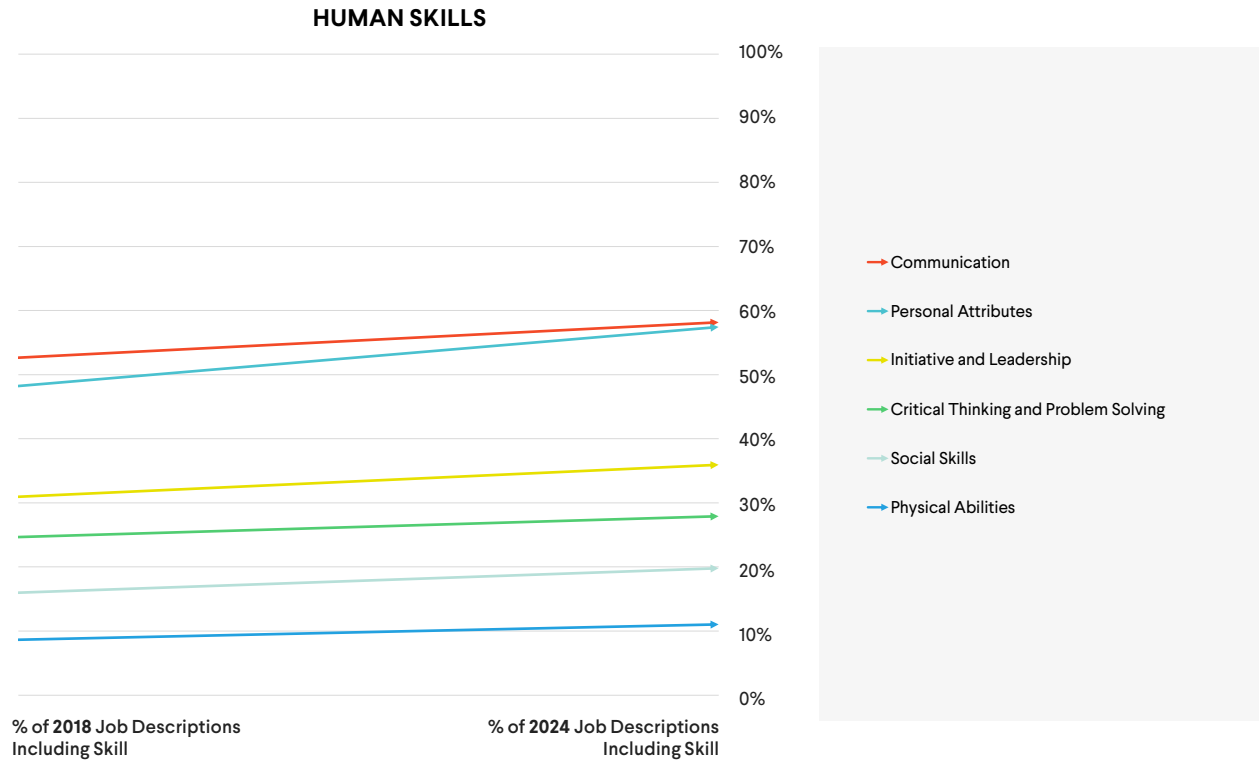
FAST FACTS

Total Employment, 2024	2.98 million
Percent increase of job postings mentioning AI, Jan 2018–Dec 2024	7,150% (N=12 → N=870)
Average Annual Earnings	\$43,583
Average Projected Growth, 2024-2034	0%
Postings with Educational Requirements sub-BA	93%
Typical Work Experience Required	None



CUSTOMER SERVICE REPRESENTATIVE

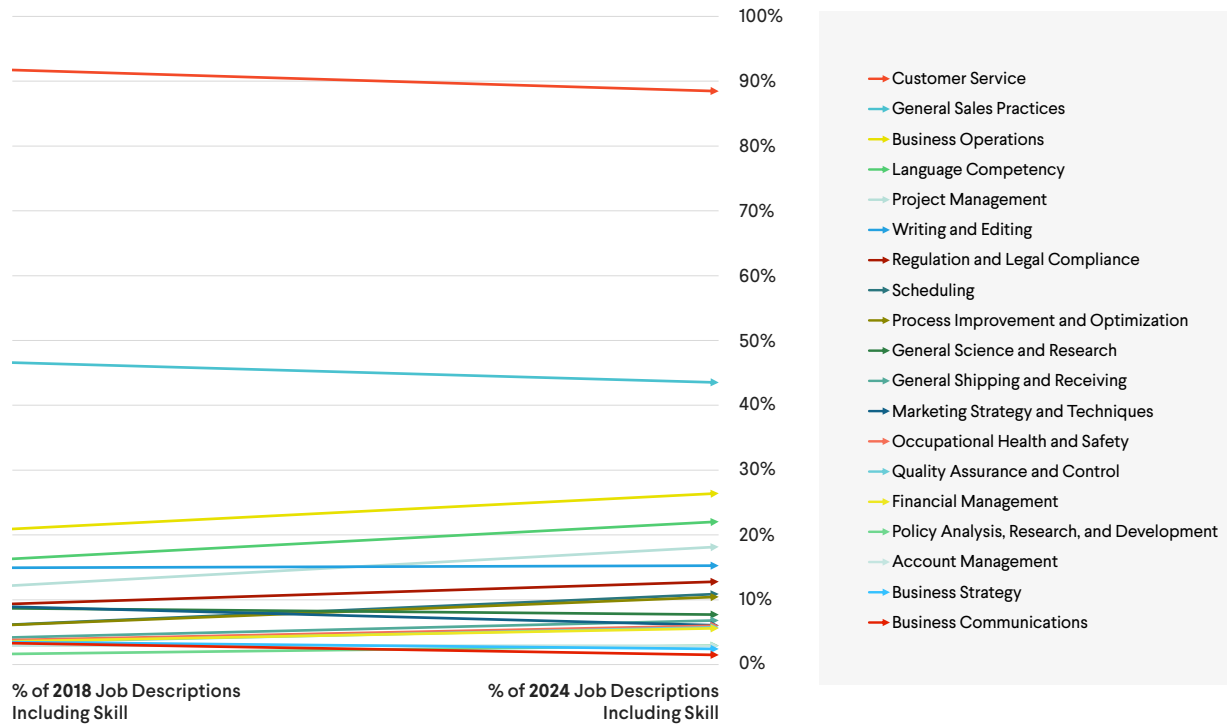
Growing and Declining Skills by Category



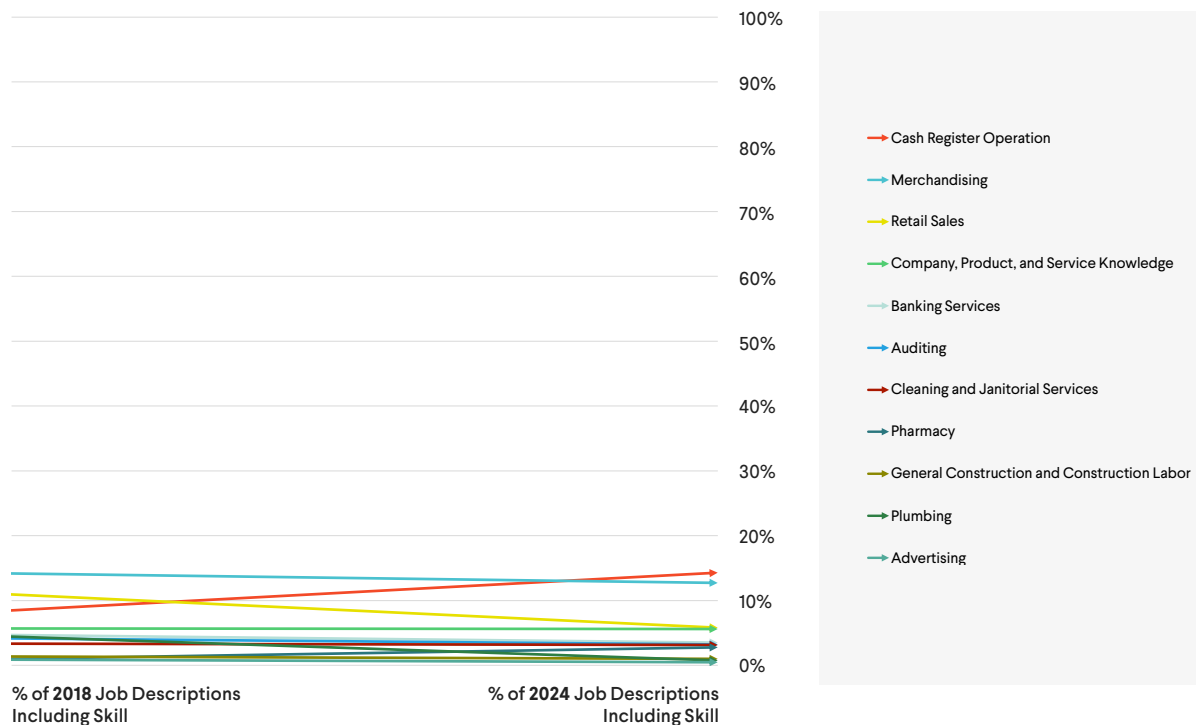
CUSTOMER SERVICE REPRESENTATIVE

Growing and Declining Skills by Category

GENERALIZED PROFESSIONAL SKILLS



SPECIALIZED PROFESSIONAL SKILLS



OCCUPATION OVERVIEW

Medical Assistant

	SAMPLE INDUSTRIES EMPLOYED	% OF OCCUPATION (2024)
1	Offices of Physicians (except Mental Health Specialists)	26.6%
2	General Medical and Surgical Hospitals	25.1%
3	Employment Placement Agencies	6.0%
4	Colleges, Universities, and Professional Schools	4.6%
5	All Other Miscellaneous Ambulatory Health Care Services	3.5%

TOP GROWING AND DECLINING SKILLS, 2018-2024

Growing: Medical Support, Health Information Management, General Medical Tests and Procedures

