

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
.Net Developer	<p>Full-time professional work experience in the development and support of Information Technology applications. Successful completion of an Information Technology Certification program, accredited college and/or graduate training may substitute for the required work experience. Technical expertise in the following could be required: ASP.NET; C#; HTML; CSS; JavaScript; Entity Framework; SQL Server; Azure DevOps</p>	<p>Responsible for analysis, design, coding, component and assembly testing of all .Net application code owned by the Application Team. .Net Developers typically are involved in maintenance (including production support), enhancement and development work. .Net Developers have a range of skills and knowledge of the technologies used and applications supported by the Application Team. The Application Developer works with the Business Analyst, Application Architect and other Application Development Team members on an as needed basis to ensure that design and code meets customer requirements.</p>
AI Engineer	<p>Experience with machine learning programming languages such as: Python, C++, JavaScript, Java, C#, Julia, Shell, R, TypeScript, Scala.</p>	<p>Develops and utilizes simulations and models. Evaluates tools, technologies, architectures, models, and test results. Heads meetings regarding AI with external parties and internal business-embedded innovation teams. Collaborates with lead engineers to define subsystem requirements and acceptance criteria.</p>
Application Developer	<p>Full-time professional work experience in the development and support of Information Technology applications. Successful completion of an Information Technology Certification program, accredited college and/or graduate training may substitute for the required work experience.</p>	<p>Responsible for analysis, design, coding, component and assembly testing of all application code owned by the Application Team. Developers typically are involved in maintenance (including production support), enhancement and development work. Developers have a range of skills and knowledge of the technologies used and applications supported by the Application Team. The Application Developer works with the Business Analyst, Application Architect and other Application Development Team members on an as needed basis to ensure that design and code meets customer requirements.</p>
Application Support Analyst	<p>Full-time professional work experience in Information Technology.</p>	<p>Administers and maintains software infrastructures and applications. Collaborates with Application Developers and Software Engineers in the design and development new applications and improvement of existing applications. Runs application testing on designed programs, and provides accurate, quality analyses of new program applications.</p>

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
Application Systems Analyst / Programmer	<p>Full-time professional work experience in Information Technology. Prior experience with various technologies and roles, including prior analysis, requirements gathering and formal modeling experience, but typically also has some prior experience in Programming languages such as JAVA, .NET, COBLAT, etc. Substitutions: Accredited college training may substitute for the required work experience. Successful completion of an Information Technology Certification program, may substitute for the required work experience with a maximum substitution of two (2) years. Two (2) years of work experience as an Application Systems Analysis/Programming-Specialist; Application Systems Analysis/Programming-Intermediate; Application Developer-Senior may substitute for all of the required experience.</p>	<p>The Application System Analyst analyzes user requirements, procedures, and problems to automate processing or to improve existing computer system: They confer with personnel of organizational units involved to analyze current operational procedures, identify problems, and learn specific input and output requirements, such as forms of data input, how data is to be summarized, and formats for reports. The Application System Analyst writes detailed description of user needs, program functions, and steps required to develop or modify computer program. The Application System Analyst/Programmer reviews computer system capabilities, specifications, and scheduling limitations to determine if requested program or program change is possible within existing system and then implements required changes.</p>

