

Georgia IT Temporary Staffing Services Contract

Job Titles and Descriptions (Version 1)

Communications Hardware Specialist 1	5
Communications Hardware Specialist 2.....	5
Communications Hardware Specialist 3.....	5
Communication Hardware Specialist Supervisor	5
Computer Operations Manager	6
Computer Operator 1	6
Computer Operator 2	6
Computer Operator 3	6
Computer Operator Supervisor	7
Criminal Justice IS Analyst 1	7
Criminal Justice IS Analyst 2.....	7
Criminal Justice IS Analyst 3.....	8
Criminal Justice IS Analyst 4.....	8
Criminal Justice IS Analyst Supervisor.....	8
Criminal Justice IS Specialist 1	9
Criminal Justice IS Specialist 2	9
Criminal Justice IS Specialist 3	9
Criminal Justice IS Specialist 4	9
Criminal Justice IS Specialist Supervisor	10
Database Administrator 1.....	10
Database Administrator 2.....	10
Database Administrator 3.....	10
Database Administrator 4.....	11
Database Analyst 1	11
Database Analyst 2	11
Database Analyst 3	11
Database Architect.....	12
Developer 1	12
Developer 2	12
Developer 3.....	12
Developer Supervisor.....	13
Digital Forensic Investigator 1	13
Digital Forensic Investigator 2	13
Digital Forensic Investigator 3.....	13
Digital Forensic Investigator 4	14
Director, Information Technology	14
Director, IT Security.....	14
Director, System Development.....	14
Drafter 1	15
Drafter 2	15
Drafter 3	15
Drafter Supervisor	15
ER Project Manager 1	16
ER Project Manager 2	16
ER Project Manager 3.....	16
Help Desk Analyst 1	17
Help Desk Analyst 2.....	17
Help Desk Analyst 3.....	17
Help Desk Analyst Supervisor.....	18
Help Desk Support Specialist 1	18

Help Desk Support Specialist 2	18
Help Desk Support Specialist 3	19
Help Desk Support Specialist Supervisor	19
Info Technology Architect	19
Info Technology Architect Senior	20
Information Security Analyst 1	20
Information Security Analyst 2	20
Information Security Analyst 3	21
Information Security Analyst Supervisor	21
Information Technology Manager 1	21
Information Technology Manager 2	22
Information Technology Manager 3	22
Information Technology Supervisor 1	22
Information Technology Supervisor 2	22
Infrastructure Architect	23
IT Sr. Program Manager	23
IT Business Analyst 1	23
IT Business Analyst 2	24
IT Business Analyst 3	24
IT Business Analyst 4	24
IT Business Solutions Architect	25
IT Enterprise Business Analyst 1	25
IT Enterprise Business Analyst 2	25
IT Enterprise Business Analyst 3	26
IT Enterprise Business Analyst 4	26
IT Enterprise Business Analyst Supervisor	27
IT Program Director	27
IT Program Manager 1	27
IT Program Manager 2	28
IT Security Manager 1	28
IT Security Manager 2	29
IT Support Specialist 1	29
IT Support Specialist 2	29
IT Support Specialist 3	30
IT Support Specialist Supervisor	30
Network Administrator 1	30
Network Administrator 2	31
Network Administrator 3	31
Network Administrator Supervisor	31
Network Engineer 1	31
Network Engineer 2	32
Network Engineer 3	32
Network Engineer 4	32
Network Technician 1	32
Network Technician 2	33
Network Technician 3	33
Network Technician Supervisor	34
Programmer 1	34
Programmer 2	34
Programmer 3	35
Programmer Supervisor	35

Programmer Analyst 1.....	35
Programmer Analyst 2.....	35
Programmer Analyst 3.....	36
Programmer Analyst Supervisor	36
Project Coordinator 1	36
Project Manager 1	36
Project Manager 2.....	37
Project Manager 3.....	37
Senior Manager, Systems Development.....	37
Senior Manager, Information Technology	38
Senior Manager, IT Security.....	38
System Administrator 1	38
System Administrator 2	39
System Administrator 3	39
System Administrator 4	39
Systems Analyst 1	40
Systems Analyst 2.....	40
Systems Analyst 3.....	40
Systems Analyst 4.....	41
Systems Architect.....	41
Systems Develop Manager 1	41
Systems Develop Manager 2	42
Systems Support Tech 1	42
Systems Support Tech 2	42
Systems Support Tech 3	42
Telecommunications Specialist 1	43
Telecommunications Specialist 2	43
Telecommunications Specialist 3	43
Telecommunications Specialist 4	44
Telecommunications Specialist Supervisor	44
Telecommunications Tech 1	44
Telecommunications Tech 2	45
Telecommunications Tech 3	45
Telecommunications Tech Supervisor	45
Web Designer 1.....	45
Web Designer 2.....	46
Web Designer 3.....	46
Webmaster 1	46
Webmaster 2	46
Webmaster 3	47
Webmaster Supervisor.....	47

Communications Hardware Specialist 1

Job Summary	Under direct supervision, provides installation, programming, troubleshooting, and repair of data communications and telecommunications equipment.
Qualifications	<ul style="list-style-type: none"> • Vocational/Technical degree in electronic technology, computer technology, or telecommunications technology from an accredited college • OR High school diploma or GED AND One year of experience in the installation and/or repair of computers, communications, and/or technical equipment in the area of assignment.

Communications Hardware Specialist 2

Job Summary	Under general supervision, provides installation, programming, troubleshooting, and repair of data communications and telecommunications equipment.
Qualifications	<ul style="list-style-type: none"> • Vocational/Technical degree in electronic technology, computer technology, or telecommunications technology from an accredited college AND One year of experience in the area of assignment • OR High school diploma or GED AND Two years of experience in the installation and/or repair of computers, communications, and/or technical equipment in the area of assignment • OR One year of experience at the lower level Communications Hardware Spec 1 or position equivalent.

Communications Hardware Specialist 3

Job Summary	Under broad supervision, provides installation, programming, troubleshooting, and repair of data communications and telecommunications equipment.
Qualifications	<ul style="list-style-type: none"> • Vocational/Technical degree in electronic technology, computer technology, or telecommunications technology from an accredited college AND Two years of experience in the area of assignment • OR High school diploma or GED AND Three years of experience in the installation and/or repair of computers, communications, and/or technical equipment in the area of assignment • OR One year of experience at the lower level Communications Hardware Spec 2 or position equivalent.

Communication Hardware Specialist Supervisor

Job Summary	Supervises, guides, and/or instructs the work assignments of subordinate staff and provides installation, programming, troubleshooting, and repair of data communications and telecommunications equipment.
Qualifications	<ul style="list-style-type: none"> • Vocational/Technical degree in electronic technology, computer technology, or telecommunications technology from an accredited college AND Two years of experience in the area of assignment • OR High school diploma or GED AND Three years of experience in the installation and/or repair of computers, communications, and/or technical equipment in the area of assignment • OR One year of experience at the lower level Communications Hardware Spec 2 or position equivalent.

Computer Operations Manager

Job Summary	Manages shift operations and activities which provide information services. Monitors all environmental, security and uninterrupted power systems. Coordinates all automated scheduling system activity. Maintains a point of contact for all users of computer operations services to answer questions or resolve problems.
Qualifications	<ul style="list-style-type: none"> • Master's degree in education or a related field from an accredited college or university AND Two years of related experience • OR Bachelor's degree in education or a related field from an accredited college or university AND Four years of related experience.

Computer Operator 1

Job Summary	Under direct supervision, operates computer and peripheral equipment. Performs clerical and maintenance tasks in support of a mainframe computer complex or other large centralized IT system.
Qualifications	<ul style="list-style-type: none"> • Vocational/Technical degree in a related field from an accredited college • OR High school diploma or GED AND Six months of experience operating computer consoles and/or peripheral equipment.

Computer Operator 2

Job Summary	Under general supervision, operates computer and peripheral equipment. Performs clerical and maintenance tasks in support of a mainframe computer complex or other large centralized IT system.
Qualifications	<ul style="list-style-type: none"> • Vocational/Technical degree in a related field from an accredited college AND Six months of related experience • OR High school diploma or GED AND One year of experience operating computer consoles and/or peripheral equipment.

Computer Operator 3

Job Summary	Operates computer and peripheral equipment. Performs clerical and maintenance tasks in support of a mainframe computer complex or other large centralized IT system. Develops operator training plans and manages the resolution of processing problems. May serve as lead worker.
Qualifications	<ul style="list-style-type: none"> • Vocational/Technical degree in a related field from an accredited college AND One year of related experience • OR High school diploma or GED AND Two years of experience operating computer consoles and/or peripheral equipment • OR One year of experience at the lower level Computer Operator 2 or position equivalent.

Computer Operator Supervisor

Job Summary	Supervises, guides, and/or instructs the work assignments of subordinate staff, the operation of computer and peripheral equipment. Supervises/leads clerical and maintenance tasks in support of a mainframe computer complex or other large centralized IT system. Develops operator training plans and manages the resolution of processing problems.
Qualifications	<ul style="list-style-type: none"> • Vocational/Technical degree in a related field from an accredited college AND Two years of related experience • OR High school diploma or GED AND Three years of experience operating computer consoles and/or peripheral equipment • OR One year of experience at the lower level Computer Operator 3 or position equivalent.

Criminal Justice IS Analyst 1

Job Summary	Under supervision, provides support to federal, state and local criminal justice agencies, private businesses and the general public relating to criminal justice information. Performs work related to operations, technical development, quality assurance, policy and operational standards, and user support with regards to CJIS Programs. CJIS Programs may include Criminal History Record Information, Uniform Crime Reporting, Sex Offender Registry, Protection Order Registry, NCIC, CJIS network or other services provided by the Georgia Crime Information Center.
Qualifications	<ul style="list-style-type: none"> • Bachelor's degree from an accredited college or university • OR Three years of experience at the lower level Criminal Justice IS Spec 2 or position equivalent.

Criminal Justice IS Analyst 2

Job Summary	Under general supervision, provides support to federal, state and local criminal justice agencies, private businesses and the general public relating to criminal justice information. Performs work related to operations, technical development, quality assurance, policy and operational standards, and user support with regards to CJIS Programs. CJIS Programs may include Criminal History Record Information, Uniform Crime Reporting, Sex Offender Registry, Protection Order Registry, NCIC, CJIS network or other services provided by the Georgia Crime Information Center.
Qualifications	<ul style="list-style-type: none"> • Bachelor's degree from an accredited college or university AND Two years of related experience • OR Five years of experience at the lower level Criminal Justice IS Spec 2 or position equivalent.

Criminal Justice IS Analyst 3

Job Summary	Under broad supervision, provides support to federal, state and local criminal justice agencies, private businesses and the general public relating to criminal justice information. Performs work related to operations, technical development, quality assurance, policy and operational standards, and user support with regards to CJIS Programs. CJIS Programs may include Criminal History Record Information, Uniform Crime Reporting, Sex Offender Registry, Protection Order Registry, NCIC, CJIS network or other services provided by the Georgia Crime Information Center.
Qualifications	<ul style="list-style-type: none"> • Bachelor's degree from an accredited college or university AND Four years of related experience • OR Seven years of experience at the lower level Criminal Justice IS Spec 2 or position equivalent.

Criminal Justice IS Analyst 4

Job Summary	Under limited supervision, provides support to federal, state and local criminal justice agencies, private businesses and the general public relating to criminal justice information. Performs work related to operations, technical development, quality assurance, policy and operational standards, and user support with regards to CJIS Programs. CJIS Programs may include Criminal History Record Information, Uniform Crime Reporting, Sex Offender Registry, Protection Order Registry, NCIC, CJIS network or other services provided by the Georgia Crime Information Center. Serves as highest advanced level subject matter expert and may serve in a lead role.
Qualifications	<ul style="list-style-type: none"> • Bachelor's degree from an accredited college or university AND Six years of related experience • OR Nine years of experience at the lower level Criminal Justice IS Spec 2 or position • equivalent.

Criminal Justice IS Analyst Supervisor

Job Summary	Supervises, guides, and/or instructs the work assignments of subordinate staff. Provides support to federal, state and local criminal justice agencies, private businesses and the general public relating to criminal justice information. Performs work related to operations, technical development, quality assurance, policy and operational standards, and user support with regards to CJIS Programs. CJIS Programs may include Criminal History Record Information, Uniform Crime Reporting, Sex Offender Registry, Protection Order Registry, NCIC, CJIS network or other services provided by the Georgia Crime Information Center.
Qualifications	<ul style="list-style-type: none"> • Bachelor's degree from an accredited college or university AND Eight years of related professional experience • OR Eleven years of experience at the lower level Criminal Justice IS Spec 2 or position equivalent.

Criminal Justice IS Specialist 1

Job Summary	Under direct supervision, provides support to federal, state and local criminal justice agencies, private businesses and the general public relating to criminal justice information. Has responsibility for projects and assignments related to CJIS Programs. CJIS Programs may include Criminal History Record Information, Uniform Crime Reporting, Sex Offender Registry, Protection Order Registry, NCIC, CJIS network or other services provided by the Georgia Crime Information Center.
Qualifications	<ul style="list-style-type: none"> • High school diploma or GED.

Criminal Justice IS Specialist 2

Job Summary	Under general supervision, provides support to federal, state and local criminal justice agencies, private businesses and the general public relating to criminal justice information. Has responsibility for projects and assignments related to CJIS Programs. CJIS Programs may include Criminal History Record Information, Uniform Crime Reporting, Sex Offender Registry, Protection Order Registry, NCIC, CJIS network or other services provided by the Georgia Crime Information Center.
Qualifications	<ul style="list-style-type: none"> • High school diploma or GED AND Two years of business related experience.

Criminal Justice IS Specialist 3

Job Summary	Under broad supervision, provides support to federal, state and local criminal justice agencies, private businesses and the general public relating to criminal justice information. Has responsibility for projects and assignments related to CJIS Programs. CJIS Programs may include Criminal History Record Information, Uniform Crime Reporting, Sex Offender Registry, Protection Order Registry, NCIC, CJIS network or other services provided by the Georgia Crime Information Center. Owns assigned tasks. May serve as lead or train staff.
Qualifications	<ul style="list-style-type: none"> • High school diploma or GED AND Four years of business related experience.

Criminal Justice IS Specialist 4

Job Summary	Under limited supervision, provides support to federal, state and local criminal justice agencies, private businesses and the general public relating to criminal justice information. Has responsibility for projects and assignments related to CJIS Programs. CJIS Programs may include Criminal History Record Information, Uniform Crime Reporting, Sex Offender Registry, Protection Order Registry, NCIC, CJIS network or other services provided by the Georgia Crime Information Center. Serves as highest advanced level subject matter expert, providing authoritative guidance for professional staff.
Qualifications	<ul style="list-style-type: none"> • High school diploma or GED AND Six years of business related experience.

Criminal Justice IS Specialist Supervisor

Job Summary	Supervises, guides, and/or instructs the work assignments of subordinate staff. Supervises the support to federal, state and local criminal justice agencies, private businesses and the general public relating to criminal justice information. Has responsibility for projects and assignments related to CJIS Programs. CJIS Programs may include Criminal History Record Information, Uniform Crime Reporting, Sex Offender Registry, Protection Order Registry, NCIC, CJIS network or other services provided by the Georgia Crime Information Center.
Qualifications	<ul style="list-style-type: none"> • High school diploma or GED AND Six years of business related experience.

Database Administrator 1

Job Summary	Under supervision, learns to design and/or secure computer databases to store, track, and maintain a large volume of critical business information. Assists with simple, routine database tasks.
Qualifications	<ul style="list-style-type: none"> • Bachelor's degree in computer science or a related field from an accredited college or university • OR Three years of software applications experience designing, testing, and coding applications of related databases.

Database Administrator 2

Job Summary	Under general supervision, designs and secures computer databases to store, track, and maintain a large volume of critical business information.
Qualifications	<ul style="list-style-type: none"> • Bachelor's degree in computer science or a related field from an accredited college or university AND Two years of experience in support of an operating system, database management system or a related field • OR Two years of experience at the lower level Database Administrator 1 or position equivalent.

Database Administrator 3

Job Summary	Under broad supervision designs and secures computer databases to store, track, and maintain a large volume of critical business information. Develops database models, definitions and standards for administering databases and coordinates projects.
Qualifications	<ul style="list-style-type: none"> • Bachelor's degree in computer science or a related field from an accredited college or university AND Three years of experience in support of an operating system, database management system or a related field • OR Two years of experience at the lower level Database Administrator 2 or position equivalent.

Database Administrator 4

Job Summary	Under limited supervision, coordinates design and secures computer databases to store, track, and maintain a large volume of critical business information. Serves as highest advanced level subject matter expert, providing authoritative guidance for professional staff. May also serve in a lead role.
Qualifications	<ul style="list-style-type: none"> • Bachelor's degree in computer science or a related field from an accredited college or university AND Four years of experience in support of an operating system, database management system or a related field • OR Two years of experience at the lower level Database Administrator 3 or position equivalent.

Database Analyst 1

Job Summary	Under supervision, provides assistance in monitoring and daily administrating of databases and servers. Works closely with the Software Analysts in designing applications. May provide technical assistance for projects. Appropriately documents databases with systems and user documentation. Provides database support for agency staff.
Qualifications	<ul style="list-style-type: none"> • Bachelor's degree in computer science, information systems, electrical engineering, or mathematics AND Two years of job specific experience.

Database Analyst 2

Job Summary	Under general supervision, designs, implements, and maintains moderately complex databases. Includes maintenance of database dictionaries and integration of systems through database design.
Qualifications	<ul style="list-style-type: none"> • Bachelor's degree in a related field from an accredited college or university AND Four years of related experience • OR Two years of experience at the lower level Database Analyst 1 or position equivalent.

Database Analyst 3

Job Summary	Under broad supervision, incumbents are proficient in the design, development, integration, testing, and support of large/complex database systems necessary to support the information systems needs of the agency. Owns assigned tasks. May serve as a lead or train staff.
Qualifications	<ul style="list-style-type: none"> • Bachelor's degree in computer science, information systems, electrical engineering, or mathematics from an accredited college or university AND Six years of job specific experience • OR Two years of experience at the lower level Database Analyst 2 or position equivalent.

Database Architect

Job Summary	Supervises, guides, and/or instructs the work assignments of subordinate staff. Supervises the coordination of design and security for computer databases to store, track, and maintain a large volume of critical business information.
Qualifications	<ul style="list-style-type: none"> • Bachelor's degree in computer science or a related field from an accredited college or university AND Four years of experience in support of an operating system, database management system or a related field, One year of which in a lead or supervisory role • OR Two years of experience at the lower level Database Administrator 4 or position equivalent.

Developer 1

Job Summary	Under supervision, designs, codes, tests, modifies and debugs computer software. Researches and analyzes program or systems problems and develops program documentation. Translates business requirements into development activities in secure and maintainable code.
Qualifications	<ul style="list-style-type: none"> • Bachelor's degree from an accredited college or university with coursework in computer science or management information systems.

Developer 2

Job Summary	Under general supervision, designs, codes, tests, modifies and debugs computer software. Researches and analyzes program or systems problems and develops program documentation. Translates business requirements into development activities in secure and maintainable code.
Qualifications	<ul style="list-style-type: none"> • Bachelor's degree from an accredited college or university with coursework in computer science or management information systems AND Two years of related experience.

Developer 3

Job Summary	Under broad supervision, designs, codes, tests, modifies and debugs computer software. Researches and analyzes program or systems problems and develops program documentation. Translates business requirements into development activities in secure and maintainable code.
Qualifications	<ul style="list-style-type: none"> • Bachelor's degree from an accredited college or university with coursework in computer science or management information systems AND Six years of related experience.

Developer Supervisor

Job Summary	Supervises, guides, and/or instructs the work assignments of subordinate staff. Supervises the design, coding, testing, modification and debugging of computer software. Researches and analyzes program or systems problems and develops program documentation. Translates business requirements into development activities in secure and maintainable code.
Qualifications	<ul style="list-style-type: none"> • Bachelor's degree from an accredited college or university with coursework in computer science or management information systems AND Ten years of skill-specific related experience.

Digital Forensic Investigator 1

Job Summary	Under supervision, performs forensic examinations of computer operating systems, assists in investigating criminal activity by retrieving stored data from computers utilized in criminal activities, provides technical assistance and training to other state and local agencies on computer forensic issues, testifies in court and works with the Internet Safety program through training development and scheduling presentations.
Qualifications	<ul style="list-style-type: none"> • Bachelor's degree in a related area from an accredited college or university.

Digital Forensic Investigator 2

Job Summary	Under general supervision, performs forensic examinations of computer operating systems, assists in investigating criminal activity by retrieving stored data from computers utilized in criminal activities, provides technical assistance and training to other state and local agencies on computer forensic issues, testifies in court and works with the Internet Safety program through training development and scheduling presentations.
Qualifications	<ul style="list-style-type: none"> • Bachelor's degree in a related area from an accredited college or university AND Three years of related experience • OR Two years of experience at the lower level Digital Forensic Investigator 1 or position equivalent.

Digital Forensic Investigator 3

Job Summary	Under broad supervision, performs forensic examinations of computer operating systems, assists in investigating criminal activity by retrieving stored data from computers utilized in criminal activities, provides technical assistance and training to other state and local agencies on computer forensic issues, testifies in court and works with the Internet Safety program through training development and scheduling presentations.
Qualifications	<ul style="list-style-type: none"> • Bachelor's degree in a related area from an accredited college or university AND Five years of related experience • OR Two years of experience at the lower level Digital Forensic Investigator 2 or position equivalent.

Digital Forensic Investigator 4

Job Summary	Under limited supervision, serves as subject matter expert (SME) and performs forensic examinations of computer operating systems, assists in investigating criminal activity by retrieving stored data from computers utilized in criminal activities, provides technical assistance and training to other state and local agencies on computer forensic issues, testifies in court and works with the Internet Safety program through training development and scheduling presentations. May also serve in a lead role.
Qualifications	<ul style="list-style-type: none"> • Bachelor's degree in a related area from an accredited college or university AND Seven years of related experience and industry-specific certification • OR Two years of experience at the lower level Digital Forensic Investigator 3 or position equivalent.

Director, Information Technology

Job Summary	Oversees the strategic management of all aspects of I/S&T including evaluation, development, implementation, and administration. In addition, this position must ensure that proper practices are followed in the utilization of technology, following a well-established strategic plan/direction. Oversees the development and implementation of IT projects and initiatives. Provides leadership to subordinate managers and staff.
Qualifications	<ul style="list-style-type: none"> • Bachelor's degree in a related field from an accredited college or university AND Ten years of directly related management experience • OR One year of experience at the lower level Sr. Mgr, Info Technology or position equivalent.

Director, IT Security

Job Summary	Oversees the delivery of IT security services or functions.
Qualifications	<ul style="list-style-type: none"> • Bachelor's degree from an accredited college or university AND Eight years in the specific field of IT Security, Five years of which include team leadership or management experience.

Director, System Development

Job Summary	Oversees the development and support of information systems. Oversees the work of staff involved in programming, computer operations or support services. Provides leadership to subordinate managers and staff.
Qualifications	<ul style="list-style-type: none"> • Bachelor's degree in an information technology related field from an accredited college or university AND Five years of directly related management experience • OR Associate's/Vocational/Technical degree in an information technology related field from an accredited college or university AND Seven years of directly related management experience • OR Two years of experience at the lower level Sr Mgr, Systems Dev or position equivalent. • Note: An equivalent combination of education and job specific experience that provided the knowledge, experience and competencies required to successfully perform the job at the level listed may be substituted on a year-over-year basis.

Drafter 1

Job Summary	Under direct supervision, learns to prepare drawings and topographical and relief maps used in civil engineering projects, such as highways, roads, bridges, flood control projects, complex building renovation, facility operations and other systems.
Qualifications	<ul style="list-style-type: none"> • Six months of experience in drafting • OR One year of high school drafting or mechanical drawing training.

Drafter 2

Job Summary	Under general supervision, learns to prepare drawings and topographical and relief maps used in civil engineering projects, such as highways, roads, bridges, flood control projects, complex building renovation, facility operations and other systems. Uses computer aided drafting and design and manual drafting techniques to prepare plans for projects.
Qualifications	<ul style="list-style-type: none"> • One year of experience at the lower level Drafter 1 or position equivalent.

Drafter 3

Job Summary	Under broad supervision, responsible for the preparation of drawings and topographical and relief maps used in civil engineering projects, such as highways, roads, bridges, flood control projects, complex building renovation, facility operations and other systems. Uses computer aided drafting and design and manual drafting techniques to prepare plans for projects. May serve as lead worker and train lower level staff. May instruct less experienced drafters in CADD operation and preparation of basic plan elements.
Qualifications	<ul style="list-style-type: none"> • Two years of experience in drafting OR One year of experience at the lower level Drafter 2 or position equivalent.

Drafter Supervisor

Job Summary	Supervises, guides, and/or instructs the work assignments of subordinate staff. Responsible for the preparation of drawings and topographical and relief maps used in civil engineering projects, such as highways, roads, bridges, flood control projects, complex building renovation, facility operations and other systems. Uses computer aided drafting and design and manual drafting techniques to prepare plans for projects. May instruct less experienced drafters in CADD operation and preparation of basic plan elements.
Qualifications	<ul style="list-style-type: none"> • Associate's degree in computer aided drafting or a related field from an accredited college or university • OR Three years of experience in drafting OR One year of experience at the lower level Drafter 3 or position equivalent.

ER Project Manager 1

Job Summary	Under general supervision, applies project management knowledge, skills, tools, and techniques in supporting project leads and driving the development and application of project management methodology and culture. This job performs specialized tasks and operates on an enterprise scope. The incumbent will work with numerous state agencies daily.
Qualifications	<ul style="list-style-type: none"> • Bachelor's degree in a related field from an accredited college or university AND Three years of recent relevant project management experience, with a progression in responsibility AND comprehensive knowledge of PeopleSoft Projects.

ER Project Manager 2

Job Summary	Under broad supervision, this position is responsible for managing projects through the full life cycle from project definition and approval through implementation and evaluation of all project deliverables. The incumbent must create a collaborative partnership with the all internal and external team members to accomplish the deliverables within the timeframes and budgets defined. He or she provides guidance to the project team and utilizes standard project management methodology. This job performs specialized tasks and operates on an enterprise scope. The incumbent will work with numerous state agencies daily.
Qualifications	<ul style="list-style-type: none"> • Bachelor's degree in a related field from an accredited college or university AND Six years of recent relevant project management experience, with a progression in responsibility AND comprehensive knowledge of PeopleSoft Projects AND current Project Management Professional (PMP) certification required.

ER Project Manager 3

Job Summary	Under limited supervision, this position is responsible for managing the life cycle of a project from project approval through implementation and evaluation of all project deliverables. The incumbent must create a collaborative partnership with all internal and external team members to accomplish the deliverables. Provides guidance to the project team and ensures the project and utilizes the standard project management methodology. This job performs specialized tasks and operates on an enterprise scope. The incumbent will work with numerous state agencies daily.
Qualifications	<ul style="list-style-type: none"> • Bachelor's degree in computer science or related field from an accredited college or university AND Eight years of job specific experience that includes, but is not limited to leadership, personnel management, developing and managing client relationships to ensure successful completion of project deliverables and maximum client satisfaction AND excellent communication skills, coupled with an intricate knowledge of, and experience with, the software life cycle process AND comprehensive knowledge of PeopleSoft Projects AND current Project Management Professional (PMP) certification required.

Help Desk Analyst 1

Job Summary	Under supervision, assist customers with tier one issues or forward to second tier support for issues beyond their subject matter expertise. Work and communicate with state employees, internal customers, and/or external customers to provide information and services targeted to meet customer expectations.
Qualifications	<ul style="list-style-type: none"> • High school diploma or GED AND Six months of experience handling customers, questions, complaints, and/or providing information.

Help Desk Analyst 2

Job Summary	Under general supervision, assist customers with tier one issues or forward to second tier support for issues beyond their subject matter expertise. Work and communicate with state employees, internal customers, and/or external customers to provide information and services targeted to meet customer expectations.
Qualifications	<ul style="list-style-type: none"> • Associate's degree in a related field from an accredited college or university • OR Two years of experience at the lower level Help Desk Analyst 1 or position equivalent. • Note: An equivalent combination of education and job specific experience that provided the knowledge, experience and competencies required to successfully perform the job at the level listed may be substituted on a year-over-year basis.

Help Desk Analyst 3

Job Summary	Under broad supervision, assist customers with tier one issues or forward to second tier support for issues beyond their subject matter expertise. Work and communicate with state employees, internal customers, and/or external customers to provide information and services targeted to meet customer expectations. Owns assigned tasks. May serve in a lead role or train staff.
Qualifications	<ul style="list-style-type: none"> • Bachelor's degree in a related field from an accredited college or university • OR Associates degree from an accredited college or university AND Two years of experience at the lower level job or position equivalent. • Note: An equivalent combination of education and job specific experience that provided the knowledge, experience and competencies required to successfully perform the job at the level listed may be substituted on a year-over-year basis.

Help Desk Analyst Supervisor

Job Summary	Supervises, guides, and/or instructs the work assignments of subordinate staff. Supervises assistance to customers with resolvable matters or forwarding to second tier support for issues beyond their subject matter expertise. Work and communicate with state employees, internal customers, and/or external customers to provide information and services targeted to meet customer expectations. Incumbents at this level should possess all skills required to perform all job responsibilities and may be required to back up the managers.
Qualifications	<ul style="list-style-type: none"> • Bachelor's degree in a related field from an accredited college or university AND Two years of experience supervising in a call center or help desk environment • OR Associates degree from an accredited college or university AND Four years of experience at the lower level job or position equivalent. • Note: An equivalent combination of education and job specific experience that provided the knowledge, experience and competencies required to successfully perform the job at the level listed may be substituted on a year-over-year basis.

Help Desk Support Specialist 1

Job Summary	Under direct supervision, provides assistance to computer system users. Answers questions or resolves computer problems for clients in person, via telephone, email or from remote locations.
Qualifications	<ul style="list-style-type: none"> • Vocational/Technical degree in computer applications, computer technology or a closely related area from an accredited college • OR High school diploma or GED AND One year of experience providing software or hardware customer support of technical assistance to computer users.

Help Desk Support Specialist 2

Job Summary	Under general supervision, provides assistance to computer system users. Answers questions or resolves computer problems for clients in person, via telephone, email or from remote locations.
Qualifications	<ul style="list-style-type: none"> • Vocational/Technical degree in computer applications, computer technology or a closely related area from an accredited college AND Six months of experience providing software or hardware customer support • OR Two years of college coursework in computer applications, computer technology or a closely related area • OR High school diploma or GED AND One year of experience providing software or hardware customer support of technical assistance to computer users.

Help Desk Support Specialist 3

Job Summary	Under broad supervision, provides assistance to computer system users. Answers questions or resolves computer problems for clients in person, via telephone, email or from remote locations. May serve as lead worker.
Qualifications	<ul style="list-style-type: none"> • Vocational/Technical degree in computer applications, computer technology or a closely related area from an accredited college AND One year of experience providing software or hardware customer support • OR High school diploma or GED AND Two years of experience providing software or hardware customer support of technical assistance to computer users • OR Two years of experience at the lower level Help Desk Support Spec 2 or position equivalent.

Help Desk Support Specialist Supervisor

Job Summary	Supervises, guides, and/or instructs the work assignments of subordinate staff. Supervises assistance to computer system users. Answers questions or resolves computer problems for clients in person, via telephone, email or from remote locations.
Qualifications	<ul style="list-style-type: none"> • Vocational/Technical degree in computer applications, computer technology or a closely related area from an accredited college AND Two years of experience providing software or hardware customer support, One year of which in a lead or supervisory role • OR High school diploma or GED AND Three years of experience providing software or hardware customer support of technical assistance to computer users • OR Two years of experience at the lower level Help Desk Support Spec 3 or position equivalent.

Info Technology Architect

Job Summary	Supervises, guides, and/or instructs the work assignments of subordinate staff. Assists in planning, scheduling of team resources, status reporting and completion of required documentation for team assignment and projects. Analyzes and develops work or project plans for team assignments. Analyzes and implements solutions to problems associated with assignments. Responsible for project leadership: Coordinates the integrated systems integrity, provides the coordination, communication and project structure between users of Information Services and third party software vendors or programmers, provides systems and installation support and user training. Develops and controls the project schedules, and assigns responsibilities where appropriate. Participates in all aspects of software development, systems design and analysis and project planning and management.
Qualifications	<ul style="list-style-type: none"> • Bachelor's degree in computer science, information systems or related specialty from an accredited college or university AND Ten years of job specific experience that includes system analysis, design and development, and relationship management.

Info Technology Architect Senior

Job Summary	Supervises, guides, and/or instructs the work assignments of subordinate staff. Plans and schedules team resources, status reporting and completion of required documentation for team assignment and projects. Analyzes and develops work or project plans for team assignments. Analyzes and implements solutions to problems associated with assignments. Demonstrates project leadership: Coordinates the integrated systems integrity, provides the coordination, communication and project structure between users of Information Services and third party software vendors or programmers, provides systems and installation support and user training. Develops and controls the project schedules, and assigns responsibilities where appropriate. Accountable for all aspects of software development, systems design and analysis and project planning and management. Provides thought leadership and direction to other solutions architects.
Qualifications	<ul style="list-style-type: none"> • Master's degree in computer science, information systems or related specialty from an accredited college or university AND Fifteen years of job specific experience that includes system analysis, design and development, and relationship management.

Information Security Analyst 1

Job Summary	Under supervision, implements agency activities in Information Technology, specifically in the field of Information Security, enforces the organizations' security policies and procedures, security awareness program, information security portion of the business continuity and disaster recovery plans and all industry and government compliances issues, and in the design of and development of security procedures to allow the deployment management, control updating of platform and user specific security policies on a diverse range of internal hardware platforms supporting various software operating systems.
Qualifications	<ul style="list-style-type: none"> • Associate's degree in information technology, computer science, information assurance, or a related field from an accredited college or university AND Four years of information technology experience, One year of which in information security or information assurance.

Information Security Analyst 2

Job Summary	Under general supervision, plans, directs and coordinates agency activities in Information Technology, specifically in the field of Information Security. Develops and enforces the organization's security policies and procedures, information security awareness program, the security information portion of the business continuity and disaster recovery plans, and all industry and government compliances issues. Incorporates the design of and develops security procedures to allow the deployment, management, control updating of platform and user specific security policies on a diverse range of internal hardware platforms supporting various software operating systems.
Qualifications	<ul style="list-style-type: none"> • Bachelor's degree in information technology, computer science, information assurance, or a related field from an accredited college or university AND Five years of information technology experience, One year of which in information security or information assurance.

Information Security Analyst 3

Job Summary	Under broad supervision, plans, directs and coordinates agency activities in Information Technology, specifically in the field of Information Security. Develops and enforces the organization's security policies and procedures, security awareness program, the information security portion of the business continuity and disaster recovery plans, and all industry and government compliances issues. Incorporates the design of and develops security procedures to allow the deployment, management, control updating of platform and user specific security policies on a diverse range of internal hardware platforms supporting various software operating systems.
Qualifications	<ul style="list-style-type: none"> • Bachelor's degree in information technology, computer science, information assurance, or a related field from an accredited college or university AND Six years of information technology experience, Two years of which in information security or information assurance.

Information Security Analyst Supervisor

Job Summary	Supervises, guides, and/or instructs the work assignments of subordinate staff. Supervises the planning, directing and coordination of agency activities in Information Technology, specifically in the field of Information Security. Develops and enforces the organization's security policies and procedures, security awareness program, the information security portion of the business continuity and disaster recovery plans, and all industry and government compliances issues. Incorporates the design of and develops security procedures to allow the deployment, management, control updating of platform and user specific security policies on a diverse range of internal hardware platforms supporting various software operating systems.
Qualifications	<ul style="list-style-type: none"> • Bachelor's degree in information technology, computer science, information assurance, or a related field from an accredited college or university AND Eight years of information technology experience, Two years of which in information security or information assurance.

Information Technology Manager 1

Job Summary	Manages activities in IT fields such as electronic data processing, information systems technology, and electronic security. Oversees the development and implementation of IT projects and initiatives. Directs subordinate supervisors and staff.
Qualifications	<ul style="list-style-type: none"> • Bachelor's degree in a related field from an accredited college or university AND Two years of directly-related supervisory/management experience • OR Four years of directly related supervisory/management experience.

Information Technology Manager 2

Job Summary	Leads activities in IT fields such as electronic data processing, information systems technology, and electronic security. Oversees the development and implementation of IT projects and initiatives. Directs subordinate managers and staff.
Qualifications	<ul style="list-style-type: none"> • Bachelor's degree in a related field from an accredited college or university AND Three years of directly-related supervisory/management experience • OR Five years of directly related supervisory/management experience • OR One year of experience at the lower level Information Technology Manager 1 or position equivalent.

Information Technology Manager 3

Job Summary	Leads and assists with the statewide business objectives in IT fields such as electronic data processing, information systems technology, and electronic security. Oversees the development and implementation of IT projects and initiatives. This manager has a broad scope or a high level of responsibility within an agency or organization. Directs subordinate managers and staff.
Qualifications	<ul style="list-style-type: none"> • Bachelor's degree in a related field from an accredited college or university AND Five years of directly-related management experience • OR Seven years of directly-related management experience OR One year of experience at the lower level Information Technology Manager 2 or position equivalent.

Information Technology Supervisor 1

Job Summary	Supervises, guides, and/or instructs the work assignments of subordinate staff. Supervises a team of IT professionals that define, develop, and maintain information systems within the organization.
Qualifications	<ul style="list-style-type: none"> • Bachelor's degree in an engineering related field from an accredited college or university AND Six months of engineering related experience • OR Three years of experience in an engineering related field.

Information Technology Supervisor 2

Job Summary	Supervises, guides, and/or instructs the work assignments of subordinate staff. Supervises a team of IT professionals that define, develop, and maintain information systems within the organization. Reports to IT Manager.
Qualifications	<ul style="list-style-type: none"> • Bachelor's degree in an engineering related field from an accredited college or university AND One year of engineering related experience • OR Four years of experience in an engineering related field.

Infrastructure Architect

Job Summary	Supervises guides, and/or instructs the work assignments of subordinate staff. Supervises the installation, configuration, and support to a local area network, wide area network, internet system, computers, desktops and/or mobile devices. Recommends equipment improvement or replacement.
Qualifications	<ul style="list-style-type: none"> • Bachelor's degree in a related field from an accredited college or university AND Five years of related experience, Two years of which in a supervisory or lead role • OR Associate's degree in a related field from an accredited college or university AND Seven years of related experience, Three years of which in a supervisory or lead role • OR Nine years of related experience, Three years of which in a supervisory or lead role • OR Two years of experience at the lower level Systems Administrator 4 or position equivalent.

IT Sr. Program Manager

Job Summary	Directs multiple IS projects of a complex nature. Responsible for assembling project teams, assigning individual responsibilities, developing schedules and coordinating all necessary resources to ensure timely completion of projects. Assists in planning and organizing the unit's work to meet the organization's objectives.
Qualifications	<ul style="list-style-type: none"> • Bachelor's degree in business administration, information technology, public administration, management information systems or a related field from an accredited college or university AND Seven years of demonstrated executive level IT experience, Four years of which include management/supervisory experience.

IT Business Analyst 1

Job Summary	Under supervision, analyzes customer business needs and participates in the planning, design and implementation of new or enhanced systems. Supports the user community in the use of functional business tools and support systems.
Qualifications	<ul style="list-style-type: none"> • Associate's degree in a related field from an accredited college or university OR High school diploma or GED AND One year of experience providing information and referral services to the public.

IT Business Analyst 2

Job Summary	Under general supervision, analyzes customer business needs and participates in the planning, design and implementation of new or enhanced systems. Supports the user community in the use of functional business tools and support systems.
Qualifications	<ul style="list-style-type: none"> • Bachelor's degree in a related field from an accredited college or university OR Associate's degree in a related field from an accredited college or university AND Two years of related experience • OR Two years of experience at the lower level IT Business Analyst 1 or position equivalent.

IT Business Analyst 3

Job Summary	Under broad supervision, analyzes customer business needs and participates in the planning, design and implementation of new or enhanced systems. Supports the user community in the use of functional business tools and support systems. May act as a team or project leader.
Qualifications	<ul style="list-style-type: none"> • Bachelor's degree in a related field from an accredited college or university AND One year of related experience OR Associate's degree in a related field from an accredited college or university AND Three years of related experience • OR Two years of experience at the lower level IT Business Analyst 2 or position equivalent.

IT Business Analyst 4

Job Summary	Under limited supervision, analyzes customer business needs and participates in the planning, design and implementation of new or enhanced systems. Establishes standards and procedures to be used in the development of systems. Serves as highest advanced level subject matter expert, providing authoritative guidance for professional staff. May also serve in a lead role.
Qualifications	<ul style="list-style-type: none"> • Bachelor's degree in a related field from an accredited college or university AND Two years of related experience • OR Associate's degree in a related field from an accredited college or university AND Four years of related experience • OR Two years of experience at the lower level IT Business Analyst 3 or position equivalent.

IT Business Solutions Architect

Job Summary	Supervises, guides, and/or instructs the work assignments of subordinate staff. Analyzes customer business needs and participates in the planning, design and implementation of new or enhanced systems. Establishes standards and procedures to be used in the development of systems.
Qualifications	<ul style="list-style-type: none"> • Bachelor's degree in a related field from an accredited college or university AND Two years in a related lead or supervisory role • OR Associate's degree in a related field from an accredited college or university AND Four years of related experience, Two years of which in a related lead or supervisory role • OR Two years of experience at the lower level IT Business Analyst 4 or position equivalent.

IT Enterprise Business Analyst 1

Job Summary	Under supervision, analyzes enterprise-wide customer business needs and participates in the planning, design and implementation of new or enhanced systems that may serve multiple state entities. Supports the user community in the use of functional business tools and support systems. Establishes standards and procedures to be used in the development of systems.
Qualifications	<ul style="list-style-type: none"> • Bachelor's degree in a related field from an accredited college or university AND One year of related experience • OR Associate's degree in a related field from an accredited college or university AND Three years of related experience • OR Two years of experience at the lower level IT Business Analyst 2 or position equivalent.

IT Enterprise Business Analyst 2

Job Summary	Under general supervision, analyzes enterprise-wide customer business needs and participates in the planning, design and implementation of new or enhanced systems that may serve multiple state entities.
Qualifications	<ul style="list-style-type: none"> • Bachelor's degree in a related field from an accredited college or university AND Two years in a related position • OR Associate's degree in a related field from an accredited college or university AND Three years of related experience, Two years of which in a related position • OR Two years of experience at the lower level IT Enterprise Business Analyst 1 or position equivalent.

IT Enterprise Business Analyst 3

Job Summary	Under broad supervision, analyzes enterprise-wide customer business needs and participates in the planning, design and implementation of new or enhanced systems that may serve multiple state entities. Establishes standards and procedures to be used in the development of systems.
Qualifications	<ul style="list-style-type: none"> • Bachelor's degree in a related field from an accredited college or university AND Two years in a related supervisory position • OR Associate's degree in a related field from an accredited college or university AND Three years of related experience, Two years of which in a related supervisory position • OR Two years of experience at the lower level IT Enterprise Business Analyst 2 or position equivalent.

IT Enterprise Business Analyst 4

Job Summary	Under limited supervision, assist in planning and scheduling of team resources, status reporting and completion of required documentation for team assignment and projects that have enterprise-wide impact. Analyzes and develops work or project plans for team assignments. Analyzes and implements solutions to problems associated with assignments. Responsible for project leadership: Coordinates the integrated systems integrity, provides the coordination, communication and project structure between users of Information Services and third party software vendors or programmers, provides systems and installation support and user training. Develops and controls the project schedules, and assigns responsibilities where appropriate. Participates in all aspects of software development, systems design and analysis and project planning and management. May also serve in a lead role.
Qualifications	<ul style="list-style-type: none"> • Bachelor's degree in computer science, information systems or related specialty from an accredited college or university AND Ten years of job specific experience that includes system analysis, design and development, and relationship management.

IT Enterprise Business Analyst Supervisor

<p>Job Summary</p>	<p>Supervises, guides, and/or instructs the work assignments of subordinate staff. Plans and schedules team resources, status reporting and completion of required documentation for team assignment and projects that have enterprise-wide impact. Analyzes and develops work or project plans for team assignments. Analyzes and implements solutions to problems associated with assignments. Demonstrates project leadership. Coordinates the integrated systems integrity. Provides the coordination, communication and project structure between users of Information Services and third party software vendors or programmers. Provides systems and installation support and user training. Develops and controls the project schedules, and assigns responsibilities where appropriate. Accountable for all aspects of software development, systems design and analysis and project planning and management. Provides thought leadership and direction to other solutions architects.</p>
<p>Qualifications</p>	<ul style="list-style-type: none"> • Master's degree in computer science, information systems or related specialty from an accredited college or university AND Fifteen years of job specific experience that includes system analysis, design and development, and relationship management.

IT Program Director

<p>Job Summary</p>	<p>Oversees multiple IS projects of a complex nature. Responsible for assembling project teams, assigning individual responsibilities, developing schedules and coordinating all necessary resources to ensure timely completion of projects. Plans and organizes the unit's work to meet the organization's objectives. Directs and reviews work assignments.</p>
<p>Qualifications</p>	<ul style="list-style-type: none"> • Bachelor's degree in business administration, information technology, public administration, management information systems or a related field from an accredited college or university AND Ten years of demonstrated executive level IT experience, Five years of which include management/supervisory experience.

IT Program Manager 1

<p>Job Summary</p>	<p>Manages multiple IS projects of a complex nature. Responsible for assembling project teams, assigning individual responsibilities, developing schedules and coordinating all necessary resources to ensure timely completion of projects.</p>
<p>Qualifications</p>	<ul style="list-style-type: none"> • Bachelor's degree in business administration, information technology, public administration, management information systems or a related field from an accredited college or university AND Three years of related experience, Two years of which include management/supervisory experience.

IT Program Manager 2

<p>Job Summary</p>	<p>Leads multiple IS projects of a complex nature. Responsible for assembling project teams, assigning individual responsibilities, developing schedules and coordinating all necessary resources to ensure timely completion of projects. Manages large complex projects from conception through completion following industry recognized project management methodology, experience must have involved independent decision-making, problem-solving, and the utilization of written, oral, and interpersonal communication skills involving diverse units and organizations, Project management including risk management, performance management, strategic planning, and development methodologies.</p>
<p>Qualifications</p>	<ul style="list-style-type: none"> • Bachelor's degree in business administration, information technology, public administration, management information systems or a related field from an accredited college or university AND Five years of related experience, Three years of which include management/supervisory experience.

IT Security Manager 1

<p>Job Summary</p>	<p>Manages the development and delivery of IT security standards, best practices, architecture and systems to ensure information system security across the enterprise. Implements processes and methods for auditing and addressing non-compliance to information security standards, facilitates migration of non-compliant environments to compliant environments. Conducts studies within and outside the organization to ensure compliance with standards and currency with industry security norms. Manages and participates in the planning and implementation of security administration for all IT projects. Responsible for evaluation and selection of security applications and systems. Makes recommendations and assists in the implementation of changes to work methods and procedures to make them more effective or to strengthen security measures.</p>
<p>Qualifications</p>	<ul style="list-style-type: none"> • Bachelor's degree from an accredited college or university AND Three years in the specific field of IT Security, One year of which includes management experience.

IT Security Manager 2

<p>Job Summary</p>	<p>Leads the development and delivery of IT security standards, best practices, architecture and systems to ensure information system security across the enterprise. Implements processes and methods for auditing and addressing non-compliance to information security standards, facilitates migration of non-compliant environments to compliant environments. Conducts studies within and outside the organization to ensure compliance with standards and currency with industry security norms. Manages and participates in the planning and implementation of security administration for all IT projects. Responsible for evaluation and selection of security applications and systems. Makes recommendations and assists in the implementation of changes to work methods and procedures to make them more effective or to strengthen security measures. Directs subordinate supervisors and staff. Will manage large numbers of agency staff or have large scope of responsibility within agency.</p>
<p>Qualifications</p>	<ul style="list-style-type: none"> • Bachelor's degree from an accredited college or university AND Five years in the specific field of IT Security, Two years of which include management experience.

IT Support Specialist 1

<p>Job Summary</p>	<p>Under supervision, provides management information system user support on a continuing basis either by phone or site visit. Troubleshoots end-user problems. Analyzes and designs software modifications to meet users' needs. May develop and conduct training programs for software/hardware users.</p>
<p>Qualifications</p>	<ul style="list-style-type: none"> • High school diploma or GED AND training and experience necessary to independently provide technical support to computer users in an assigned office/geographic area.

IT Support Specialist 2

<p>Job Summary</p>	<p>Under general supervision, provides management information system user support on a continuing basis either by phone or site visit. Troubleshoots end-user problems. Analyzes and designs software modifications to meet users' needs. May develop and conduct training programs for software/hardware users.</p>
<p>Qualifications</p>	<ul style="list-style-type: none"> • High school diploma or GED AND Six months of education or experience in information security, privacy, system/network administration and support, or application development AND training and experience necessary to independently provide technical support to computer users in an assigned office/geographic area.

IT Support Specialist 3

Job Summary	Under broad supervision, provides management information system user support on a continuing basis either by phone or site visit. Troubleshoots end-user problems. Analyzes and designs software modifications to meet users' needs. May develop and conduct training programs for software/hardware users. Owns assigned tasks. May serve as a lead or train staff.
Qualifications	<ul style="list-style-type: none"> High school diploma or GED AND Two years of education or experience in information security, privacy, system/network administration and support, or application development AND training and experience necessary to independently provide technical support to computer users in an assigned office/geographic area.

IT Support Specialist Supervisor

Job Summary	Supervises, guides, and/or instructs the work assignments of subordinate staff. Provides management information system user support on a continuing basis either by phone or site visit. Troubleshoots end-user problems. Analyzes and designs software modifications to meet users' needs. May develop and conduct training programs for software/hardware users.
Qualifications	<ul style="list-style-type: none"> High school diploma or GED AND Four years of education or experience in information security, privacy, system/network administration and support, or application development AND training and experience necessary to independently provide technical support to computer users in an assigned office/geographic area OR Two years of experience at the lower level IT Support Specialist 3 or position equivalent.

Network Administrator 1

Job Summary	Under supervision, schedules and perform preventative maintenance of networking, software and hardware components. Prioritizes, documents and actively resolves end user help requests. Performs network administration duties for all networking, which may include but are not limited to, physical and virtual LANs, firewalls, security and network access control systems for wired and wireless networks.
Qualifications	<ul style="list-style-type: none"> Bachelor's degree in information technology or related field from an accredited college or university.

Network Administrator 2

Job Summary	Under general supervision, schedules and perform preventative maintenance of networking, software and hardware components. Prioritizes, documents and actively resolves end user help requests. Performs network administration duties for all networking, which may include but are not limited to, physical and virtual LANs, firewalls, security and network access control systems for wired and wireless networks.
Qualifications	<ul style="list-style-type: none"> • Bachelor's degree in information technology or related field from an accredited college or university AND Two years of network infrastructure experience.

Network Administrator 3

Job Summary	Under broad supervision, schedules and perform preventative maintenance of networking, software and hardware components. Prioritizes, documents and actively resolves end user help requests. Performs network administration duties for all networking, which may include but are not limited to, physical and virtual LANs, firewalls, security and network access control systems for wired and wireless networks. Owns assigned tasks. May serve in a lead role or train staff.
Qualifications	<ul style="list-style-type: none"> • Bachelor's degree in information technology or related field from an accredited college or university AND Five years of network infrastructure experience.

Network Administrator Supervisor

Job Summary	Supervises, guides, and/or instructs the work assignments of subordinate staff. Supervises schedules and performance of preventative maintenance of networking, software and hardware components. Prioritizes, documents and actively resolves end user help requests. Performs network administration duties for all networking, which may include but are not limited to, physical and virtual LANs, firewalls, security and network access control systems for wired and wireless networks. Owns assigned tasks.
Qualifications	<ul style="list-style-type: none"> • Bachelor's degree in information technology or related field from an accredited college or university AND Eight years of skill specific network experience.

Network Engineer 1

Job Summary	Under supervision, learns how to have a combination of strong technical skills and knowledge of database administration.
Qualifications	<ul style="list-style-type: none"> • Associate's degree in programming/systems, computer science or mathematics from an accredited college or university with specialized training or certification.

Network Engineer 2

Job Summary	Under general supervision, combine strong technical skills with knowledge of the database administration. Incumbents work on one or more projects of high complexity within areas of expertise.
Qualifications	<ul style="list-style-type: none"> Associate's degree in programming/systems, computer science or mathematics from an accredited college or university with specialized training or certification AND Two years of experience administering PeopleSoft applications in a multi-platform environment.

Network Engineer 3

Job Summary	Under broad supervision, combine strong technical skills with knowledge of database administration. Provides technical support to development team members. Incumbents typically work on one or more projects of high complexity within areas of expertise.
Qualifications	<ul style="list-style-type: none"> Associate's degree in programming/systems, computer science or mathematics from an accredited college or university with specialized training or certification AND Four years of experience administering PeopleSoft applications in a multiplatform environment.

Network Engineer 4

Job Summary	Under limited supervision, provide technical support to development team members. Incumbents typically work on one or more projects of high complexity within area of expertise and are regarded as a subject matter expert. May also serve in a lead role and/or supervise lower-level staff.
Qualifications	<ul style="list-style-type: none"> Associate's degree in programming/systems, computer science or mathematics from an accredited college or university with specialized training or certification AND Six years of experience administering PeopleSoft applications in a multi-platform environment.

Network Technician 1

Job Summary	Under direct supervision, responsible for assisting higher level Network Technicians responsible for the operational support and maintenance for network systems. Monitors systems and advises higher level Technicians/Supervisor of network status. Alerts supervisor or more experienced technicians of network failures or degradation and assists in performing corrective action.
Qualifications	<ul style="list-style-type: none"> Associate's degree in computer aided drafting or a related field from an accredited college or university OR One year of experience in computer aided drafting.

Network Technician 2

<p>Job Summary</p>	<p>Under general supervision, responsible for the operational support and maintenance for network systems (including wireless and VoIP). Proactively monitors networks to provide stable, dependable network services across multiple platforms. Configures and troubleshoots computer networks. May maintains LAN/WAN/wireless/VoIP operations by working with network facility and hardware/software vendors to ensure timely problem resolution. Maintains and utilizes network management applications to identify network faults, to ensure the provision of data or other telecommunications access to customers, and the movement of information from one location to the other. Frequently reports to a Network Operations Supervisor.</p>
<p>Qualifications</p>	<ul style="list-style-type: none"> • Associate's degree in computer aided drafting or a related field from an accredited college or university AND One year of experience in computer aided drafting • OR Three years of experience in computer aided drafting • OR One year of experience at the lower level Network Technician 1 or position equivalent.

Network Technician 3

<p>Job Summary</p>	<p>Under broad supervision, responsible for the operational support and maintenance for network systems (including wireless and VoIP). Proactively monitors networks to provide stable, dependable network services across multiple platforms. Configures and troubleshoots computer networks. May maintains LAN/WAN/wireless/VoIP operations by working with network facility and hardware/software vendors to ensure timely problem resolution. Maintains and utilizes network management applications to identify network faults, to ensure the provision of data or other telecommunications access to customers, and the movement of information from one location to the other. Owns assigned tasks. May serve as lead or train staff.</p>
<p>Qualifications</p>	<ul style="list-style-type: none"> • Associate's degree in computer aided drafting or a related field from an accredited college or university AND Three years of experience in computer aided drafting • OR Five years of experience in computer aided drafting • OR Two years of experience at the lower level Network Technician 2 or position equivalent.

Network Technician Supervisor

<p>Job Summary</p>	<p>Supervises, guides, and/or instructs the work assignments of subordinate staff and is responsible for the operational support and maintenance for network systems (including wireless and VoIP). Proactively monitors networks to provide stable, dependable network services across multiple platforms. Configures and troubleshoots computer networks. Maintains LAN/WAN/wireless/VoIP operations by working with network facility and hardware/software vendors to ensure timely problem resolution. Maintains and utilizes network management applications to identify network faults, to ensure the provision of data or other telecommunications access to customers, and the movement of information from one location to the other.</p>
<p>Qualifications</p>	<ul style="list-style-type: none"> • Associate's degree in computer aided drafting or a related field from an accredited college or university AND Four years of experience in computer aided drafting, One year of which in a lead or supervisory role • OR Six years of experience in computer aided drafting, One year of which in a lead or supervisory role • OR Two years of experience at the lower level Network Technician 3 or position equivalent.

Programmer 1

<p>Job Summary</p>	<p>Under supervision, designs, codes, tests, modifies and debugs computer software. Analyzes, researches, and resolves program or systems problems and develops program documentation.</p>
<p>Qualifications</p>	<ul style="list-style-type: none"> • Associate's/Vocational/Technical degree in computer science or a related field from an accredited college or university • OR One year of programming experience.

Programmer 2

<p>Job Summary</p>	<p>Under general supervision, designs, codes, tests, modifies and debugs computer software. Analyzes, researches, and resolves program or systems problems and develops program documentation.</p>
<p>Qualifications</p>	<ul style="list-style-type: none"> • Bachelor's degree in computer science or a related field from an accredited college or university • OR Associate's/Vocational/Technical degree in computer science or a related field from an accredited college or university AND One year of programming experience • OR One year of experience at the lower level Programmer 1 or position equivalent.

Programmer 3

Job Summary	Under broad supervision, designs, codes, tests, modifies and debugs computer software. Writes and analyzes programs of moderate complexity. Analyzes, researches, and resolves program or systems problems and develops program documentation.
Qualifications	<ul style="list-style-type: none"> • Bachelor's degree in computer science or a related field from an accredited college or university AND Three years of programming experience • OR Associate's/Vocational/Technical degree in computer science or a related field from an accredited college or university AND Four years of programming experience • OR Two years of experience at the lower level Programmer 2 or position equivalent.

Programmer Supervisor

Job Summary	Supervises, guides, and/or instructs the work assignments of subordinate staff. Supervises the design, coding, testing, modification and debugging of computer software. Leads system development and/or maintenance in an application area. Serves as highest advanced level subject matter expert, providing authoritative guidance for professional staff.
Qualifications	<ul style="list-style-type: none"> • Bachelor's degree in computer science or a related field from an accredited college or university AND Five years of programming experience • OR Associate's/Vocational/Technical degree in computer science or a related field from an accredited college or university AND Six years of programming experience • OR Two years of experience at the lower level Programmer 3 or position equivalent.

Programmer Analyst 1

Job Summary	Under supervision, maintain and troubleshoot computers, servers, peripherals, and/or applications and implement consistent procedures and standards for general system maintenance in consultation with the Information Systems staff. Converts project specifications into procedure for coding. Enters program codes into computer system.
Qualifications	<ul style="list-style-type: none"> • Bachelor's degree in computer science or a related field from an accredited college or university.

Programmer Analyst 2

Job Summary	Under general supervision, maintain and troubleshoot computers, servers, peripherals, and/or applications and implement consistent procedures and standards for general system maintenance in consultation with the Information Systems staff. Converts project specifications into procedure for coding. Enters program codes into computer system.
Qualifications	<ul style="list-style-type: none"> • Bachelor's degree in computer science or a related field from an accredited college or university AND One year of job related experience.

Programmer Analyst 3

Job Summary	Under broad supervision, maintain and troubleshoot computers, servers, peripherals, and/or applications and implement consistent procedures and standards for general system maintenance in consultation with the Information Systems staff. Converts project specifications into procedure for coding. Enters program codes into computer system. Owns assigned tasks.
Qualifications	<ul style="list-style-type: none"> Bachelor's degree in computer science or a related field from an accredited college or university AND Three years of system experience in developing or supporting applications.

Programmer Analyst Supervisor

Job Summary	Supervises, guides, and/or instructs the work assignments of subordinate staff. Supervises the maintenance and troubleshooting in all phases of computers, servers, peripherals, and/or applications and implement consistent procedures and standards for general system maintenance in consultation with the Information Systems staff. Converts project specifications into procedure for coding. Enters program codes into computer system. Owns assigned tasks.
Qualifications	<ul style="list-style-type: none"> Bachelor's degree in computer science or a related field from an accredited college or university AND Six years of skill-specific system experience.

Project Coordinator 1

Job Summary	Under supervision, applies project management knowledge, skills, tools, and techniques in supporting project leads and driving the development and application of project management methodology and culture.
Qualifications	<ul style="list-style-type: none"> Bachelor's degree in a related field from an accredited college or university AND One year of experience involving IT projects AND eligibility to sit for Project Management Professional (PMP) certification.

Project Manager 1

Job Summary	Under general supervision, applies project management knowledge, skills, tools, and techniques in supporting project leads and driving the development and application of project management methodology and culture.
Qualifications	<ul style="list-style-type: none"> Bachelor's degree in a related field from an accredited college or university AND Three years of recent relevant project management experience, with a progression in responsibility AND eligibility to sit for Project Management Professional (PMP) certification.

Project Manager 2

Job Summary	Under broad supervision, manages projects through the full life cycle from project definition and approval through implementation and evaluation of all project deliverables. Incumbents must create a collaborative partnership with the all internal and external team members to accomplish the deliverables within the timeframes and budgets defined. Provides guidance to the project team and utilizes standard project management methodology.
Qualifications	<ul style="list-style-type: none"> • Bachelor's degree in a related field from an accredited college or university AND Five years of recent relevant project management experience, with a progression in responsibility AND eligibility to sit for Project Management Professional (PMP) certification.

Project Manager 3

Job Summary	Under limited supervision, manages projects through the full life cycle from project definition and approval through implementation and evaluation of all project deliverables. Incumbents must create a collaborative partnership with the all internal and external team members to accomplish the deliverables within the timeframes and budgets defined. Provides guidance to the project team and utilizes standard project management methodology. May also serve in a lead role and/or supervise lower-level staff.
Qualifications	<ul style="list-style-type: none"> • Bachelor's degree in a related field from an accredited college or university AND Seven years of recent relevant project management experience, with a progression in responsibility AND eligibility to sit for Project Management Professional (PMP) certification.

Senior Manager, Systems Development

Job Summary	Directs the operations and productions and/or the development and support of information systems. Oversees the work of staff involved in programming, computer operations, vendor interface and/or support services. Directs subordinate managers and staff.
Qualifications	<ul style="list-style-type: none"> • Bachelor's degree in a related field from an accredited college or university AND Five years of directly related management experience • OR Associate's/Vocational/Technical degree from an accredited college or university AND Seven years of directly related management experience • OR Two years of experience at the lower level Mgr 2, Systems Dev or position equivalent. • Note: An equivalent combination of education and job specific experience that provided the knowledge, experience and competencies required to successfully perform the job at the level listed may be substituted on a year-over-year basis.

Senior Manager, Information Technology

Job Summary	Directs the statewide business objectives to establish the direction and manage the efforts of activities in IT fields such as electronic data processing, information systems technology, and electronic security, converting those objectives into actions and programs. Ensures business applications and processes are in place and promotes statewide leveraging of all assets and processes.
Qualifications	<ul style="list-style-type: none"> • Bachelor's degree in information technology or a related discipline from an accredited college or university AND Eight years of job specific experience that includes extensive experience in the area of information and data management, • logistics and business/process improvement • OR One year of experience at the lower level Mgr 3, Information Technology or position equivalent.

Senior Manager, IT Security

Job Summary	Directs the development and delivery of IT security standards, best practices, architecture and systems to ensure information system security across the enterprise. Implements processes and methods for auditing and addressing non-compliance to information security standards, facilitates migration of non-compliant environments to compliant environments. Conducts studies within and outside the organization to ensure compliance with standards and currency with industry security norms. Manages and participates in the planning and implementation of security administration for all IT projects. Responsible for evaluation and selection of security applications and systems. Makes recommendations and assists in the implementation of changes to work methods and procedures to make them more effective or to strengthen security measures. Directs subordinate managers and staff.
Qualifications	<ul style="list-style-type: none"> • Bachelor's degree from an accredited college or university AND Seven years in the specific field of IT Security, Three years of which include team leadership or management experience.

System Administrator 1

Job Summary	Under supervision, installs, configures, and supports a local area network, wide area network, internet system, computers, desktops and/or mobile devices. Performs necessary maintenance to support network availability.
Qualifications	<ul style="list-style-type: none"> • Bachelor's degree in a related field from an accredited college or university • OR Associate's degree in a related field from an accredited college or university AND Two years of related experience • OR Four years of related experience.

System Administrator 2

Job Summary	Under general supervision, installs, configures, and supports a local area network, wide area network, internet system, computers, desktops and/or mobile devices. Performs necessary maintenance to support network availability.
Qualifications	<ul style="list-style-type: none"> • Bachelor's degree in a related field from an accredited college or university AND One year of related experience • OR Associate's degree in a related field from an accredited college or university AND Three years of related experience OR Five years of related experience • OR One year of experience at the lower level Systems Administrator 1 or position equivalent.

System Administrator 3

Job Summary	Under broad supervision, installs, configures, and supports a local area network, wide area network, internet system, computers, desktops and/or mobile devices. Performs necessary maintenance to support network availability.
Qualifications	<ul style="list-style-type: none"> • Bachelor's degree in a related field from an accredited college or university AND Three years of related experience • OR Associate's degree in a related field from an accredited college or university AND Five years of related experience • OR Seven years of related experience • OR One year of experience at the lower level Systems Administrator 2 or position equivalent.

System Administrator 4

Job Summary	Under limited supervision, oversees the installation, configuration, and support to a local area network, wide area network, internet system, computers, desktops and/or mobile devices. Recommends equipment improvement or replacement. Serves as highest advanced level subject matter expert, providing authoritative guidance for professional staff. May also serve in a lead role.
Qualifications	<ul style="list-style-type: none"> • Bachelor's degree in a related field from an accredited college or university AND Five years of related experience • OR Associate's degree in a related field from an accredited college or university AND Seven years of related experience • OR Nine years of related experience • OR Two years of experience at the lower level Systems Administrator 3 or position equivalent.

Systems Analyst 1

Job Summary	Under supervision, analyzes user requirements, procedures, and problems to automate business processes. Provides installation, network access, control and troubleshooting for computers.
Qualifications	<ul style="list-style-type: none"> • Bachelor's degree in a related field from an accredited college or university AND One year of related experience • OR Associate's/Vocational/Technical degree in a related field from an accredited college or university AND Three years of related experience • OR Five years of related experience. • Note: An equivalent combination of education and job specific experience that provided the knowledge, experience and competencies required to successfully perform the job at the level listed may be substituted on a year-over-year basis.

Systems Analyst 2

Job Summary	Under general supervision, analyzes user requirements, procedures, and problems to automate business processes. Provides installation, network access, control and troubleshooting for computers.
Qualifications	<ul style="list-style-type: none"> • Bachelor's degree in a related field from an accredited college or university AND One year of related experience • OR Associate's/Vocational/Technical degree in a related field from an accredited college or university AND Three years of related experience • OR One year of experience at the lower level Systems Analyst 1 or position equivalent. • Note: An equivalent combination of education and job specific experience that provided the knowledge, experience and competencies required to successfully perform the job at the level listed may be substituted on a year-over-year basis.

Systems Analyst 3

Job Summary	Under broad supervision, analyzes user requirements, procedures, and problems to automate business processes, upgrade or modify existing systems and review system-wide capabilities, workflow, and scheduling limitations.
Qualifications	<ul style="list-style-type: none"> • Bachelor's degree in a related field from an accredited college or university AND Three years of related experience • OR Associate's/Vocational/Technical degree in a related field from an accredited college or university AND Five years of related experience • OR One year of experience at the lower level Systems Analyst 2 or position equivalent. • Note: An equivalent combination of education and job specific experience that provided the knowledge, experience and competencies required to successfully perform the job at the level listed may be substituted on a year-over-year basis.

Systems Analyst 4

Job Summary	Under limited supervision, analyzes user requirements, procedures, and problems to automate business processes, upgrade or modify existing systems and review system-wide capabilities, workflow, and scheduling limitations. Serves as highest advanced level subject matter expert, providing authoritative guidance for professional staff. May also serve in a lead role.
Qualifications	<ul style="list-style-type: none"> • Bachelor's degree in a related field from an accredited college or university AND Five years of related experience • OR Associate's/Vocational/Technical degree in a related field from an accredited college or university AND Seven years of related experience • OR One year of experience at the lower level Systems Analyst 3 or position equivalent. • Note: An equivalent combination of education and job specific experience that provided the knowledge, experience and competencies required to successfully perform the job at the level listed may be substituted on a year-over-year basis.

Systems Architect

Job Summary	Supervises, guides, and/or instructs the work assignments of subordinate staff. Analyzes user requirements, procedures, and problems to automate business processes, upgrade or modify existing systems and review system-wide capabilities, workflow, and scheduling limitations.
Qualifications	<ul style="list-style-type: none"> • Bachelor's degree from an accredited college or university in a related field AND Five years of related experience, Two years of which in a supervisory or lead role • OR Associate's/Vocational/Technical degree in a related field from an accredited college or university AND Seven years of related experience, Two years of which in a supervisory or lead role • OR One year of experience at the lower level Systems Analyst 4 or position equivalent. • Note: An equivalent combination of education and job specific experience that provided the knowledge, experience and competencies required to successfully perform the job at the level listed may be substituted on a year-over-year basis.

Systems Develop Manager 1

Job Summary	Manages the development and support of information systems. Oversees the work of staff involved in programming, computer operations or support services. Directs subordinate supervisors and staff.
Qualifications	<ul style="list-style-type: none"> • Bachelor's degree in a related field from an accredited college or university AND Three years of directly related supervisory experience • OR Associate's/Vocational/Technical degree in a related field from an accredited college or university AND Five years of directly related supervisory experience • OR Two years of experience at the lower level Systems Architect or position equivalent. • Note: An equivalent combination of education and job specific experience that provided the knowledge, experience and competencies required to successfully perform the job at the level listed may be substituted on a year-over-year basis.

Systems Develop Manager 2

Job Summary	Leads the development and support of information systems. Oversees the work of staff involved in programming, computer operations or support services. Directs subordinate managers and staff. This position typically has a broader scope or higher level of responsibility with an organization than a first-line manager.
Qualifications	<ul style="list-style-type: none"> • Bachelor's degree in a related field from an accredited college or university AND Three years of directly related management experience • OR Associate's/Vocational/Technical degree in a related field from an accredited college or university AND Five years of directly related management experience • OR Two years of experience at the lower level Systems Develop Manager 1 or position equivalent. • Note: An equivalent combination of education and job specific experience that provided the knowledge, experience and competencies required to successfully perform the job at the level listed may be substituted on a year-over-year basis.

Systems Support Tech 1

Job Summary	Under direct supervision, provides management information system user support on a continuing basis either by phone or site visit. Troubleshoots end-user problems. May train end users on software applications. May install and maintain personal computer hardware and software.
Qualifications	<ul style="list-style-type: none"> • High school diploma or GED AND One year of experience, which included report writing and data collection, tabulation, computation and analysis.

Systems Support Tech 2

Job Summary	Under general supervision, provides management information system user support on a continuing basis either by phone or site visit. Troubleshoots end-user problems. May train end users on software applications. May install and maintain personal computer hardware and software.
Qualifications	<ul style="list-style-type: none"> • High school diploma or GED AND Three years of experience, which included report writing and data collection, tabulation, computation and analysis.

Systems Support Tech 3

Job Summary	Under broad supervision, provides management information system user support on a continuing basis either by phone or site visit. Troubleshoots end-user problems. May train end users on software applications. May install and maintain personal computer hardware and software. Owns assigned tasks. May serve as lead or train staff.
Qualifications	<ul style="list-style-type: none"> • High school diploma or GED AND Five years of experience, which included report writing and data collection, tabulation, computation and analysis.

Telecommunications Specialist 1

Job Summary	Under supervision, performs the installation, repair, and planning of telephone, radio, data, video and voice and data processing telecommunications systems. Systems may include voice transmission, cellular capabilities, data communication, cable-to-modem communication, and satellite communication capabilities. Performs work involved in developing, refining and complying with telecommunications systems planning.
Qualifications	<ul style="list-style-type: none"> • Associate's degree in a related field from an accredited college or university AND One year of experience • OR Three years of related experience • OR One year at the lower level Telecommunications Tech Supervisor or position equivalent.

Telecommunications Specialist 2

Job Summary	Under general supervision, performs the installation, repair, and planning of telephone, radio, data, video and voice and data processing telecommunications systems. Systems may include voice transmission, cellular capabilities, data communication, cable-to-modem communication, and satellite communication capabilities. Performs work involved in developing, refining and complying with telecommunications systems planning.
Qualifications	<ul style="list-style-type: none"> • Bachelor's degree in a related field from an accredited college or university • OR Associate's degree in a related field from an accredited college or university AND Two years of experience • OR Five years of related experience OR Two years of experience at the lower level Telecommunications Specialist 1 or position equivalent.

Telecommunications Specialist 3

Job Summary	Under broad supervision, performs the installation, repair, and planning of telephone, radio, data, video and voice and data processing telecommunications systems. Systems may include voice transmission, cellular capabilities, data communication, cable-to-modem communication, and satellite communication capabilities. Performs work involved in developing, refining and complying with telecommunications systems planning. May evaluate products and determines product costs for product selection.
Qualifications	<ul style="list-style-type: none"> • Bachelor's degree in a related field from an accredited college or university AND One year of related experience OR Associate's degree in a related field from an accredited college or university AND Three years of experience • OR Six years of related experience OR One year of experience at the lower level Telecommunications Specialist 2 or position equivalent.

Telecommunications Specialist 4

Job Summary	Under limited supervision, coordinates the installation, repair, and planning of telephone, radio, data, video and voice and data processing telecommunications systems. Systems may include voice transmission, cellular capabilities, data communication, cable-to-modem communication, and satellite communication capabilities. Performs work involved in developing, refining and complying with telecommunications systems planning. Serves as highest advanced level subject matter expert, providing authoritative guidance for professional staff. May also serve in a lead role.
Qualifications	<ul style="list-style-type: none"> • Bachelor's degree in a related field from an accredited college or university AND Three years of related experience • OR Associate's degree in a related field from an accredited college or university AND Five years of experience • OR One year of experience at the lower level or position equivalent Telecommunications Specialist 3 or position equivalent.

Telecommunications Specialist Supervisor

Job Summary	Supervises, guides, and/or instructs the work assignments of subordinate staff. Supervises the coordination, installation, repair, and planning of telephone, radio, data, video and voice and data processing telecommunications systems. Systems may include voice transmission, cellular capabilities, data communication, cable-to-modem communication, and satellite communication capabilities. Performs work involved in developing, refining and complying with telecommunications systems planning. Evaluate products and determines product costs for product selection.
Qualifications	<ul style="list-style-type: none"> • Bachelor's degree in a related field from an accredited college or university AND Three years of related experience, One year of which in a supervisory or lead role • OR Associate's degree in a related field from an accredited college or university AND Five years of experience, Two years of which in a supervisory or lead role • OR One year of experience at the lower level Telecommunications Specialist 4 or position equivalent.

Telecommunications Tech 1

Job Summary	Under direct supervision, operates and maintains radio and telecommunications equipment. Sends, receives and relays both emergency and non-emergency communications.
Qualifications	<ul style="list-style-type: none"> • High school diploma or GED AND Six months of experience in customer service or providing information to the public.

Telecommunications Tech 2

Job Summary	Under general supervision, operates and maintains radio and telecommunications equipment. Sends, receives and relays both emergency and non-emergency communications. May assist in training new workers.
Qualifications	<ul style="list-style-type: none"> High school diploma or GED AND One year of experience in customer service or providing information to the public.

Telecommunications Tech 3

Job Summary	Under broad supervision, operates and maintains radio and telecommunications equipment. Operates and maintains radio and telecommunications equipment. Sends, receives and relays both emergency and non-emergency communications. May serve as lead worker.
Qualifications	<ul style="list-style-type: none"> High school diploma or GED AND Two years of experience in customer service or providing information to the public OR Two years of experience at the lower level Telecommunications Tech 2 or position equivalent.

Telecommunications Tech Supervisor

Job Summary	Supervises, guides, and/or instructs the work assignments of subordinate staff. Supervises the operation and maintenance of radio and telecommunications equipment. Operates and maintains radio and telecommunications equipment. Sends, receives and relays both emergency and non-emergency communications.
Qualifications	<ul style="list-style-type: none"> High school diploma or GED AND Three years of experience in customer service or providing information to the public OR Two years of experience at the lower level Telecommunications Tech 3 or position equivalent.

Web Designer 1

Job Summary	Under direct supervision, designs and builds web pages using a variety of graphics software applications, techniques, and tools. Designs and develops user interface features, site animation, and special effects elements. Contributes to the design group's efforts to enhance the appeal of the organization's online offerings. Designs the website to support the organization's strategies and goals relative to external communications.
Qualifications	<ul style="list-style-type: none"> Bachelor's degree from an accredited college or university AND One year of experience in the area of web design.

Web Designer 2

Job Summary	Under general supervision, designs and builds web pages using a variety of graphics software applications, techniques, and tools. Designs and develops user interface features, site animation, and special effects elements. Contributes to the design group's efforts to enhance the appeal of the organization's online offerings. Designs the website to support the organization's strategies and goals relative to external communications.
Qualifications	<ul style="list-style-type: none"> • Bachelor's degree from an accredited college or university AND Two years of experience in the area of web design.

Web Designer 3

Job Summary	Under broad supervision, uses a variety of graphics software applications, techniques, and tools. Designs and develops user interface features, site animation, and special-effects elements. Contributes to the design group's efforts to enhance the appeal of the organization's online offerings. Owns assigned tasks. May serve as lead or train staff.
Qualifications	<ul style="list-style-type: none"> • Bachelor's degree from an accredited college or university AND • Four years of experience in the area of web design.

Webmaster 1

Job Summary	Under supervision, learns to implement web technology to create and maintain websites. Develops and manages the content, design, layout and scheme for agency and/or division sites.
Qualifications	<ul style="list-style-type: none"> • Associate's degree in business administration, graphic design or a related field from an accredited college or university • OR One year of experience in designing, editing, and maintaining a business web site.

Webmaster 2

Job Summary	Under general supervision, learns to implement web technology to create and maintain websites. Develops and manages the content, design, layout and scheme for agency and/or division sites.
Qualifications	<ul style="list-style-type: none"> • Bachelor's degree in business administration, graphic design or a related field from an accredited college or university • OR Two years of experience in designing, editing, and maintaining a business web site.

Webmaster 3

Job Summary	Under broad supervision, implements web technology to create and maintain websites. Develops and manages the content, design, layout and scheme for agency and/or division sites.
Qualifications	<ul style="list-style-type: none"> • Bachelor's degree in business administration, graphic design or a related field from an accredited college or university AND One year of experience in designing, editing, and maintaining a business web site • OR Three years of experience in designing, editing, and maintaining a business web site.

Webmaster Supervisor

Job Summary	Supervises, guides, and/or instructs the work assignments of subordinate staff. Supervises the implementation of web technology to create and maintain websites. Develops and manages the content, design, layout and scheme for agency and/or division sites. Serves as highest advanced level subject matter expert, providing authoritative guidance for professional staff.
Qualifications	<ul style="list-style-type: none"> • Bachelor's degree in business administration, graphic design or a related field from an accredited college or university AND Two years of experience in designing, editing, and maintaining a business web site • OR Five years of experience in designing, editing, and maintaining a business web site.