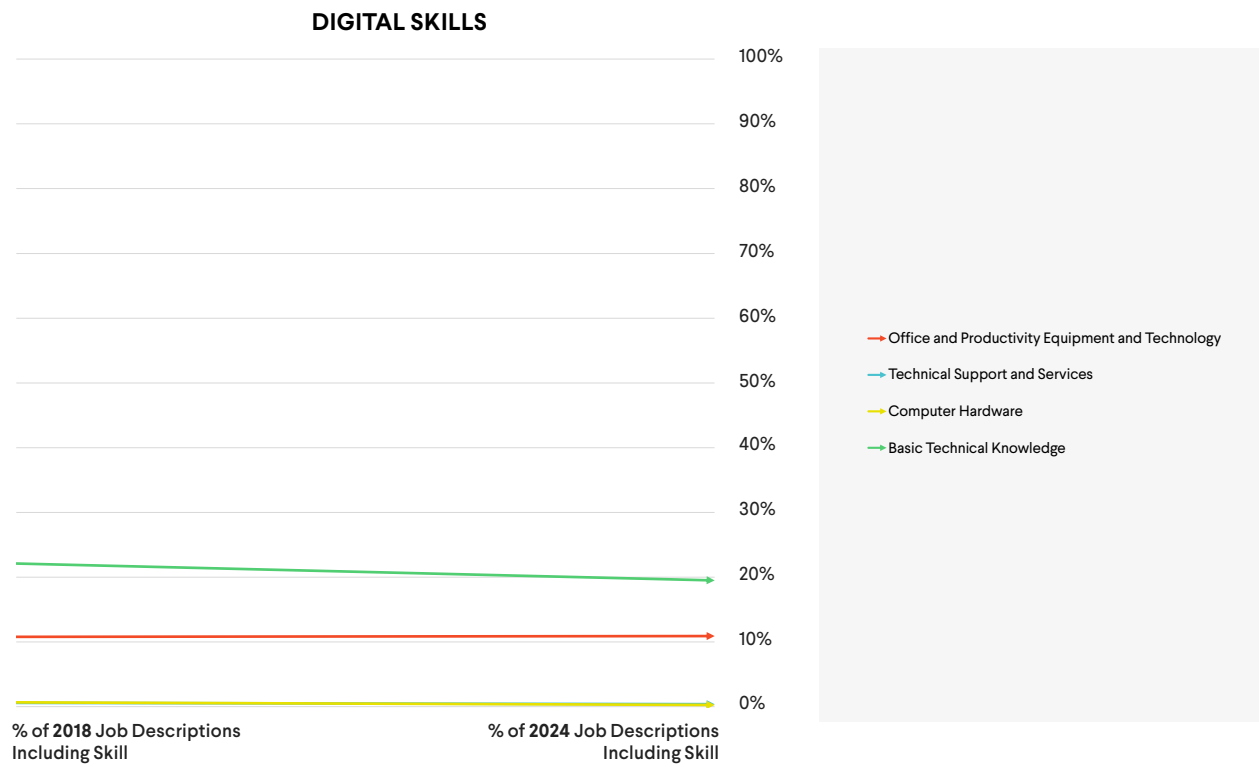
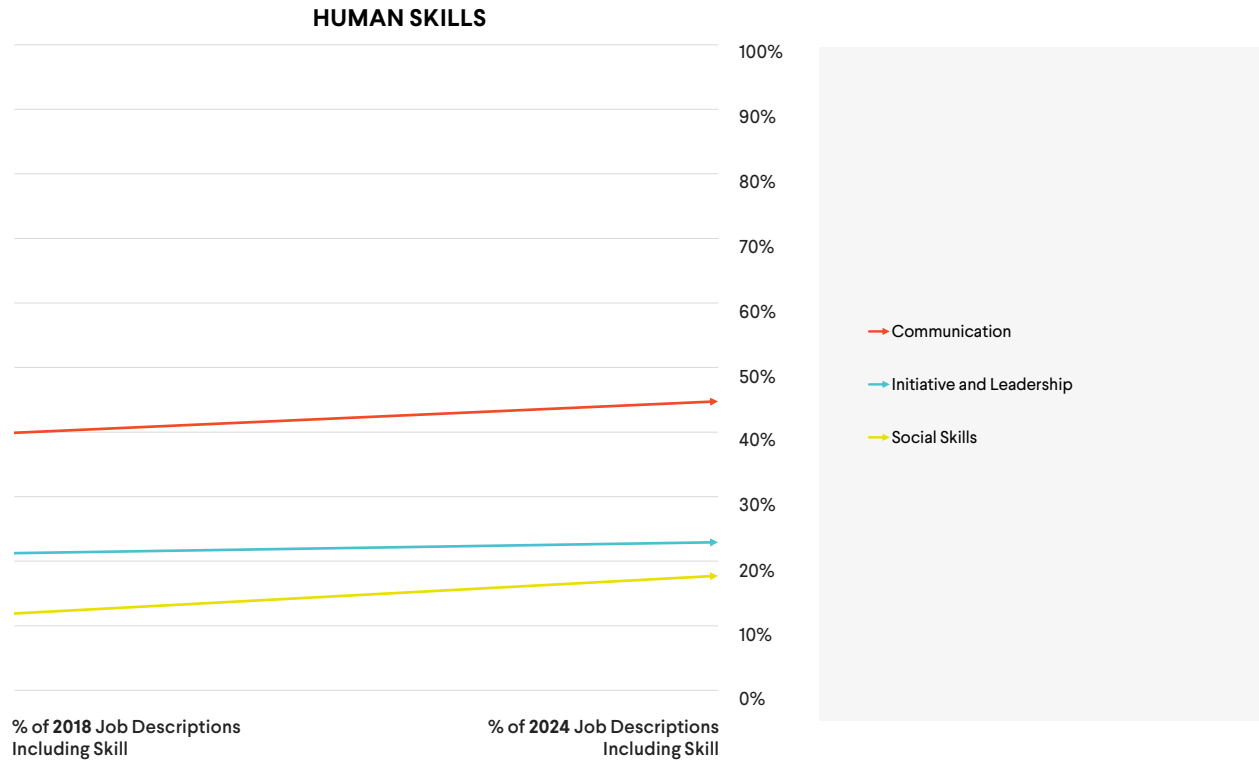
Declining: Basic Technical Knowledge, Writing, Office Management

FAST FACTS	
Total Employment, 2024	818,365
Percent increase of job postings mentioning AI, Jan 2018–Dec 2024	8,350% (N=2 → N=169)
Average Annual Earnings	\$43,354
Average Projected Growth, 2024-2034	15%
Postings with Educational Requirements sub-BA	96.9%
Typical Work Experience Required	None



MEDICAL ASSISTANT

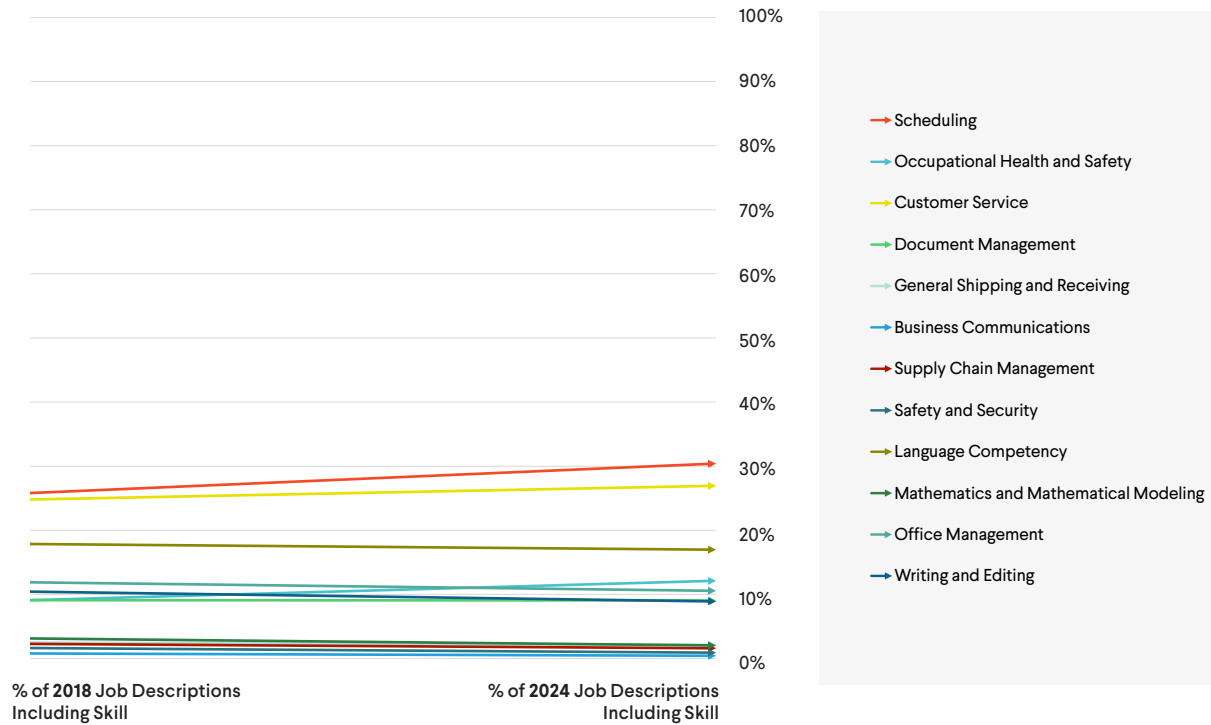
Growing and Declining Skills by Category



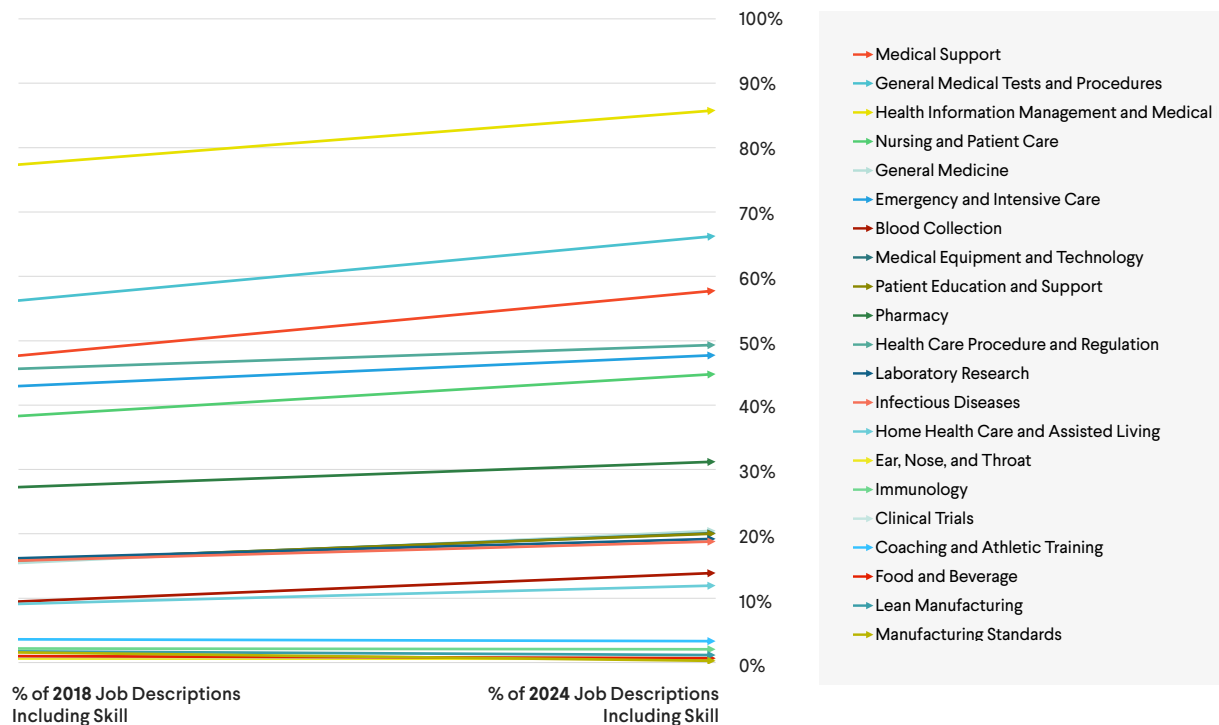
MEDICAL ASSISTANT

Growing and Declining Skills by Category

GENERALIZED PROFESSIONAL SKILLS



SPECIALIZED PROFESSIONAL SKILLS



OCCUPATION OVERVIEW

Computer Programmer

SAMPLE INDUSTRIES EMPLOYED		% OF OCCUPATION (2024)
1	Employment Placement Agencies	10.5%
2	Custom Computer Programming Services	7.1%
3	Colleges, Universities, and Professional Schools	4.6%
4	Computer Systems Design Services	4.3%
5	Temporary Help Services	3.0%

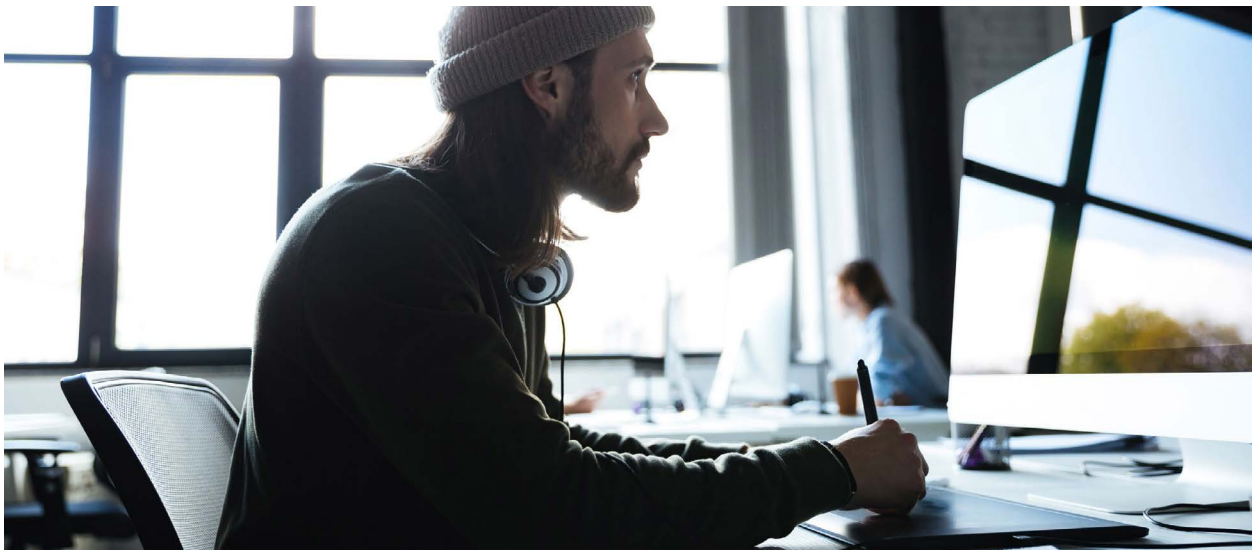
TOP GROWING AND DECLINING SKILLS, 2018-2024

Growing: Communication, Initiative and Leadership, Business Operations

Declining: Java, Software Development, Query Languages

FAST FACTS

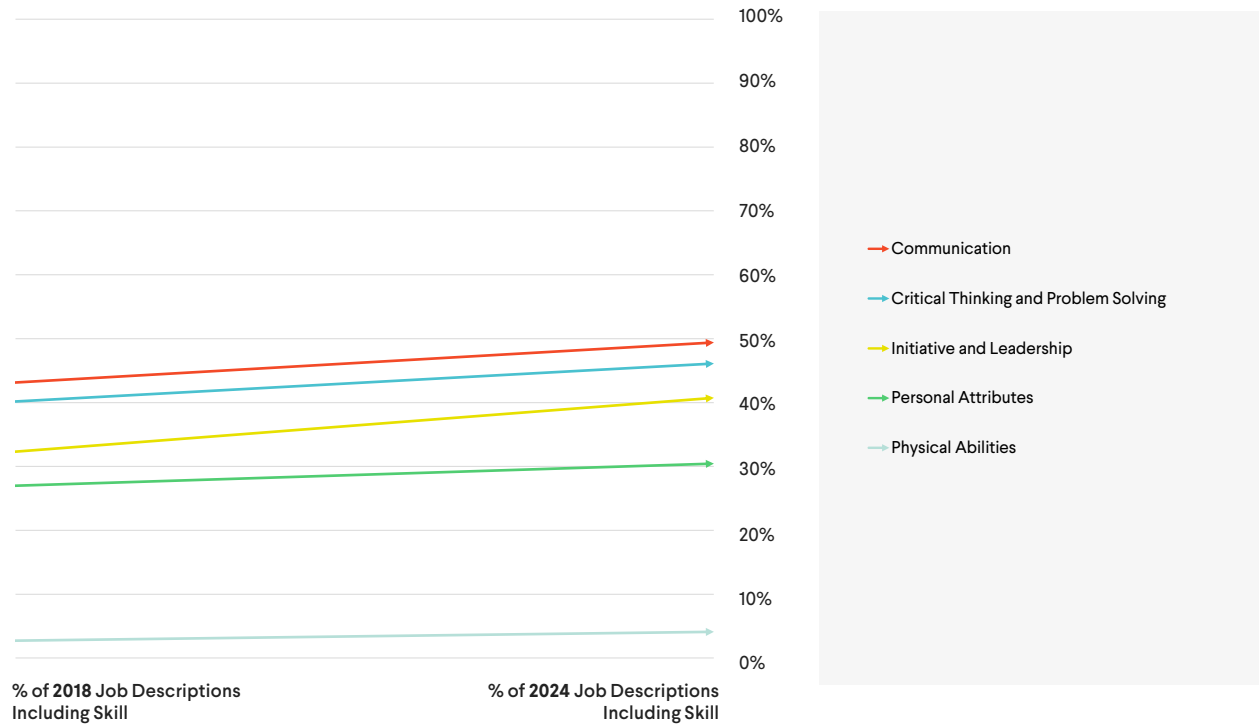
Total Employment, 2024	137,700
Percent increase of job postings mentioning AI, Jan 2018–Dec 2024	859% (N=29 → N=278)
Average Annual Earnings	\$106,162
Average Projected Growth, 2024-2034	-5%
Postings with Educational Requirements sub-BA	53.3%
Typical Work Experience Required	None



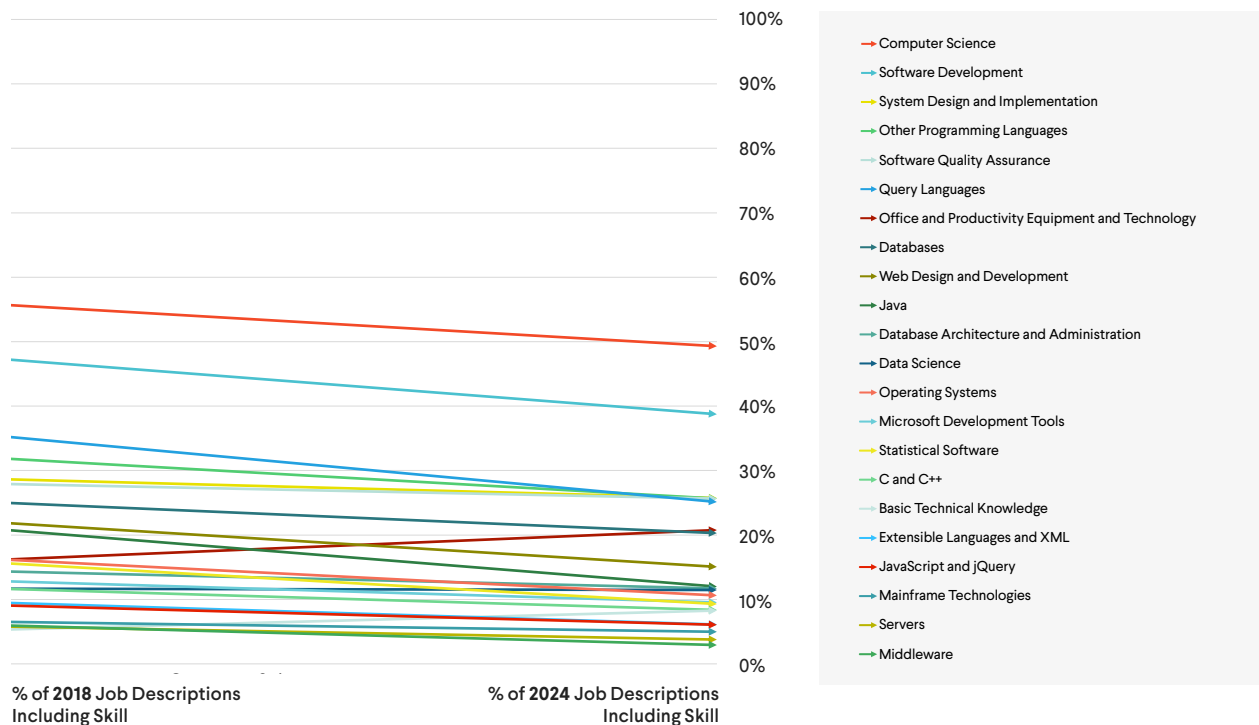
COMPUTER PROGRAMMER

Growing and Declining Skills by Category

HUMAN SKILLS



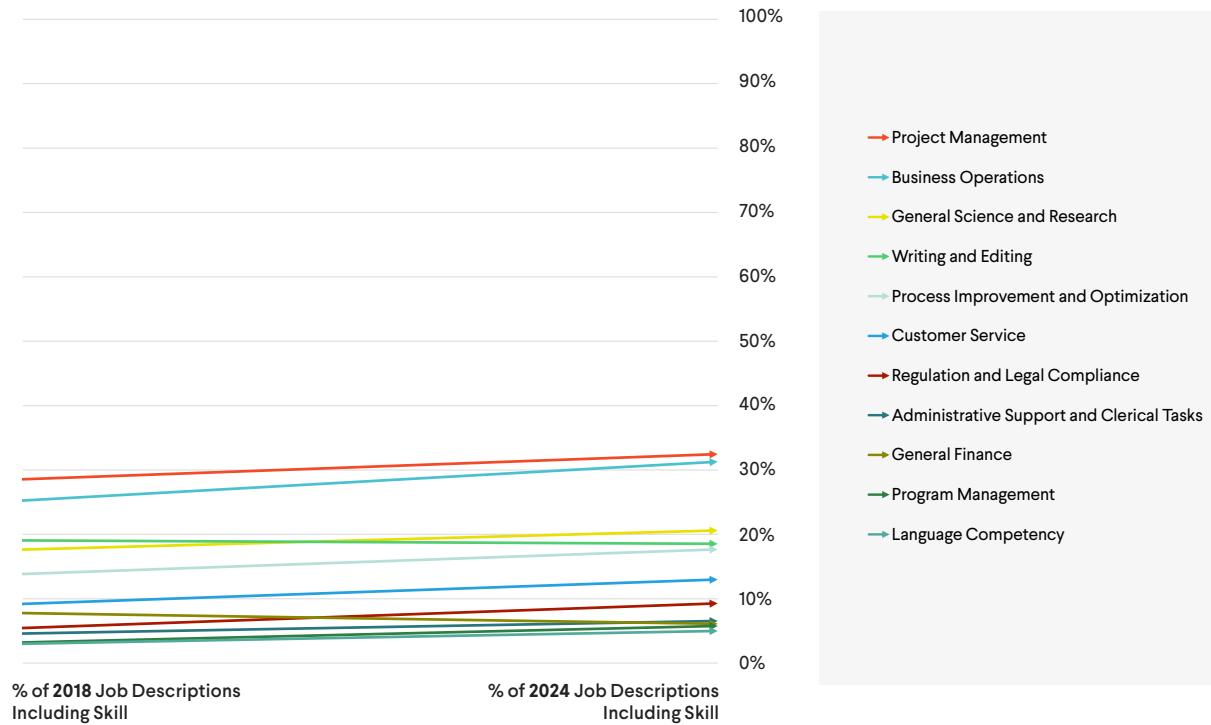
DIGITAL SKILLS



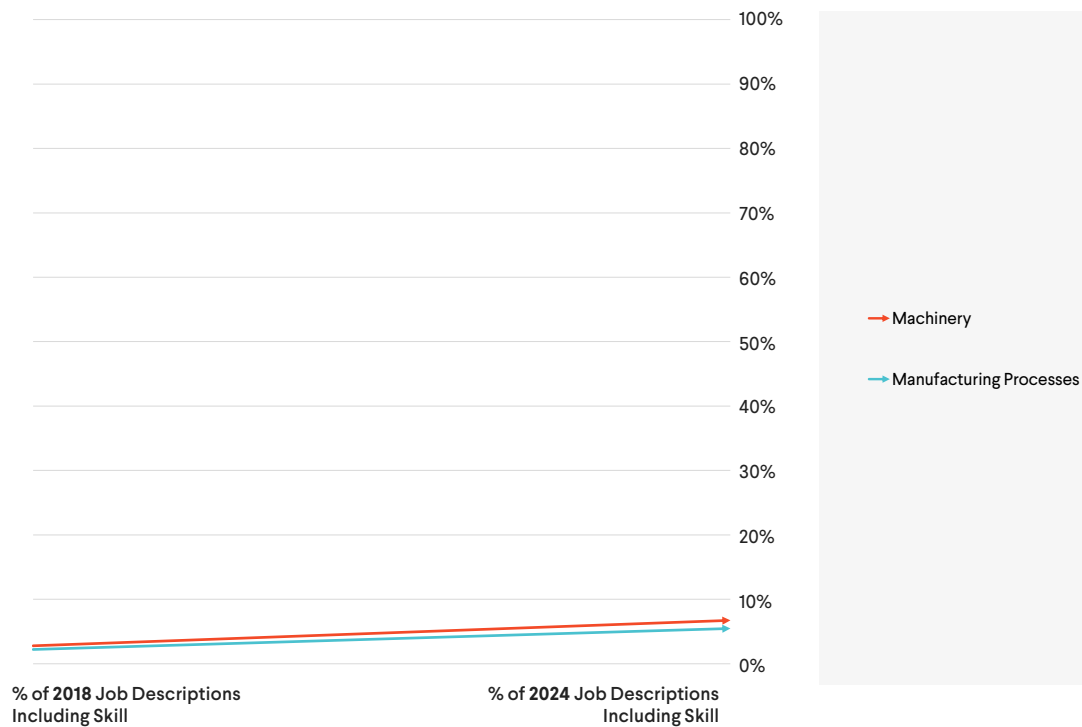
COMPUTER PROGRAMMER

Growing and Declining Skills by Category

GENERALIZED PROFESSIONAL SKILLS



SPECIALIZED PROFESSIONAL SKILLS



OCCUPATION OVERVIEW

Medical and Health Service Manager

	SAMPLE INDUSTRIES EMPLOYED	% OF OCCUPATION (2024)
1	General Medical and Surgical Hospitals	14.8%
2	Offices of Physicians (except Mental Health Specialists)	8.2%
3	Employment Placement Agencies	8.2%
4	Direct Health and Medical Insurance Carriers	4.8%
5	Nursing Care Facilities (Skilled Nursing Facilities)	4.7%

TOP GROWING AND DECLINING SKILLS, 2018-2024

Growing: Personal Attributes, Patient Education, Scheduling

Declining: Nursing and Patient Care, Business Management, Health Care Procedure and Regulation

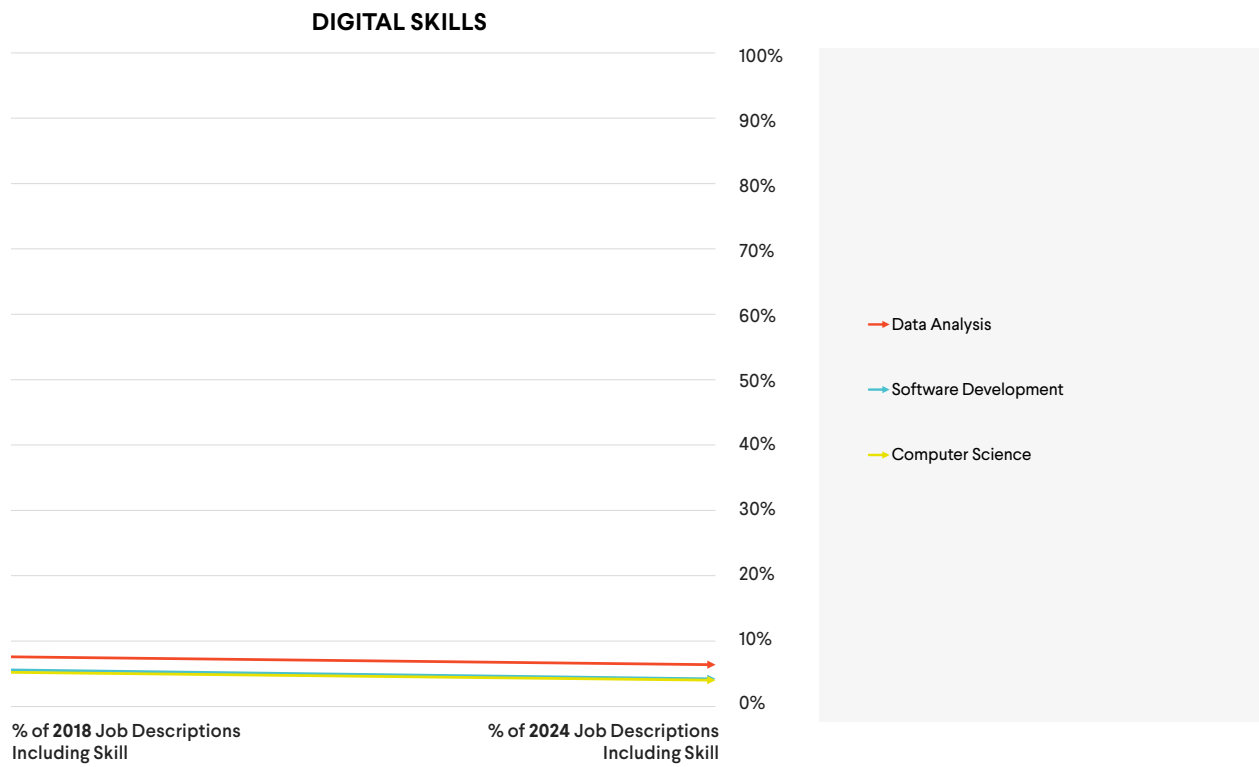
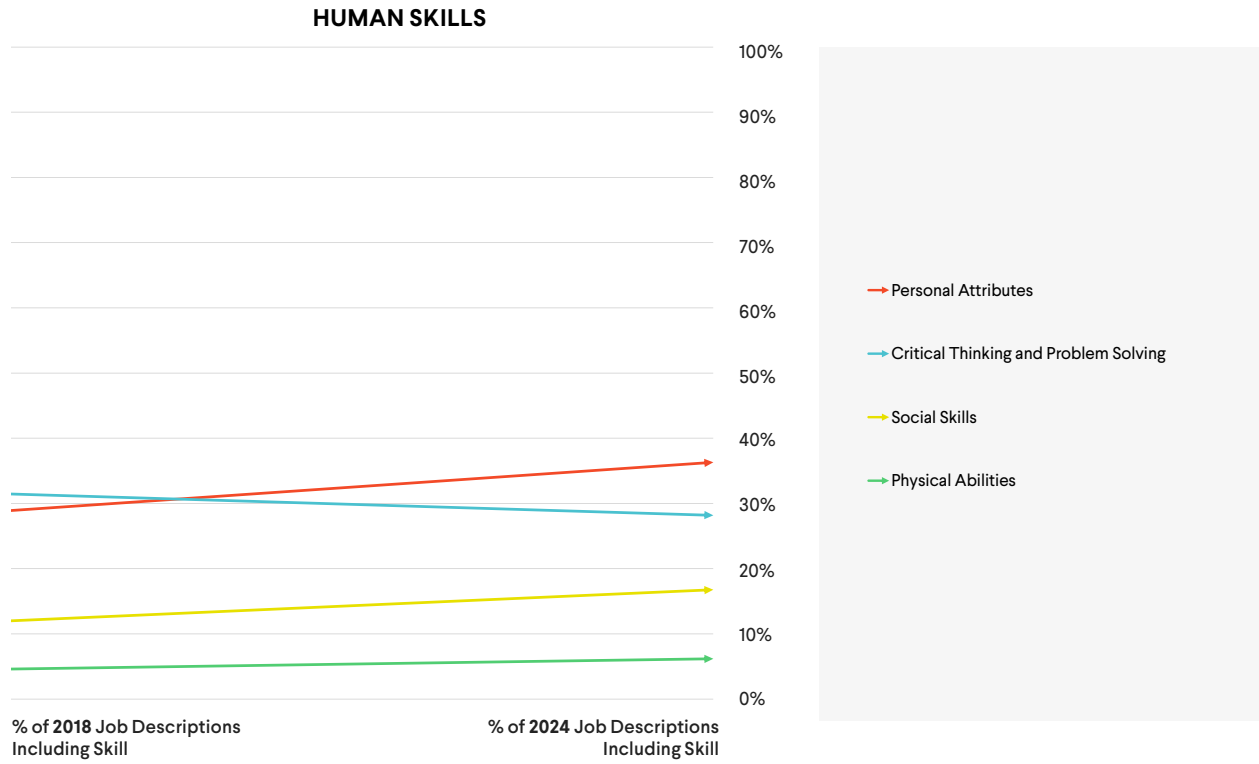
FAST FACTS

Total Employment, 2024	574,749
Percent increase of job postings mentioning AI, Jan 2018-Dec 2024	2,505% (N=20 → N=251)
Average Annual Earnings	\$133,100
Average Projected Growth, 2024-2034	26%
Postings with Educational Requirements sub-BA	58.8%
Typical Work Experience Required	<5yrs



MEDICAL AND HEALTH SERVICE MANAGER

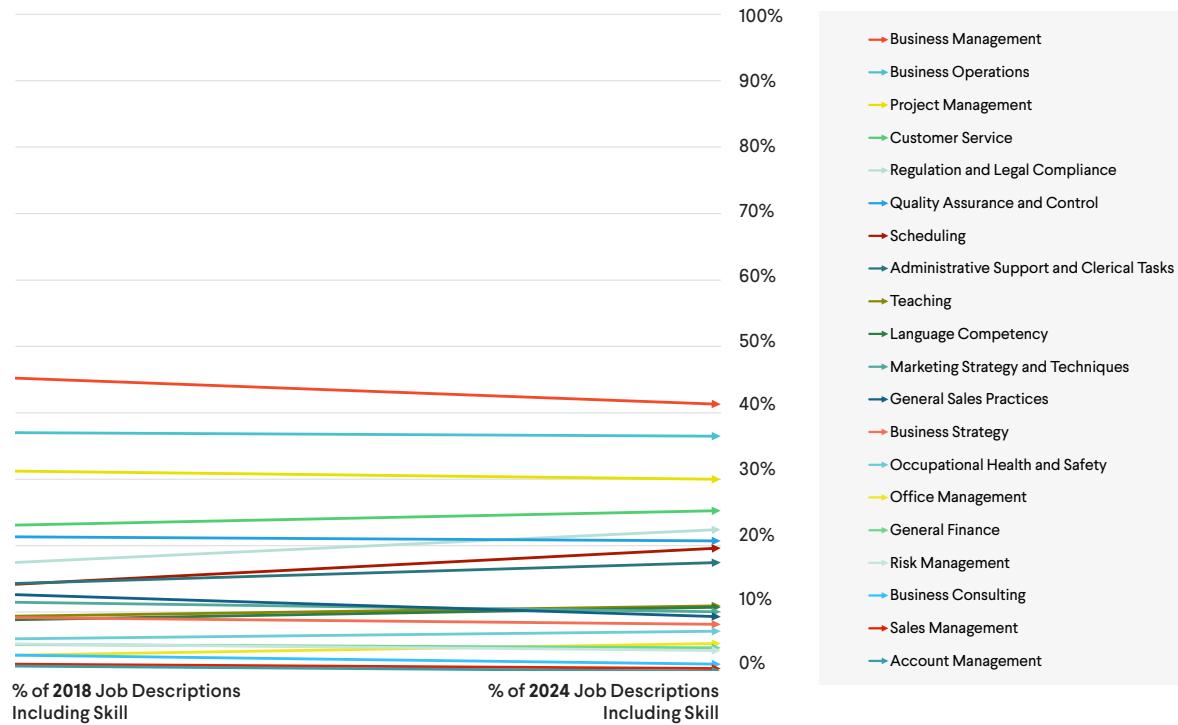
Growing and Declining Skills by Category



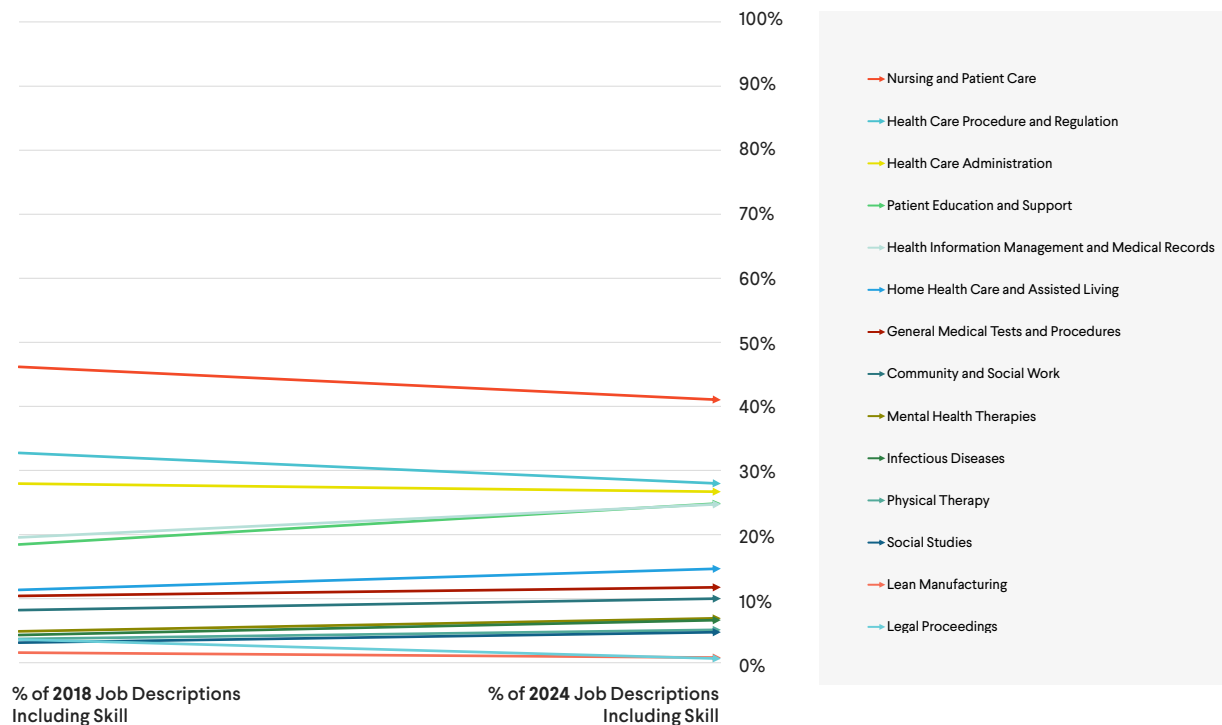
MEDICAL AND HEALTH SERVICE MANAGER

Growing and Declining Skills by Category

GENERALIZED PROFESSIONAL SKILLS



SPECIALIZED PROFESSIONAL SKILLS



OCCUPATION OVERVIEW

Computer User Support Specialist

SAMPLE INDUSTRIES EMPLOYED		% OF OCCUPATION (2024)
1	Employment Placement Agencies	9.7%
2	Custom Computer Programming Services	7.0%
3	Temporary Help Services	4.5%
4	Computer Systems Design Services	4.0%
5	Other Computer Related Services	3.3%

TOP GROWING AND DECLINING SKILLS, 2018-2024

Growing: Office and Productivity Equipment and Technology, Personal Attributes, Initiative and Leadership

Declining: Databases, Operating Systems, Servers

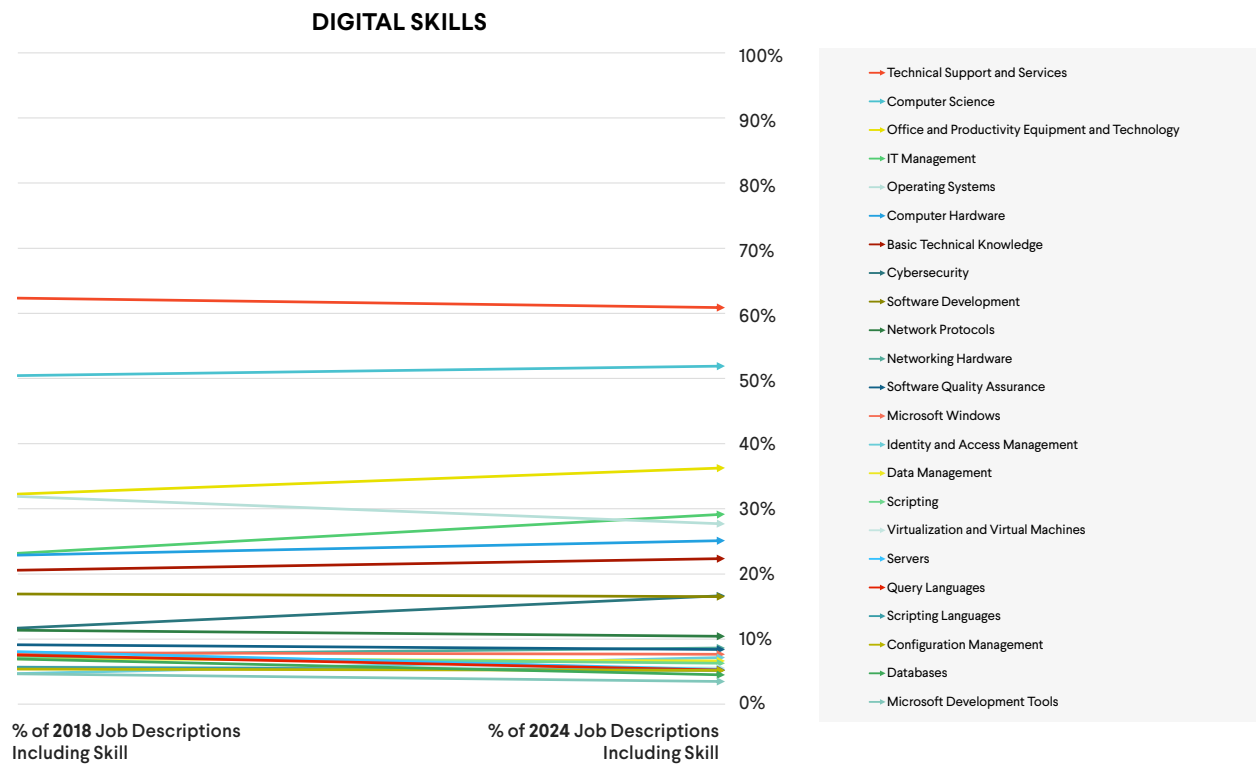
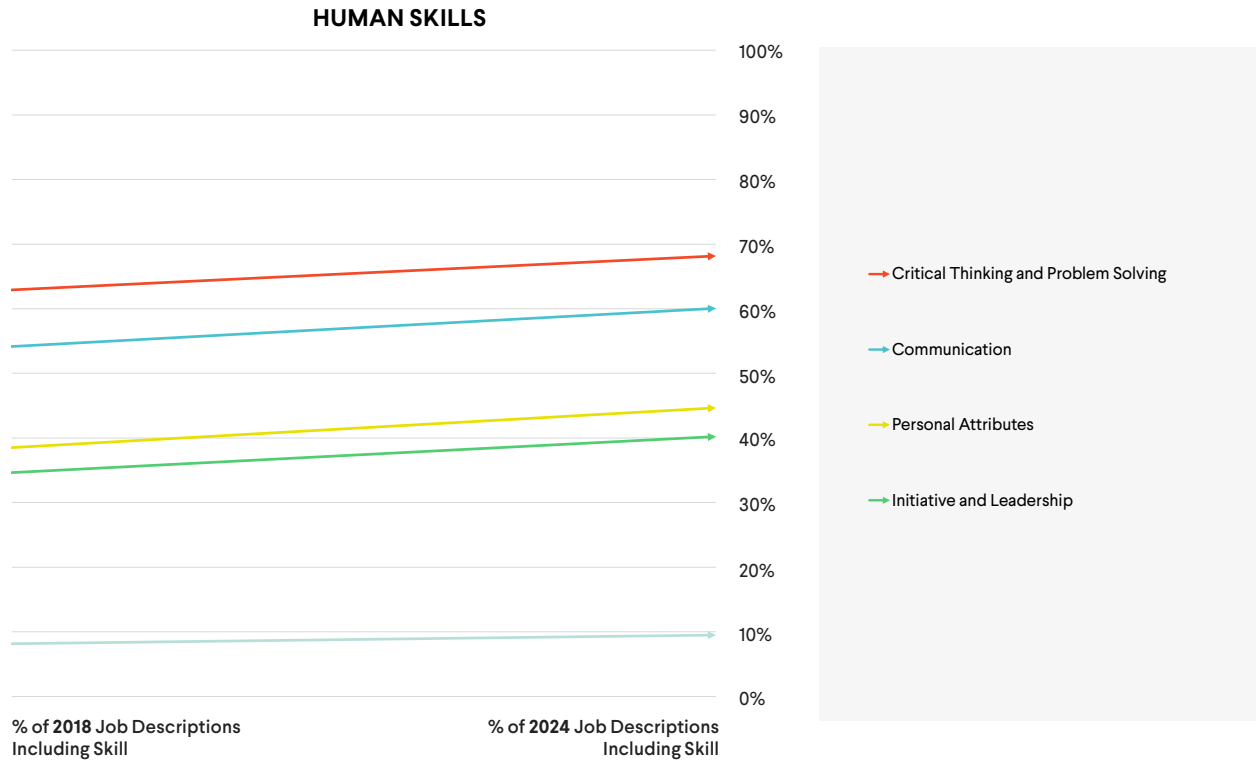
FAST FACTS

Total Employment, 2024	749,413
Percent increase of job postings mentioning AI, Jan 2018–Dec 2024	3,643% (N=42 → N=1572)
Average Annual Earnings	\$64,228
Average Projected Growth, 2024-2034	9%
Postings with Educational Requirements sub-BA	72%
Typical Work Experience Required	None



COMPUTER USER SUPPORT SPECIALIST

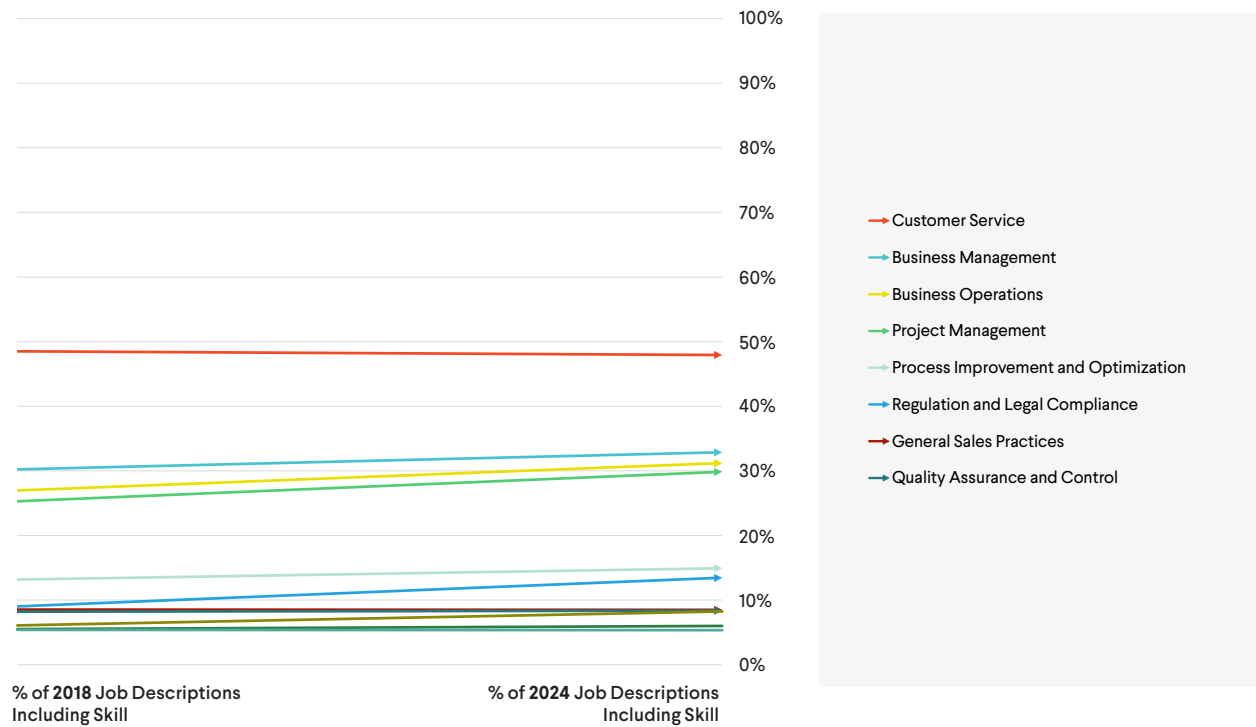
Growing and Declining Skills by Category



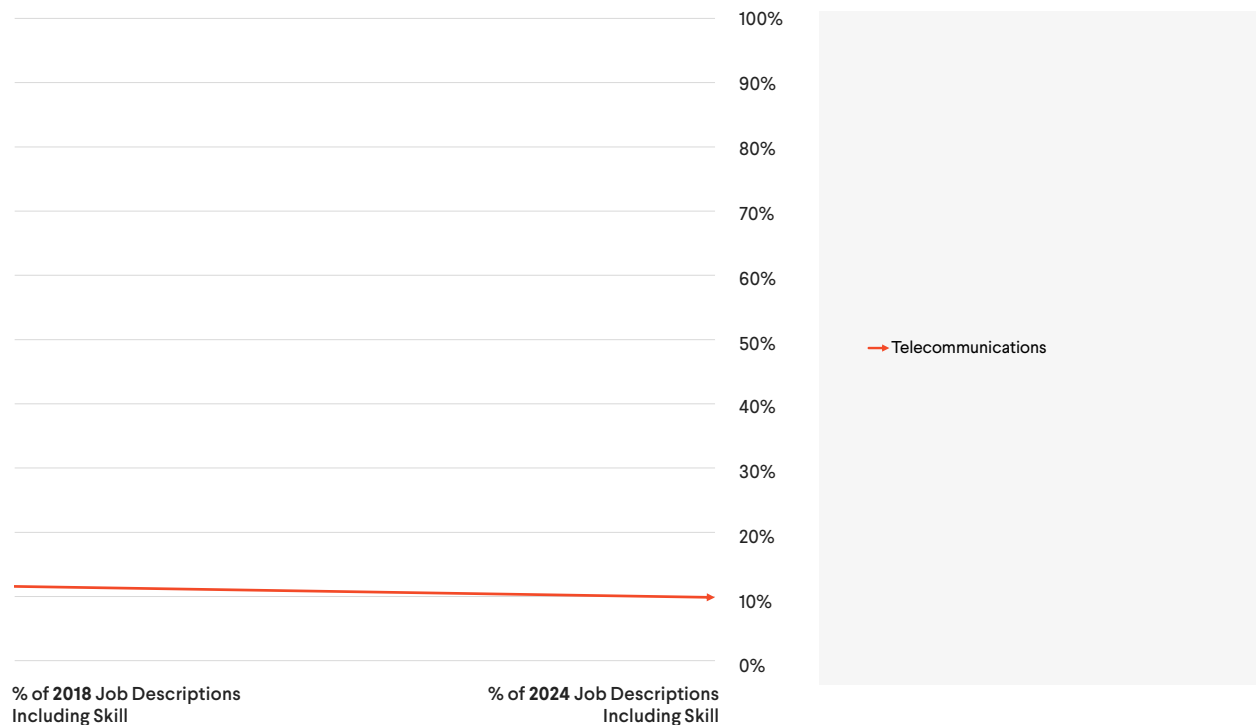
COMPUTER USER SUPPORT SPECIALIST

Growing and Declining Skills by Category

GENERALIZED PROFESSIONAL SKILLS



SPECIALIZED PROFESSIONAL SKILLS



OCCUPATION OVERVIEW

Network and Computer Systems Administrator

SAMPLE INDUSTRIES EMPLOYED		% OF OCCUPATION (2024)
1	Employment Placement Agencies	26.6%
2	Custom Computer Programming Services	25.1%
3	Computer Systems Design Services	6.0%
4	Engineering Services	4.6%
5	Temporary Help Services	3.5%

TOP GROWING AND DECLINING SKILLS, 2018-2024

Growing: Cybersecurity, Critical Thinking and Problem Solving, Cloud Solutions

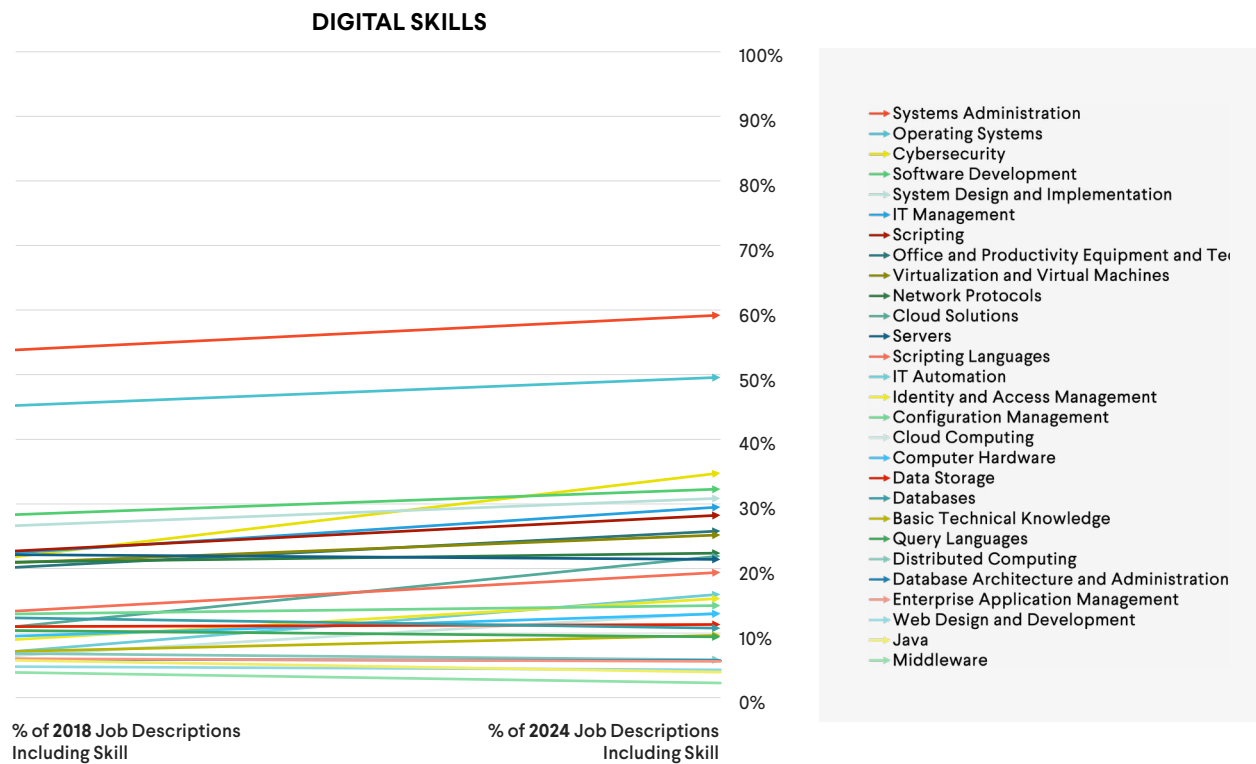
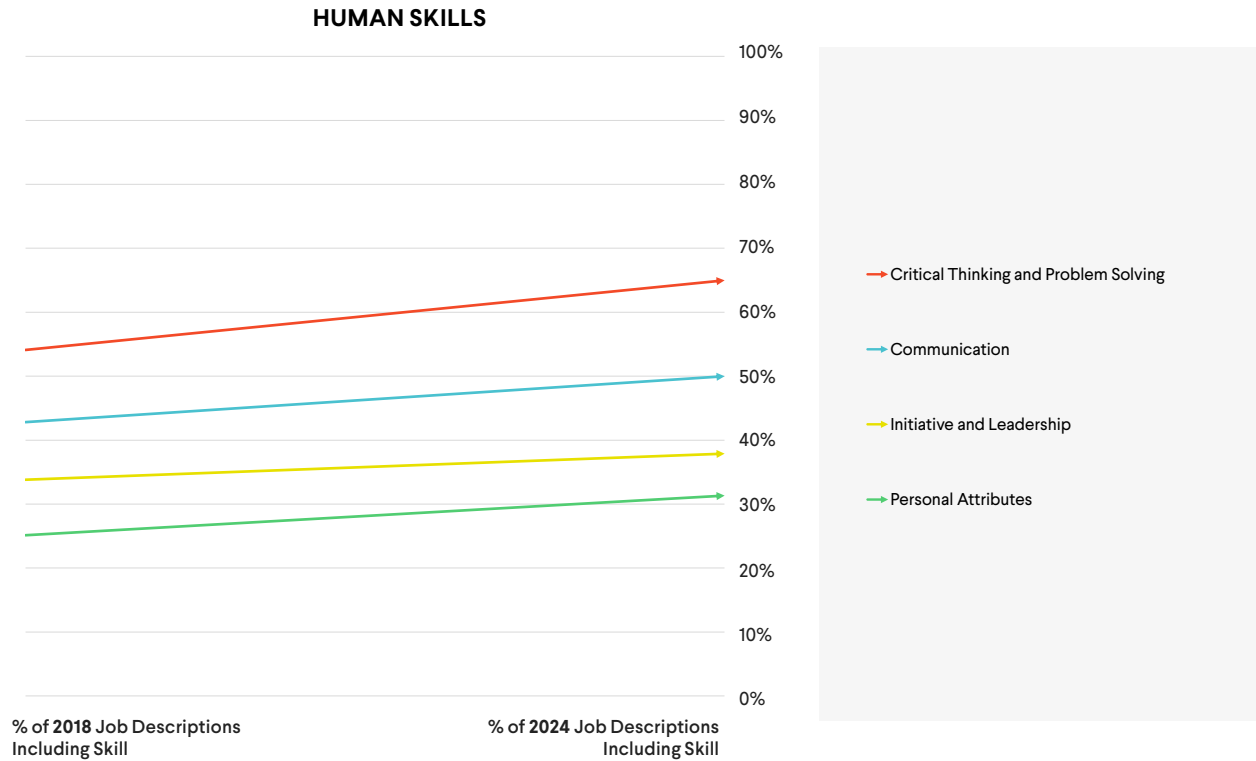
Declining: Java, Middleware, Databases

FAST FACTS	
Total Employment, 2024	345,545
Percent increase of job postings mentioning AI, Jan 2018–Dec 2024	6,460% (N=20 → N=1312)
Average Annual Earnings	\$100,361
Average Projected Growth, 2024-2034	6%
Postings with Educational Requirements sub-BA	53.9%
Typical Work Experience Required	None



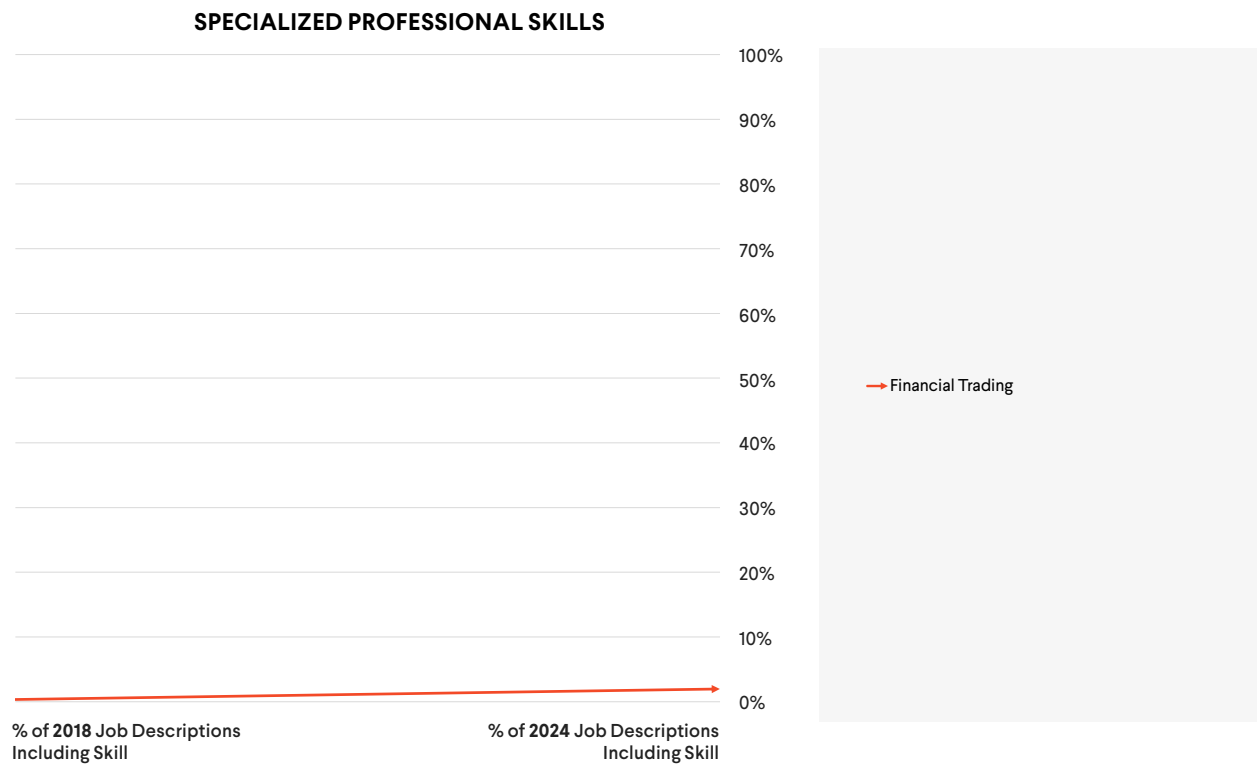
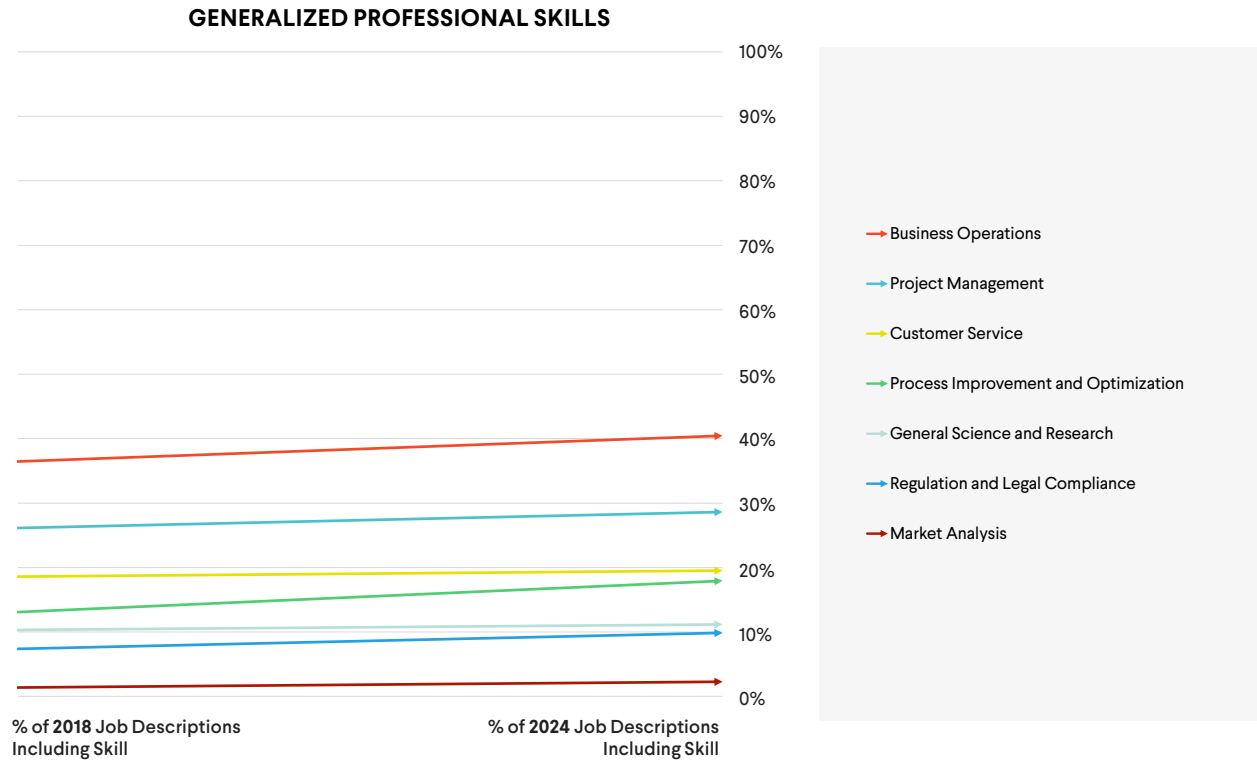
NETWORK AND COMPUTER SYSTEMS ADMINISTRATOR

Growing and Declining Skills by Category



NETWORK AND COMPUTER SYSTEMS ADMINISTRATOR

Growing and Declining Skills by Category



OCCUPATION OVERVIEW

Project Management Specialist

SAMPLE INDUSTRIES EMPLOYED		% OF OCCUPATION (2024)
1	Employment Placement Agencies	14.7%
2	Engineering Services	9.1%
3	Custom Computer Programming Services	2.6%
4	Commercial and Institutional Building Construction	2.4%
5	Computer Systems Design Services	2.4%

TOP GROWING AND DECLINING SKILLS, 2018-2024

Growing: General Construction and Construction Labor, Initiative and Leadership, Construction Management

Declining: Software Development, Computer Sciences, Agile Software Development

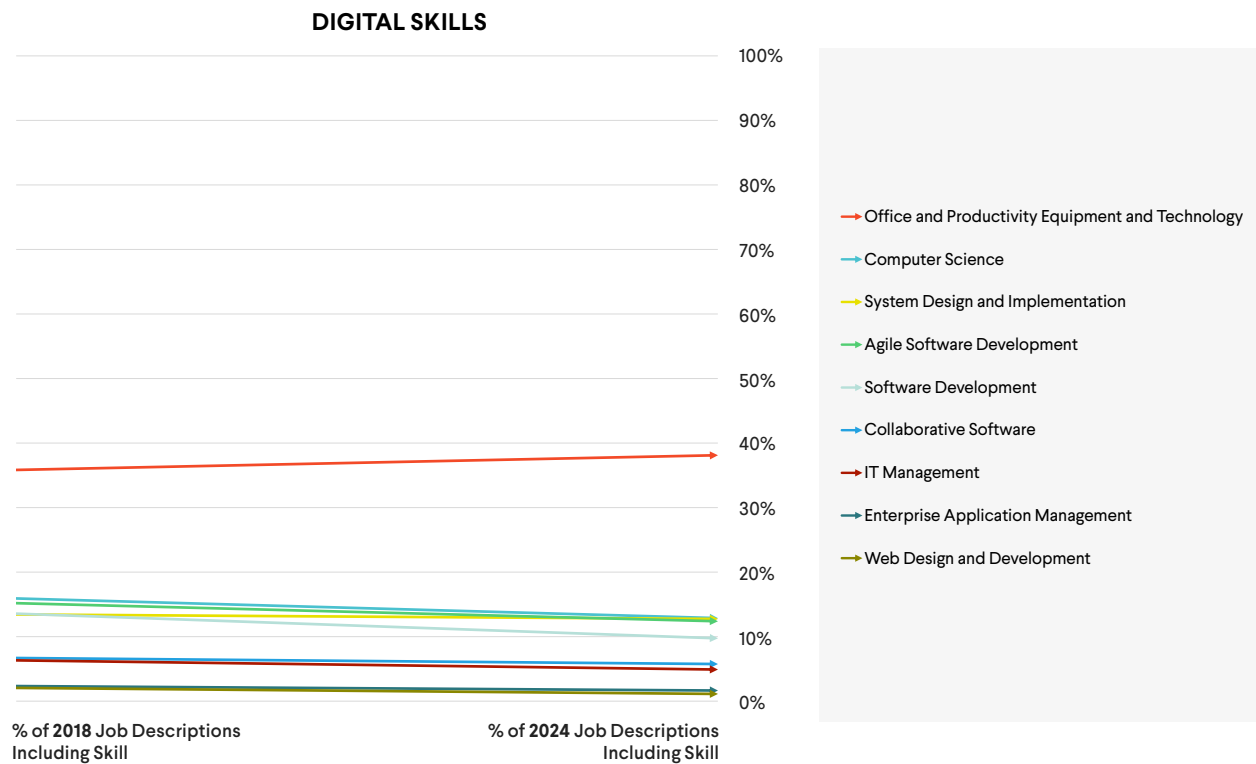
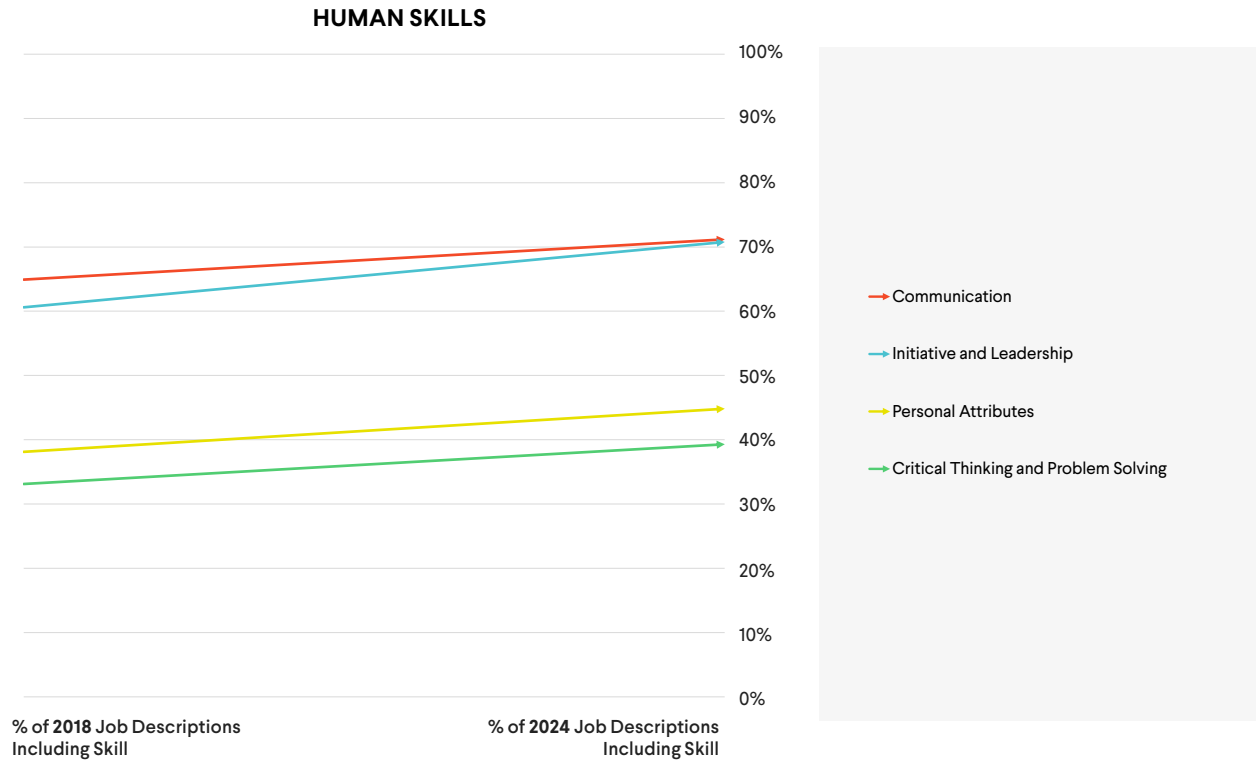
FAST FACTS

Total Employment, 2024	1,014,282
Percent increase of job postings mentioning AI, Jan 2018–Dec 2024	2,527% (N=71 → N=1,865)
Average Annual Earnings	\$105,060
Average Projected Growth, 2024-2034	10%
Postings with Educational Requirements sub-BA	41.5%
Typical Work Experience Required	None



PROJECT MANAGEMENT SPECIALIST

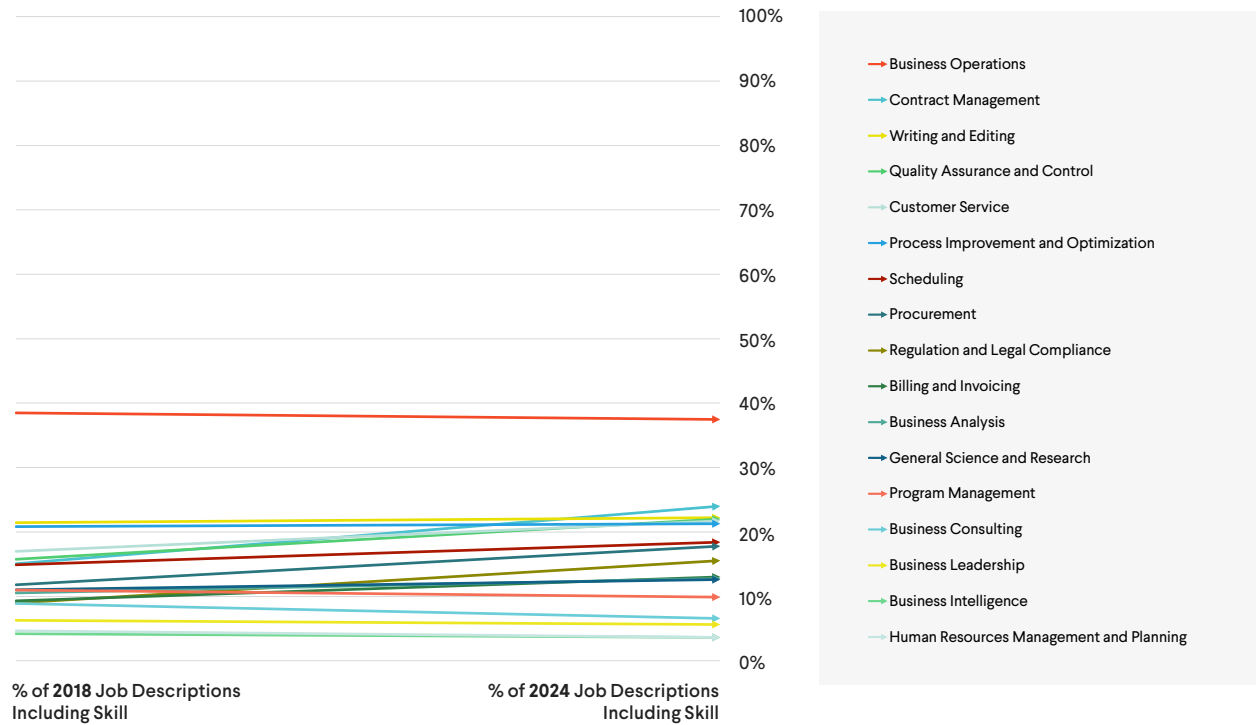
Growing and Declining Skills by Category



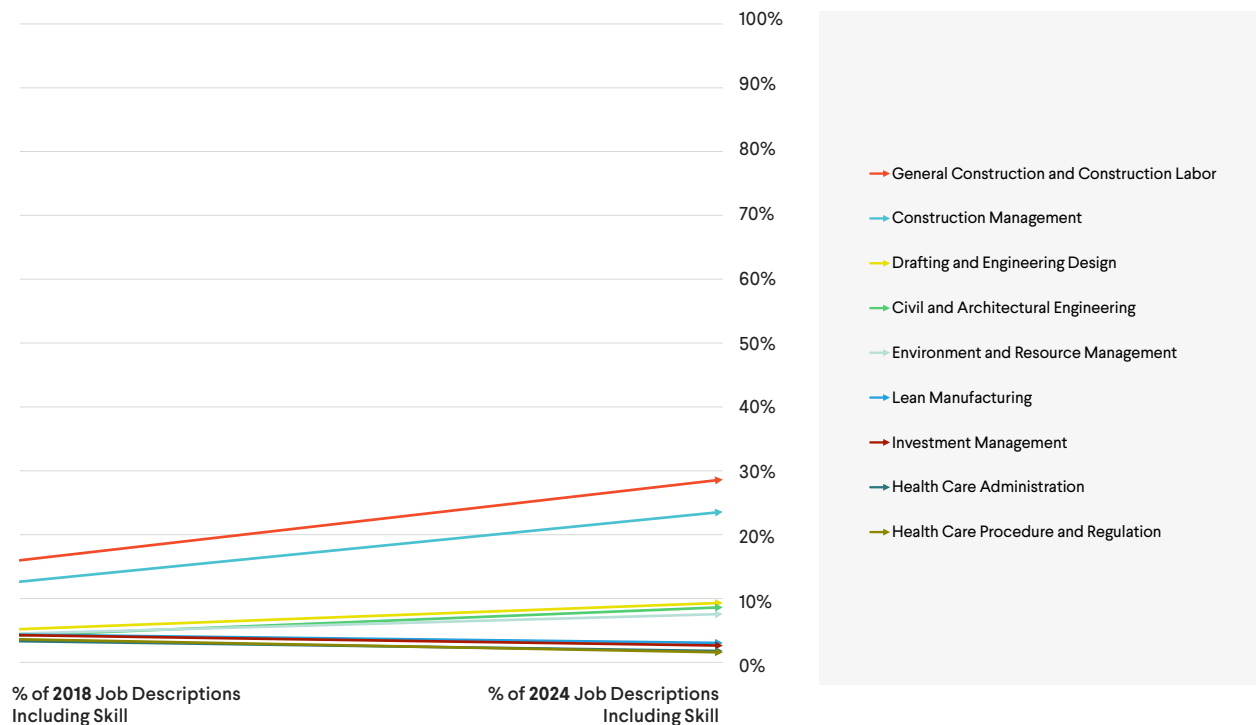
PROJECT MANAGEMENT SPECIALIST

Growing and Declining Skills by Category

GENERALIZED PROFESSIONAL SKILLS



SPECIALIZED PROFESSIONAL SKILLS





Building a Future
That Works
For Everyone