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
Application Technical Specialist	<p>Could include advanced skills in technologies such as SharePoint , SAP, Curam, Service Now, HL7, PEGA, etc.</p>	<p>The Application Technical Specialist is a senior level resource with specialized knowledge and experience in Specific Technologies. The Technical Specialist has an overall knowledge and understanding of application development and architecture that serves as a strong base for technical expertise in a specific product or program.</p> <ul style="list-style-type: none"> • Demonstrates expertise in conveying technical and functional concepts for a specific technical specialty. • Identifies improvements to project standards to achieve high quality services/ products. This is a professional position which may require subject matter expertise consistent with demanding and rare technological skills. • May require coordination of programming activities being conducted by the application development team • Confers with other business and technical personnel to resolve problems of intent, inaccuracy, or feasibility of computer processing and project design. • Works with necessary personnel to determine if modifications are necessary with interested personnel to determine necessity for modifications or enhancements. • Leverages excellent written and verbal communication skills to develop new business process and programming solutions as directed by business and technical stakeholders. • May coordinate activities of application developers. • Able to identify best practices and standards for the use of the product. Identifies improvements to project standards to achieve high quality services/ products. This is a professional position which may require subject matter expertise consistent with demanding and rare technological skills.
Architect	<p>Experience in various technologies and roles, including designing, developing, and implementing application infrastructure to provide highly-complex, reliable, and scalable applications and systems to meet the organization's objectives and requirements.</p>	<p>Responsible for designing, developing, and implementing application infrastructure to provide highly-complex, reliable, and scalable applications and systems to meet the organization's objectives and requirements. Applications Architects are familiar with a variety of the application technologies, frameworks, environments, concepts, methodologies, practices and procedures, and rely on experience and judgment to plan and accomplish goals. Application Architects are able to perform a variety of complicated tasks with minimal or no direct supervision. They have proven experience defining systems and application architecture and provide vision, problem anticipation, and problem solving ability to organizations. They consult with the client to define needs or problems, conduct research, perform studies and surveys to obtain data, and analyze problems to advise on or recommend solutions, utilizing knowledge of theory, principles, or technology of specific discipline or field of specialization.</p>
Artificial Intelligence ("AI") Architect	<p>Experience with machine learning programming languages such as: Python, C++, JavaScript, Java, C#, Julia, Shell, R, TypeScript, Scala.</p>	<p>Develops artificial intelligence, machine learning, deep learning, and natural language processing algorithms. Designs artificial intelligence solutions to solve business problems. Implements complex data systems.</p>

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
Asset Management Administrator	<p>(1)Learner/entry level role. Works as a team member on one or more asset management projects. Performs tasks of low to medium complexity supporting the organization's asset management program. Functions, somewhat independently, under general direction of senior level professionals, supervisors or managers. In general, follows documented procedures and checklists.(2)Typically has 1 to 3 years of business experience in asset management, procurement, finance or related experience.(3)Associate's or Bachelor's Degree in Business Administration, Finance, Accounting, or other related field. Or equivalent work experience.</p>	<p>Administers IT purchase and inventory system and management system. Updates and administers asset databases, tracking life cycle of all assets. Receives and manages inventory, ensures security of assets while in inventory. Maintains and manages supplier records, service level agreements, software license information and updates, and assists in developing enterprise-wide IT purchasing standards and procedures. Receives new equipment/software requests and monitors procurement and deployment activities. Verifies financial data (e.g., leased, depreciated or expensed), and monitors and reconciles changes in inventory and performs spot checks to ensure process and system quality.</p>

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
Asset Manager	<p>(1)Middle level management. Works under general direction of senior level management. Typically manages and mentors supervisors, project leads and/or technical staff. Works on multiple, complex projects as a project leader and a subject matter expert. Frequently reports to an IT Chief Operating Officer or Chief Sourcing Officer.(2)Typically has 7 to 10 years of business experience including managing team(s) responsible for asset management, finance, procurement and/or service contract management.(3)Bachelor’s Degree in Business Administration, Finance, Accounting, or other related field. Or equivalent work experience.</p>	<p>Manages the administration of IT inventory, asset management, and technical service contracts. Maintains and manages software license information and updates. Works with Manager, IT Procurement in the development of enterprise-wide IT purchasing standards and procedures. Creates and manages enterprise-wide asset management systems and serves as liaison to the Finance and Legal departments as it relates to the functions of this position. Ensures corporate and legal guidelines are followed for managing IT hardware and software assets. Responsible for the evaluation, recommendation, and implementation of asset management systems for all IT technical assets. Provides support to the Finance department by providing asset information and managing the physical inventory control. Defines requirements for asset acquisition and procedures to include management and disposal strategies for the enterprise. Responsible for asset budget preparation, coordinates with IT Procurement on receipt of purchase orders, invoice processing and reconciles changes in inventory. Experience required includes extensive asset and financial management.</p>

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
Basis/ALE Technical Consultant	<p>(1)Advanced professional level role. Works on multiple projects as a project leader or frequently as the subject matter expert. Works on projects/issues of medium to high complexity that require demonstrated knowledge across multiple technical areas and business segments. Coaches and mentors more junior technical staff.(2)Typically has 5 to 7 years of IT work experience building enterprise applications, including a minimum of 2 years of experience with SAP systems.(3)Bachelor's or Master's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.</p>	<p>Provides the highest level of technical expertise and consulting on SAP Basis or its successor, SAP Web Application Server systems to process teams and IT staff. Establishes the infrastructure standards and requirements. Evaluates, directs and supports SAP Basis and/or Web Application Server system enhancements and performs quality assurance functions. Researches and implements solutions for Basis and/or Web Application Server functionality in the areas of performance monitoring and tuning and systems configuration, design and implementation. Provides highest degree of technical engineering and support to the SAP team. Must have extensive experience in operating systems and programming languages, such as ABAP, Java and J2EE.</p>
Big Data Architect	<p>Proficient understanding of distributed computing principles; Proficiency with Hadoop v2, MapReduce, HDFS; Experience with building stream-processing systems, using solutions such as Storm or Spark-Streaming; Good knowledge of Big Data querying tools, such as Pig, Hive, and Impala; Knowledge of various ETL techniques and frameworks, such as Flume.</p>	<p>Designs and develops big data solutions. Analyzes data models to ensure they are efficient for developing proper analysis. Discerns customer requirements and confirms models address them.</p>

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
Big Data Engineer	<p>Thorough understanding of the underlying technologies that make up cloud computing: IaaS, PaaS and SaaS implementation. Skilled in exploratory data analysis or EDA to ensure ETL/ELT work and skilled in working with tools like SSRS, Excel, PowerBI, Google Looker, PowerBI etc. A big data engineer should be familiar with Python's libraries SciPy, NumPy, sci-kit learn, pandas, etc. Data engineers should be able to script in multiple languages.</p>	<p>Develops, engineers, maintains, runs tests, evaluates, and implements big data infrastructure, projects, tools, and solutions within an organization, working with the latest database technologies, in order to get results from vast amounts of data quickly. Selects and integrates big data tools and frameworks required to provide requested capabilities. Collects, stores, processes, manages, analyzes, and visualizes large sets of data to turn information into insights using multiple platforms; chooses optimal solutions to use for those purposes; maintains, implements, and monitors them; and integrates them with the architecture used across the organization.</p>
Business Analyst	<ul style="list-style-type: none"> • Experience conducting Facilitated Workshops for requirements analysis. • Experience creating workflows using formal notation such as the Business Process Modeling Notation (BPMN). • Knowledge of formal requirements gathering methodologies. • Experience developing Business Requirements • Experience developing Functional requirements • Experience developing User (stakeholder) requirements • Experience developing Quality-of-service (non-functional) requirements • Experience developing Report Specifications • Experience developing Requirements Traceability Matrix 	<p>Responsible for the set of tasks and techniques used to work as a liaison among stakeholders in order to understand the structure, policies, and operations of an organization, and to recommend solutions that enable the organization to achieve its goals. A Business Analyst primarily reviews, analyzes, and evaluates business systems and user needs.</p>

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
Business Continuity Specialist	<p>(1)Intermediate professional level role. Performs contingency planning and analysis for medium to highly complex assignments. Works on multiple projects as a team member and leads business continuity planning components. May coach more junior technical staff.(2)Typically has 3 to 5 years of IT work experience in information systems support, administration and risk management.(3)Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.</p>	<p>Develops risk management procedures, business continuity scenarios, and contingency plans for central and distributed systems and networks to maintain operations during downtime and/or major disasters. Identifies and makes recommendations regarding critical points of failure. Develops and implements policies and procedures for business continuity and test plans with various operational and support groups in IT. Involved in the evaluation and selection of vendors to ensure service level agreement meet business continuity planning requirements.</p>
Business Intelligence Analyst/Developer	<p>Bachelor's degree in business, economics, information science or a related field. A Certified Business Analysis Professional (CBAP) certification through the International Institute of Business Analysis (IIBA) is a plus.</p>	<p>Analyzes data and processes to provide business intelligence information to management. Advises management on the content and interpretation of business data. Utilizes software to conduct analyses and manage data processes. Recommends alternative data or analysis solutions to management based on available data and business needs. Implements new data or analysis processes based on changing business or industry conditions.</p>

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
Business Intelligence Architect	<p>(1)Expert/lead technical role. Provides technical expertise and direction for the development of complex enterprise-wide business intelligence and decision support systems solutions. Works on multiple projects as a project leader or sometimes as a business subject matter expert. Works on highly complex projects that require in-depth knowledge across multiple technical areas and business segments. Coaches and mentors more junior technical staff.(2)Typically has 7 to 10 years of experience with large and complex database management systems, business intelligence tools and systems.(3)Bachelor's or Master's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.</p>	<p>Responsible for leading the design and support of enterprise-wide business intelligence applications and architecture. Works with enterprise-wide business and IT senior management to understand and prioritize data and information requirements. Solves complex technical problems. Optimizes the performance of enterprise business intelligence tools by defining data to filter and index that add value to the user. Creates testing methodology and criteria. Designs and coordinates a curriculum for coaching and training customers in the use of business intelligence tools to enhance business decision-making capability. Develops standards, policies and procedures for the form, structure and attributes of the business intelligence tools and systems. Develops data/information quality metrics. Researches new technology and develops business cases to support enterprise wide business intelligence solutions.</p>
Business Intelligence Architect/Developer	<p>Bachelor's degree in business, economics, information science or a related field. A Certified Business Analysis Professional (CBAP) certification through the International Institute of Business Analysis (IIBA) is a plus.</p>	<p>Provide expert guidance on Business Intelligence (BI) skills and technologies. Develop scalable and maintainable BI applications to meet business objectives. Develop security and authentication standards for the organization. Maintain accurate and complete technical architectural documents. Define BI standards, guidelines and best practices for business groups and technical teams. Support BI tools upgrades in development, testing and documentation.</p> <p>Perform maintenance and troubleshooting activities for BI tools. Diagnose and resolve BI tool capacity issues. Recommend strategies to improve performance and capacity of BI tools. Address customer queries and issues in a timely manner. Provide BI administration and technical support during weekends, after-hours and holidays when needed. Provide technical training on BI tools to junior staff. Collaborate with BI Administrators, Developers and Analysts for successful development of BI reporting and analysis solutions.</p> <p>Work with business groups and technical teams to develop and maintain data warehouse platform for BI reporting.</p>

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
Business Management Specialist	<p>(1)Intermediate professional level role. Performs assigned tasks of moderate to high complexity using established procedures, standards and guidelines. Works independently or on multiple projects as a project team member, occasionally as a project leader. Works on small to large, complex projects that require increased skill in multiple technical environments and knowledge of a specific business area. May coach more junior staff.(2)Typically has 3 to 5 years of relevant IT and business work experience.(3)Bachelor's Degree in Computer Science, Information Systems, Business Administration or other related field. Or equivalent work experience.</p>	<p>Assists with the daily operations and provides general administrative support to the assigned IT organization. Responsibilities may include participating and assisting in the preparation of annual business plan for the assigned IT functional area, coordinating the contract management efforts, such as the development of requests for proposals (RFP) and supporting the development and final execution of contracts. Maintains annual expense budgets utilizing proper accounting/budgeting controls, enters financial data into tracking system and provides regular and ad-hoc financial status reports. Implements cost allocation program, and responds to basic questions and concerns from the business areas. Reviews contract invoices, identifies disparities and resolves basic issues with the vendors. May serve as the liaison between IT technical teams, resource manager and human resources organization to develop and implement appropriate IT talent management activities. May participate in the development, implementation and maintenance of IT communication strategies and plans.</p>

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
Business Process Consultant	<p>(1)Expert/lead technical role. Works on large, complex projects that have enterprise-wide impact and require subject matter expertise of multiple process improvement areas and mastery of process improvement tools. Works as a project team member on multiple projects to facilitate process improvements involving multiple sites or business areas, often as a project leader. Coaches and mentors more junior staff.(2)Typically has 7 to 10 years of IT experience, 4 years of experience in process engineering and 2 years experience in project management.(3)Bachelor’s or Master’s Degree in Computer Science, Information Systems, Business Administration, or other related field. Or equivalent work experience.</p>	<p>Facilitates the optimization of business unit performance by enhancing the alignment between business processes and information technology. Responsible for actively resolving day-to-day technology needs of the business unit with a focus on the analysis of processes—dissecting problems and suggesting solutions. Includes complex systems process analysis, design and simulation. Must understand technical problems and solutions in relation to the current, as well as the future business environment. Must be able to suggest plans to integrate new and existing processes. Provides input and supports planning and prioritization for business process engineering related activities, including developing the business unit process engineering plan and integrating that plan with the corporate plan. Possesses knowledge and experience leveraging both IT solutions and business process improvements.</p> <p>Participates in continuous review and update to ensure that processes meet changing business unit conditions. Identifies processes for improvement, documents existing processes, identifies and analyzes gaps between current processes and the desired state, designs new processes, develops process performance measures and plans the transition to a new process. Provides counsel and leadership on future use of technology and business process improvements. This requires a high level of understanding of the organization’s business systems and processes as well as industry-wide requirements. Must demonstrate expertise in strategic planning, tactical execution, project management, process management and business systems requirements definition.</p>
Business Subject Matter Expert	<p>Could include: various technologies and roles, including SME in product and software or functional areas. This role encompasses working with Mid and Senior management and stakeholders in an organization.</p>	<p>Brings proven experience from related businesses or organizations as well as system integration and technology experience. They consult with the client to define needs or problems, conduct research, perform studies and surveys to obtain data, and analyze problems to advise and make recommendations on business and technical solutions based on hands-on experience solving similar business problems. They are able to utilize knowledge of theory, principles, or technology of specific discipline or field of specialization.</p>

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
Chief Sourcing Officer	<p>(1)Senior level management. Oversees strategic planning and development of sourcing strategies and programs in partnership with technical and business leadership. Accountable for enterprise-wide results. Frequently reports to a Chief Information Officer, Chief Technology Officer or IT Chief Operating Officer.(2)Typically has 10 to 15 years of experience including managing large, multiple, cross-functional team(s) and project(s) and influencing senior management and key stakeholders. Experience with vendor relationship management, contract negotiation, contract administration, project or asset management in a technology environment.(3)Bachelor's Degree or Master's Degree in Computer Science, Information Systems, Business Administration, or other related field. Or equivalent work experience.</p>	<p>Responsible for the development and implementation of an overall IT sourcing strategy in a multi-sourced IT environment. Acts as an integral part of the CIO's leadership team, works closely with other IT and business leaders to develop and execute the IT sourcing strategies and programs. Leads the IT Sourcing Office in evaluating and determining the most cost-effective and efficient means of sourcing, acquiring and delivering IT products and services. Responsible for making strategic decisions on what should be in-sourced and what should be outsourced based on the IT and business strategic direction. This role focuses on the sourcing at an enterprise level and is responsible for creating the governance mechanism that is necessary to continuously coordinate and integrate the teams of vendor relationship management, contract management and administration, IT project and asset management.</p>

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
Client Technologies Analyst	<p>(1)Intermediate professional level role. Provides maintenance and support for moderately complex to complex client products. Works on one or more projects concurrently as a project team member. May coach more junior technical staff.(2)Typically has 3 to 5 years of IT work experience in supporting desktop software and hardware products and problem solving/troubleshooting.(3)Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.</p>	<p>Configures, installs, monitors and maintains IT users' desktop software and hardware; supports mobile workforce. Provides consultation to IT users for all aspects of end-user computing and desktop-based LAN systems software. Provides technical support and guidance through Tier 2 support and works with vendors to resolve Tier 3 issues. Responsible for documenting solutions to problems and developing end-user guidelines. May provide on-site training to users. Evaluates, maintains, modifies (e.g., creates macros, templates) and documents desktop application packages, participates in the testing and evaluation of new desktop packages and implements prototypes. Consults with and makes recommendations to IT users on selection of hardware and software products to address business requirements.</p>
Client Technologies Technician	<p>(1)Learner/entry level role. Provides maintenance and support for basic client products, peripherals, network and physical moves. Works on one project at a time as a project team member. Functions, somewhat independently, under direction of senior technician or supervisor/manager. In general, follows documented procedures and checklists.(2)Typically has 1 to 2 years of IT work experience with demonstrated working knowledge of the basic hardware and software products and problem solving/troubleshooting skills.(3)Associate's or Bachelor's Degree, or technical institute degree/certificate. Or equivalent work experience.</p>	<p>Configures and installs software for IT users' desktops and laptops. Involved in the installation and rollout of new software packages, upgrades and new desktop hardware. Maintains desktop software and hardware; supports mobile workforce. Provides Tier 2 support to IT users for basic software and hardware of end-user computing and desktop-based LAN systems. Troubleshoots problems using scripts and checklists as guides. Escalates to Tier 3 support when necessary. Documents problems and resolutions. May perform end-user training. Strong customer service skills are important in this position. Participates in the testing and evaluation of new desktop packages and implements prototypes.</p>

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
Cloud Architect	<ul style="list-style-type: none"> • Knowledge and experience with some of the major CSPs (AWS, Azure, IBM & Google). • Experience designing IaaS, PaaS and SaaS architectures. • