



Get the lowdown on up-and-coming employers in the Quad-Cities

Is looking for a job near the top of your to-do list?
Here's help! Look inside for stories about hot jobs in the Quad-Cities. We talked to local people about the fastest-growing jobs in the area and the careers of the future.

This two-part series is appearing in print in the Dispatch-Argus on Sunday, Feb. 23, and Sunday, March 1, and online at QCOnline.com.







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Q-C's AVR Academy trains students for WORK OF THE FUTURE

LINDA COOK

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What Eli Tisor, 27, of Davenport creates isn't always visible to the naked

Tisor, who graduated in May 2019 with an associate of applied science degree in augmented and virtual reality from Scott Community College, is now working as a lab assistant at the school. His world, like that of the students he coaches, is virtual in many ways.

Augmented and Virtual Reality Academy is a program at Scott Community College's Urban Campus for students interested in the growing AR/VR industry.

"Basically, each week they will be learning something new in the pre-AVR Academy – like 3D modeling or coding — and the second day of the week is their lab day," Tisor said. "I help them with any problems or assist them in anything they need."

Wanted to design games

Tisor had planned to attend school at Scott and then transfer to another school in Redmond, Wash. "My goal was to go to that school for video game design, stuff like that," he said.

Then he realized how much it would cost to go to that school and decided instead to earn his associate degree at Scott.

"I gained skills such as working on a team and collaborating with colleagues," he said. "I made friends that will last a lifetime."

He learned how to do 3D modeling and animate those models. He worked on an augmented reality phone application about wastewater management funded by the National Science Foun-

He even got to present the wastewater application to U.S. Rep. Dave Loebsack, ity. The gaming industry is D-Iowa City. "Just doing accelerating the use of virand object-oriented prothat, I learned presentation tual reality a lot more than gramming you can use anyskills," Tisor said.

Tisor, who is now transitioning into another po- never tried it, think of it ing into another area afsition, was an e-business as any simulation or game ter serving as department developer when he first got you've played, but being coordinator for computer only a handful in the counout of school. He worked on fully immersed inside of interior-design software.

"I've been looking for more development-design He coaches students positions, since everything with the academy encompassed a little bit of everything," he said. Eventually, Tisor may start his own design studio to build software apps or games.

"Originally, I went to be brought into virtual real - development in general.



Eli Tisor, top, lab assistant at the Augmented and Virtual Reality Academy at Scott Community College, helps student Mickel Jones of Bettendorf with his computer work.



MEG MCLAUGHLIN

Stephon Morgan, of Davenport, plays a game wearing a pair of VR goggles during class Monday, Aug. 26, 2019, at the AVR Academy, an augmented and virtual reality lab at Scott Community College in Davenport.

other industries."

"For people who have it," he said.

Some of the current students in the pre-AVR Academy never have worked in simulations or modeling. Tisor leads them through both at the college's Urban Campus in Davenport.

Students he coaches can school wanting to make find positions in modeling their employees on all sorts games, and would still like and art, graphic-design to do that," he said. "That work, animation, web depassion for games can also velopment and software

"We learn programming where," he said.

Jim Noord is transitioninformation systems, augmented and virtual reality, and web development at Scott.

Augmented and virtual reality is one of the fastest-growing sectors in the economy, he said. "The technology is spreading far beyond the gaming world to business, where companies are using it to train of work tasks."

The AVR Academy teaches the skills needed



Marco Castel, of Davenport, Stephon Morgan, of Davenport, and Don Washington, of Rock Island, play a game during class Monday, Aug. 26, 2019, at the AVR Academy, an augmented and virtual reality lab at Scott Community

College in Davenport. ing virtual reality and aug-

mented reality content and applications for industry and training. The skills also enable students to work in architecture and product visualization, game creation, multimedia design and broadcast media.

The academy is one of

The college unveiled the virtual reality lab in 2016. The equipment for the lab was funded in part by a \$15 million grant awarded to Iowa's community colleges by the U.S. Department of Labor's Employment & Training Administration.

Students are 'great or excellent'

"The students aren't good. They're either great to be successful in creat- or excellent," Noord said.

Eli Tisor

Hometown: Davenport.

Job: Lab assistant at Augmented and Virtual Reality Academy at Scott Community College, Bettendorf.

Trending: The Quad Cities Chamber has named augmented reality/virtual reality as one of eight major technologies that can play a role in the future of the Quad-Cities.

"They learn skills that lend themselves to any kind of thing you can imagine."

For instance, he said, perhaps a company has a training video with images and voice-overs. "Next year you want to come back and revise it, because a supplier or a process has changed."

AVR Academy graduates can do that.

"For training or instruction, you could bring story problems to life and help students visualize and see the big picture," Noord said.

"They can create 3D models and can animate those models."

"The problem we had 15 years ago was you couldn't get the content to people. Now, you can take a phone, and the phone becomes the delivery device," he said.

During the fall semester, AVR Academy students are trained on software and techniques, and spring semester is the project phase. "They apply what they learned in the fall and solve a real-world problem for somebody," Noord said.

These students will become project developers for big companies. "It's amazingly dynamic. It changes all the time," Noord said.



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MOVED BY MOVEMENT

Kinesiology study at Augustana College prepares students for many fields

LAURA ANDERSON SHAW landerson@qconline.com

Behind the scenes of exercise, fitness, sports and other movement-based realms such as physical therapy is kinesiology, a field in which our minds and bodies meet.

Now, those who are interested in kinesiology, or the study of human movement, may learn more at Augustana College in Rock Island. The school offered its first kinesiology class last fall with assistant professor Dr. Shaun Edmonds, and school officials are working to nail down the details of a major and minor in the subject.

Though kinesiology at its core focuses on human movement, it is an interdisciplinary field, said Edmonds, the college's first kinesiology and physical cultural studies professor.

"We do everything from cellular biology and exercise physiology (to) sports psychology, motivation, those types of things."

The multifaceted field fits in well at Augustana. "One of the things that we're trying to focus on (at Augustana) is giving students that broad perspective because it's a liberal arts college," Edmonds said. "We want to have that integration of all these different areas, and we want to showcase that through an interdisciplinary focus on the human body."

'A crazy pathway'

Edmonds wasn't always passionate about movement. "I have a crazy pathway (to kinesiology)," he said. His bachelor's degree is in English literature. "I taught English as a foreign language in Japan, and I was not physically active; it was not my thing."

fish, which is a staple in Japanese cuisine, so he gained about 40 pounds while living there. After he returned to the U.S., he began working for a video game com-

and he wanted to continue learning, "so I started taking exercise classes at a local community college," he said.



KEVIN E. SCHMIDT

Shaun Edmonds, left, assistant professor of kinesiology and human wellness at Augustana College, works with Amber Summers and Iliana Smiser on the proper way to take blood pressure readings Feb. 11 at the Rock Island campus.

thing I was really interested in." While he was in Japan, his best friend at home lost about 150 pounds and then gained about 190 pounds. "I had this very personal investment, like, 'What happened here?' And not just physically, but psychologically," Edmonds said. "When I was taking these exercise classes and learning about my own body, I then was like, 'You know, I kind of want to take this a step further because my friend's not the only person going through this weight gain, weight loss, and trying to deal with it.' "

Edmonds also isn't a fan of in exercise physiology and personal training at Parkland College in Champaign, Ill., before going for his master's degree in human sexuality studies at San Francisco State University. He then earned his doctorate in ki-He was nearing his late 20s nesiology from the University of ology more from a socio-cultural Maryland-College Park, where he side, he said. For classes, he not did some teaching as part of the

coursework. He was looking for a job where

about kinesiology and how they could help others, and the job opened up at Augustana, he said. "Basically all the things that I enjoyed about what I did."

'The rubber hit the road'

Kinesiology is "applied," Edmonds said, adding that there are very few people in the field who "don't talk to humans." While academic study is fun and interesting, Edmonds said, he much prefers the side of kinesiology where "the rubber hit the road, (where it) actually impacts people."

ral with it? " Take knee injuries in basketball, He earned his associate degree for example. "When (students) start to understand why that knee injury is there and what they can do to help support that," Edmonds said, "they can take (what they've learned) and start extending it beyond."

Edmonds approaches kinesionly prepares coursework and labs, he also offers contemporary examples that are relevant and "I found that this was some- he could help students learn more accessible to students, he said. who does two- to three-hour

Shaun Edmonds

Hometown: Rock Island.

Job: Assistant professor of kinesiology and physical cultural studies at Augustana College, Rock Island.

Trending: "Five in 20 of the fastest-growing occupations can be filled by kinesiology," according to Wendy Hilton-Morrow, vice president of academic affairs, provost and dean of Augustana College.

This means "being aware of the current controversies that are going on, because that's going to tap into what the students care about, which will enable them to really connect with the material."

As an example, he cited the current buzz about celebrity personal trainer Jillian Michaels publicly taking singer-songwriter Lizzo to task for her weight, saying "This is an unhealthy body."

"And this is (aimed at) Lizzo,

stage performances where she's jumping and dancing in heels. ... Is she getting her daily cardiovascular requirements? Yes. Is she being physically active? Yes. Is she (getting in) strength-training? Yes."

Part of kinesiology is taking a 'holistic look" at a person as a whole, "when we can disconnect this idea of this person is obviously lazy because of their body size," Edmonds said. "It's people taking a look at humans as complex individuals."

New field of study at Augie

Current and prospective Augustana students showed interest in kinesiology, so in 2018, faculty members began exploring the feasibility of adding it to the school's curriculum. Over the last school year, Dr. Kimberly Murphy, associate professor of biology and department chair, and biology instructor Brad Kennedy put together a proposal to add a kinesiology major and minor, "and got the proposal passed through governance systems at Augustana," Murphy said.

Because kinesiology is "concerned with the study of physical activity and human movement and its impact on health, society, and quality of life," Murphy said, "the mission of the new program is to improve and promote human health and wellness through the study and application of physical activity" in people of all ages from all backgrounds.

The coursework is "designed to introduce students to broad ideas within a liberal arts context and prepare them for a variety of careers," Murphy said.

'A huge area'

With all of the facets of kinesiology, the list of jobs in which students may land is seemingly endless. There's the rehabilitation side to kinesiology, which includes folks who are aging and are in need of care, Edmonds said, as well as physical therapy; occupational therapy; athletic training; "prehabilitation," or making

Please see MOVEMENT, Page 5

Care

MOURNING • REMEMBERING • COMMEMORATING

How to support a loved one in mourning

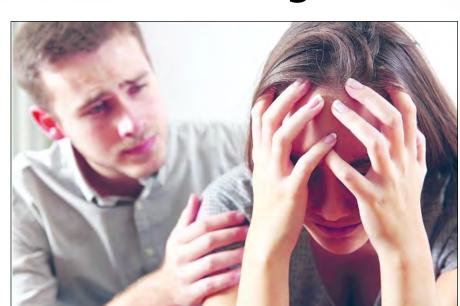
There's no magic word or miracle formula to comfort someone in mourning. However, if someone close to you is stricken with grief from the loss of a loved one, lending them a sympathetic ear when they need to talk is the best way to be supportive in their time of need.

First, instead of making clichéd comments like "time heals everything" or "he or she is in a better place," let them know that you're available to listen, and respect their silence in the meantime. If, on the contrary, the grieving person wishes to talk, encourage them to reminisce about the good times they shared with the one they loved so dearly.

On the other hand, the person grieving may need space to mourn in peace. If so, respect their decision by remaining patient and compassionate to their plight. Remind them that you're always available to meet if they need to get their mind off things.

In addition, don't hesitate to offer more practical assistance. Simple gestures like preparing dinner, looking after the kids or tidying up the house allow a great weight to be lifted off the shoulders of the bereaved.

In short, always be present for your friend, colleague, neighbor, etc., and never judge their pain or suffering. If necessary, encourage them to consult a health professional who could offer them the necessary resources and support to overcome their heartache.



The best way to offer your support to a loved one in mourning is to be present in their time of need.





Use of drones a growing regularity for insurance adjusters

ROBERT CONNELLY

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Eric Blackert is among a growing segment of the insurance industry - a certified drone pilot.

Blackert, who lives on the border of Henry and Bureau counties, is a crop field adjuster with Country Financial, which rolled out its drone program in summer 2017. Blackert was among the first dozen pilots in the program, which has continued to add more adjusters.

"It's not like a hobbyist where you can go buy it and go fly it right away," he said of the drone. "If you use it commercially, they do require you to get a license." That involves passing a test through the Federal Aviation Administration, Blackert said.

Licenses are good for two years. Elements of the test include "learning about airspace and where you can and can't fly these things because obviously if you fly near an airport, you have to be vigilant and know how close you can get to it. Prisons are another thing that you can't fly over," he said.

The use of unmanned aircraft vehicles, or UAVs, isn't limited to insurance claims for crops. Country Financial has 89 pilots/ property adjusters in Illinois who can access a drone for use when checking out other kinds of claims, said Eric Vanasdale, Country Financial's loss control supervisor.

"The new tool allows team members to get quicker, safer access to roofs and other property locations for an initial look following a catastrophe. We believe this will be a game changer for our industry, especially when we respond to large-scale disasters such as tornadoes, hurricanes and even hail." he said.

Country Financial expects to eventually have 200 pilot/claim adjusters, up from its current 165 licensed pilots, he said.



ROBERT CONNELLY

Eric Blackert, a crop field adjuster with Country Financial insurance company, has used a drone for more than two years to check out field claims. Here, the drone, or unmanned aircraft vehicle, sits near its control pad in an insurance claims office in Moline.

industry as costs for equipment go mature, the drone can be used down, they become easier to use and the regulations become easier to comply with," Vanasdale said. "As more software and camera technologies develop, use is anticipated to grow."

That is apparent for Blackert, who recently upgraded his drone after getting re-certified. The device he now works with is smaller by about a third than the first generation of drones rolled out by Country Financial.

Blackert covers Rock Island, Henry, Mercer and Bureau counties in a part-time capacity; his full-time job is being a family

storage at the moment as it won't be put to work until planting sea- determine the acres that way. We

to check things like wind or hail damage after a storm.

On a typical call, Blackert goes to a farm with another adjuster, who acts as a spotter to make sure Blackert isn't getting close to potential obstacles like high wires. Blackert's focus is on the screen as he pilots the small aircraft with its camera from a 250-foot view to a 400-foot view. That's happening as the farmer is also looking at the screen, to ensure an element of transparency.

When the specific damaged area is found, the drone is flown in for a closer look.

"Once we actually figure out He said his drone is mostly in what spot in the field the damage is, we will go out there on foot and "It is growing in the insurance son begins. After crops begin to don't solely settle claims based on damage that is there."

A Country Financial crop field adjuster flies a drone during a training session. Drones are used to check out farmers' fields when they file insurance claims.

Eric Blackert

Hometown: Rural Tampico

Job: Crop field adjuster with Country Financial who is a certified drone pilot.

Trending: Customer service is an important part of the insurance industry, and the use of emerging drone technology adds a layer to the service offered.

what the drones are telling us; it's a tool, essentially," Blackert said.

Claims that are registered in June or July can be easier to process with a drone, as opposed to those later in the season, when the corn might be 7 feet tall or higher.

"How are you supposed to tell what's out there? But if we can give them this broad picture of their entire field and isolate the damage to this many acres, it gives them peace of mind that we're giving them a fair settlement," Blackert said.

"And gives us peace of mind that we're accounting for all the

Brad Clow, Country Financial's crop operations manager, said a drone camera "helps build trust with our current clients by allowing them to see what our adjusters see in real time."

"This innovative technology provides our customers extra peace of mind knowing all their crop damage is accounted for," he

Blackert said using a drone had helped him become more efficient so he could turn around insurance claims more quickly. That has been helpful since the last two farming seasons haven't been ideal, with farmers dealing with heavy rains that delayed planting.

Drones also can help with prevent-plant claims. Those are filed when field conditions are bad enough that a farmer is prevented from planting some of his planned crop in a given year.

"Being at the forefront of embracing technology, I like to think that would help retain and bring more (customers) over to us. It's all about customer service in the industry, so being at the forefront of that is very important," Blackert said.

Movement

From 4

first place; and more.

from policy analysis to parks and types of things," he said.

recreation to what we call exercise The big picture tourism," or someone who travels

There also is room for innovasure people are not injured in the tion in the field. You can see this in "the rise in boutique gyms like Jobs also include "everything Orange Theory, Crossfit and those

No matter the endgame, "we and hosts retreats, Edmonds said. want to give a kind of a holistic experience to the students so that they get a grasp of what it means to move" from a "biological and a structural level all the way to, 'OK, well, why do people move? How

do we motivate them to move? What are some of the barriers for people being physically active?" " Edmonds said.

For those who are wondering how they can get into fields related to movement, sports or up with innovation than maybe we therapy, kinesiology could be do at the moment," Edmonds said.

the answer.

Learning how to meet people where they are and treat them as the complex humans they are, students and future students may "have a better chance of coming

Totally HEALTHY

Six tips for fending oπ back pain

Back pain brings more people to the doctor and causes more people to miss work than nearly any other health issue. It's also the leading cause of disability worldwide. There are, fortunately, a number of things you can do to decrease the risk of experiencing back pain. Here are six preventive measures recommended by the Mayo Clinic.

- 1. Practice good posture: practice good posture both when standing and sitting. Don't slouch when standing and when possible, choose a chair with good lower back support, armrests and a swivel base.
- 2. Use correct lifting procedures: let your legs do the work when picking up something heavy but avoid heavy lifting when possible.
- 3. Maintain a healthy weight: being overweight strains back muscles.
- 4. Engage in aerobic exercise: aerobic activities that don't strain the back (such as walking,

jogging and swimming) increase strength, endurance and the functioning of back muscles.

- 5. Do core exercises: strengthening your core helps condition back muscles.
- 6. Do flexibility exercises: good flexibility in the hips in particular is essential as limited hip mobility causes inflammation, strain and pain in the back muscles.

If you begin to experience back problems, don't engage in exercise or activities that strain the back. See your doctor to receive a treatment plan.

Acute back pain (lasting no more than six weeks) should get better with home treatment. For chronic cases, some people choose to see a chiropractor. Chiropractic treatments aim to correct the alignment of the body's musculoskeletal structure so as to allow the body to heal itself without surgery or medication. Speak to your doctor about this option.







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Bright, energetic and personable are the obvious when it comes to Debbie Healy, regional director for Rock Valley Physical Therapy.

Then there is thorough.

List-making, attention-to-detail and no-stone-unturned thorough, whether she's at home or work.

"Yeah, I'm a list maker," said Healy, who earned her bachelor's and master's degrees in physical therapy from St. Ambrose University in Davenport.

"It's OK to plan what you can get done and what can wait a day," added Healy, whose husband, Bill, is co-owner of Bridges Catering with his father, Bill Healy Sr.

"You prioritize your children and family. Some days I watch our girls' soccer practice with my laptop,; some days the kids are rollerblading in the basement of the Stern Center (Bridges' headquarters in Rock Island); and some Saturdays, they are enjoying the workout area of the 43rd Avenue Moline (Rock Valley) Clinic. It's what you do.

"What helps is having the world's greatest mother-in-law, who is willing to help. My goodness, she's the best."

Health care was her calling

Though no path in life is guaranteed, Healy, a Baylis, Ill., native, said she knew early in life that health care would be her calling.

to the profession," she said. "My mom's a nurse, and in high school, she encouraged me to join a youth corps program at a nearby hospital. After a short period, I realized the PT (physical therapy) side of things best suited my desire to work with people?"

2003, armed with her master's ing and an administration team degree, Healy joined Rock Valley. at Rock Valley that made it like

'Those were great days; I family. It was an amazing time.'



GARY L. KRAMBECK PHOTOS

Debbie Healy, physical therapist and regional manager for Rock Valley Physical Therapy, works on a patient Feb. 4 in Moline.

Debbie Healy

Hometown: Rock Island.

Occupation: Physical therapist/regional director for Rock Valley Physical Therapy.

Trending: Health care is a growing field in the Quad-Cities, according to the Bi-State Regional Commission.

"I have family members tied learned so much about the profession from Steve Layer (one of RVPT's founders) and in school from Mark Levsen (another RVPT founder).

"My husband went to Alleman High School (in Rock Island), and we had connection with Steve through Alleman. I worked with After leaving St. Ambrose in some of the finest therapists go-

Then a job transfer for her husband took Healy to Knoxville, Tenn., for nearly a decade. When an opportunity for father and son to unite and run Bridges Catering presented itself, Debbie Healy decided to chase a second go-round with Rock Valley.

"Made me emotional, the response I got when I called Steve Layer and asked if Rock Valley had a opening," she said. "He said they did not, but they would create one for me. I was touched."

Patient care is priority

Nearly 50 clinics in two states fall under the Rock Valley umbrella, but Healy said some things have remained the same despite the enormous growth. Great patient care and a family working atmosphere remain the company cornerstones.

gating business in today's world," Healy said. "I think we have done a great job of meeting those challenges and doing so without changing who we are and how we got here. That's a tribute to the administration and staff. It's still about patient care?"

When it comes to insurance reimbursement, Healy said the state of Illinois took a step forward in 2018 when House Bill 4643 was signed into law by then-Gov. Bruce Rauner. It says a physical therapist may provide services to a patient with or without a referral from a specialist or other treating health-care professional.

"Huge," Healy said of the law. We can examine and treat that "We all understand changes a physician to get a referral and ing more than to be a part of this that come with growth and navi- the land mines that is that field. family as long as I can."



Debbie Healy, physical therapist and regional manager for Rock Valley Physical Therapy, works on a patient Feb. 4 in Moline.

It's a game changer."

She does have managerial duties, but Healy said being in the clinic is the best part of her working day.

"It's a unique process;" she said of the rehab work she does with her patients. "You become involved. If you see someone sometimes for months, you see everything about them. You come to know them, what they are about and about their family. You take a personal interest in their well-being. You want success for them; you want lives to be better."

Not one to get too far ahead of her daily list-making, Healy said she's happy where she is in life.

"I love being home (in Rock Island), the pickup-drop-off line at the school where my husband went, and seeing friends he's known since childhood," she said. "It's an amazing community, and we are lucky to be part of it.

"Rock Valley is truly a family;" she added. "You must be a cha-"You get hurt, and let's use a meleon because roles change. sprained ankle as an example. We are a company of nearly 50 clinics, and that may necessitate ankle without you having to see change from me, but I want noth-

'We move millions of people every day'

Escalator/elevator executive for KONE loves his job

CLAUDIA LOUCKS

claudialoucks@gmail.com

Becoming the director of escalator operations and project management for the Americas at KONE didn't just happen for Brent Andrews.

Andrews, who was born and raised in Geneseo and now lives in Bettendorf, has been with KONE, which builds and services escalators, elevators and other equipment, for 32 years. He worked his way up to his present post in the past year.

He began his career with the company in 1988 in the Dallas service/sales department, working to sell repair and modernize services on escalator and elevator equipment.

"I have been very fortunate to have advanced through many different roles with the company, including the areas of sales, customer service, quality, engineering, manufacturing, R&D (research and development), product development and management responsibilities associated with all of those," he said.

After graduating from Geneseo High School and earning a bachelor's degree in business administration with a concentration in architectural design from Iowa State University in Ames, Andrews wanted to start in a sales-type role with a technical company, he said. He had been following the growth of Montgomery Elevator (now KONE) at the time.

"I was also given great insights and feedback from other individuals that had recently started their careers with KONE," he said.

Continuing to learn

In addition to his secondary education, Andrews continues to learn. His experience includes 10-plus years as product manager with KONE, and he cited strong leadership skills and experience in managing teams, setting standards and being able to coach ferent business areas and gain team members as necessary in the knowledge and experience his position.

Continuing education for him throughout his career, along with escalator business, and the en-



CLAUDIA LOUCKS

Brent Andrews, director of escalator operations and project management for the Americas at KONE, stands on one of the escalators used for training mechanics around the country.

"The opportunities are good, and the ability to create your own path are certainly there. Everything along my career path has been positive and in support of the current role I play today. And I love it."

Brent Andrews, director of escalator operations and project management for the Americas at KONE

KONE learning and development courses. External training has included courses related to leadership development, customer service and quality.

He said the opportunities to grow and advance within the **Every day is different** company were "excellent." He was able to move through dif-

needed to get to his current role. "More than two-thirds of my also comes from job training career has been in the Americas'

learning from others and online tire journey has been extremely rewarding," he said. "I truly appreciate how the company has treated me and all of us as employees. It is a great company in which to work?

In his position, Andrews said, a typical day "is exciting, challenging and rewarding, all at the same time. There are so many wide-ranging topics to engage in, including sales support, customer and consultant inquiries, product development, input to engineer-

ing, project tendering strategies and numerous operational issues throughout our installation and service business."

A typical day also includes handling email, online work, team meetings and phone calls.

"Each day has a high level of variety, which makes it an extremely satisfying position," Andrews said.

Travel is also part of his position because KONE is a global company, headquartered in Helsinki, Finland.

"KONE also has numerous faan escalator facility in Coal Valley that manufactures all of the company's mass transit/infrastructure and modernization products.

"With an organization such as ours, domestic and international

month to month," Andrews said.

Hometown: Bettendorf.

Job: Director of escalator operations and product management for the Americas at KONE.

Trending: The Quad Cities Chamber has named corporate operations and support services as one of the five target industries poised for growth in the Quad-Cities, and it includes KONE as one of the key companies in that group.

in his position far outweighs any frustrations. "I think it's a natural part of any role and company to experience numerous issues that can cause frustration. However, with an optimistic attitude, it becomes easier to work through those issues and make things more productive," he said.

"The fact that KONE is a global vertical leader in the transportation industry, and that we move millions of people every day, is extremely exciting from both a personal and professional perspective," he said. "This is a unique industry to be in, and the positions within the company provide for a wide variety of responsibilities that make it all very interesting to be part of."

Attitude may well have played a role in Andrews' success and achievements with KONE. He says when he gets up to go to work in the morning, he looks forward

to it, as no two days are the same. "Being able to engage with many different professionals around the world on a daily basis also contributes to job satisfac-

tion," he said. Job satisfaction is evident with cilities in the Americas, including Andrews, and he said he would encourage anyone to try to become part of KONE.

"The opportunities are good, and the ability to create your own path are certainly there," he said. 'Everything along my career path travel is common, and varies from has been positive and in support of the current role I play today.

For Andrews, the satisfaction And I love it."







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Rock Island business part of the growing INDUSTRY OF COMPUTER SERVICES

'We've grown at such a rapid pace, it's almost hurt'

ANTHONY WATT awatt@gconline.com

The advice is straightforward from an experienced computer tech to those considering pursuing the same career.

"Be nice," Shaun Brown, 39, of Milan, said recently. He owns and operates Bit Tech Computer Solutions in Rock Island and has done so for about four years.

Computer problems that might seem small to the tech savvy will look big to the people who need those problems fixed, Brown said. It's important not to talk above the customers' heads when dealing with their issues.

"Treat them the way you would want to be treated," he said.

Bit Tech does everything from virus removal to recovering lost data, and it shows. The business, on 14th Avenue, has that "IT chic" feel that seems to be characteristic of information technology businesses.

In a corner was a pile of laptops, awaiting recycling. Nearby, another laptop was skinned to the bare bones, its screen scooped out, leaving only the metal backing. Sprinkled here and there were PC towers opened up so their wires and guts showed. Monitors marked



KEVIN E. SCHMIDT

Shaun Brown is owner/operator of Bit Tech Computer Solutions at 3929 14th Ave., Rock Island.

for sale were fixed to the walls.

Tinkering led to career

Brown said he had always been interested in how things worked,

especially electronics. That curiosity led him to tinkering with computers off and on throughout his life, beginning in the 1980s, when he began fiddling with Nintendo gaming systems.

He was working as a handyman

warned him he was ruining his back and needed to find a new ca-

So he got his GED through Black Hawk College, and his instructor told him he was smarter than he was giving himself credit for, Brown said. That instructor got him in touch with an adviser who helped him enroll at the college, where he earned an associate de-

when his uncle, a chiropractor, gree in applied computer science. Brown had more advice for

would-be computer experts: Try it out for a while before committing the money to the pursuit. Be sure.

For him, the challenges include the fact that computer technology is constantly evolving, Brown said. He is always learning something new, and he will never know it all.

The biggest reward is helping people, he said. A large part of his

Shaun Brown

Hometown: Milan.

Occupation: Owner/operator, Bit Tech Computer Solutions in Rock Island.

Trending: Industry growth in professional, scientific and technical services is expected in the Quad-Cities, according to the Bi-State Regional Commission.

business comes from older people. "They almost look at me as a grandkid when they come in here,"

Internet and computer services is a growing market, he said. It can be a moneymaker, depending on which aspect of the field a person

Computers have been integrated into everyone's lives, he said. Everything is connected to the inter-

"Your refrigerator can order groceries for you," Brown said.

All of those things will need repair and maintenance, he said.

His general goal for Bit Tech is to have three locations in operation before he retires, Brown said. Bit Tech's projected growth for 2020 is already about twice what he anticipated.

"We've grown at such a rapid pace, it's almost hurt," he said.



CLAUDIA LOUCKS

Brittany Courson is a nurse practitioner with UnityPoint Clinic at

'Not just a job'

Nurse practitioner honored to care for the community

CLAUDIA LOUCKS

claudialoucks@gmail.com

GENESEO - Health care and medicine have long been part of Brittany Courson's life.

Hammond-Henry Hospital in Geneseo.

She currently is a nurse practitioner and works primarily at UnityPoint Clinic in Geneseo.

The young and energetic Courson comes from a family of others in health care. Her mother is a nurse, as was her grandmother.

Her interest in medicine began at an early age since she spent lots of time in the hospital where her mother worked. Her own career in health care began at the age of 16, when she started working at Knox County Nursing Home, eventually becoming a certified nurse aide.

Courson's position at UnityPoint Clinic at Hammond-Henry Hospital in Geneseo is her first post as a nurse practitioner. Before that, she worked as a registered nurse for OSF Health Care and Genesis emergency departments.

"I have been in the UnityPoint Clinic for a little over three years," she said. "A typical day for me involves evaluating, diagnosing and treating patients of all ages working from a preventative standpoint to reduce the risk of disease and illness, as well as a holistic approach."

Courson's day begins with working Urgent Care hours at the clinic, which are from 7 to 9 a.m. Mondays through Fridays. After that, she remains at the office, seeing patients with scheduled appointments as well as taking care of her other responsibilities. Her workday concludes about 5 p.m.

No need to be an MD

She said she was "completely satisfied with being a nurse practitioner. I don't feel the need to become an MD. I have a doctorate degree in nursing practice (DNP), but a doctoral degree is not a necessity. Many nurse practitioners have master's degrees and do a fantastic job as well."

Brittany Courson

Hometown: Geneseo.

Job: Nurse practitioner with UnityPoint Clinic at Hammond-Henry Hospital in Geneseo.

Trending: Health care is a growing field in the Quad-Cities, according to the Bi-State Regional Commission.

Had she chosen to continue her education to become an MD, Courson said, it would mean about six more years of study, including a residency.

She explained the difference between a physician's assistant and a nurse practitioner this way: "Physician's assistants are trained off the medical model, and nurse practitioners are trained from the nursing model with a holistic preventative approach."

Courson graduated from Knoxville High School. She earned a bachelor's degree in nursing from Methodist College of Nursing, Peoria, and a doctor of nursing practice degree from Clarke College in Dubuque.

Courson and three other nurse practitioners in the UnityPoint Clinic work closely in collaboration on a team with Dr. Drew VanKerrebroeck.

'We are a team that utilizes each other to help keep our patients healthy," she said. "I love connecting with my patients by building relationships, and together we do our best to keep their mind, body and souls as healthy as possible."

The field of medicine is continually evolving, and Courson remains up to date on the latest knowledge, and she obtains that by continuing education each year.

"I would definitely encourage others to become a nurse practitioner," she said. "This is not just a job, but a lifelong career, and I feel very honored to be able to take care of the people in our community."



GARY L. KRAMBECK

Missy Marty, marketing assistant and certified breathing coach, welcomes patients at the front desk at

Providing patient care from start to finish

TOM LOEWY

tloewy@qctimes.com

Four days a week Missy Marty wakes up between 5:45 and 6:45 a.m. in her brick bungalow on Fremont Street in Galesburg.

Not long after waking, she starts her 45-minute drive to MyoTech Dental at 1828 Avenue of the Cities in Moline. For the past three years, the 43-year-old single mother of two has served as MyoTech's marketing assistant and certified breathing coach.

bad," Marty said. "Usually, after I get on the road, I have a short morning chat with my best friend before she has to get her kids ready for school.

"And then it's music time. I love patients' medical histories. music and the drive to work is the perfect time to listen. I always start out with Kenny Chesney's 'I'm Alive.' And then it's Dr. Dre and Snoop. I like to go into work smiling."

Marty's is one of the first faces patients see when they enter Myo-Tech. It isn't a job she or her employers take lightly.

"Missy is an integral part of the MyoTech team because of her helps create continuity between Crystal Simpson. "Missy is one owner of MyoTech Dental) con- posite of my ride to work."

Missy Marty

Hometown: Galesburg.

Job: Marketing assistant and certified breathing coach at MyoTech Dental in Moline.

Trending: Health care is a growing field in the Quad-Cities, according to the Bi-State Regional Commission.

of the first people to welcome "The drive to Moline really isn't patients to our practice, and she is willing to go above and beyond to help accommodate and care for our patients."

Marty does everything from answering phones to checking

"I work in an integrated health center — that means what we do isn't just about teeth and wire and extractions," Marty said.

A few years in the making

Marty's drive from Galesburg to Moline was a few years in the making. She went back to college in 2015 and had her eyes set on nursing.

"I was at Carl Sandburg College, dedication to what we do. She and I had worked for Applebee's for 13 years. I was waiting tables the business and the health care and working with the training we provide," said MyoTech's Dr. team. Dr. Brian Prudent (the

tacted me and wanted to know if I wanted to work in the office,"

Marty said. "It was a challenge, and I went to work, basically, at the front desk.

"In 2017, Dr. [David] Jarrin, who was also part-owner at the time, asked me if I wanted to get certified in orthoposteral assessment training - which basically trained me on how to look at a range of breathing issues for patients and coach patients."

Marty said working as breathing coach changed the way she thought about health.

"I love what I'm doing and that I'm involved in helping people develop positive, healthy ways to breathe," she said. "I can talk to people about where their tongue should be in their mouth, how to breathe deeply.

"Breathing affects how tired we feel during the day, how well we sleep. Breath has a huge impact on our overall wellness."

At the end of most workdays, Marty leaves MyoTech tired.

"It's a good tired. The tired you feel after working hard," she said. "My drives home always feel longer. I don't play music. I try to just clear my head and think about the time I'm going to spend with my daughter.

"I just decompress. It's the op-

"I love what I'm doing and that I'm involved in helping people develop positive, healthy ways to breathe. I can talk to people about where their tongue should be in their mouth, how to breathe deeply."

Missy Marty, marketing assistant and certified breathing coach

























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This test is to establish a two year eligibility register and officers will be hired as needed with approval of the Silvis City Council.

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Civil Service Commission. City of Silvis



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NOTICE OF EXAMINATION MACOMB FIRE DEPARTMENT

The Board of Fire & Police Commissioners of the City of Macomb, Illinois hereby gives notice that examinations will be offered to all eligible applicants to create an Eligibility List for hiring for positions with the Macomb Fire Department.

All applicants must be at least 20 years of age, and under 35 years of age as of the date of testing in order to apply for employment with the Macomb Fire Department. Exceptions: The age limitation does not apply to any person previously employed as a full-time firefighter in a regularly constituted fire department of any municipality or fire protection district located in Illinois. Any person who turned 35 while serving as a member of the active or reserve components of any of the branches of the Armed Forces of the United States or the National Guard of any state, whose service was characterized as honorable or under honorable, if separated from the military, and is under the age of 40 as of the date of testing may apply for employment with the Macomb Fire Department.

All applicants must possess a high school diploma or equivalent; must possess a valid driver's license, must pass physical and written examinations; must have visual acuity of 20/20 in each eye corrected (minimum) with normal color vision and depth perception; and must have good habits and be of moral character. To be considered for appointment, the candidate must pass medical and psychological evaluation, must pass a background investigation and either be licensed as an EMT or be eligible for licensing as an EMT. If hired, McDonough County residency is required within 90 days after completion of the probationary period.

STARTING SALARY \$47,152.83 per year

Application packets may be obtained at: The Mayor's Office, City Hall, 232 E. Jackson St., Macomb, Illinois 61455, Phone (309) 833-2558, or on-line at https://cityofmacomb.com/employment-listings/.

All applications and attachments must be completed, signed, and on file by 5:00 p.m., on Thursday, April 30, 2020. If submitting the application packet by mail, it must be postmarked on or before the application deadline date AND received at the Mayor's Office within five (5) calendar days of the deadline. Late or incomplete applications will not be considered.

Testing date is Saturday, May 16, 2020. Physical agility test will begin at 8:00 a.m. and take place at the Macomb Fire Department, 219 West Jackson Street, Macomb, Illinois; written test location is to be determined.

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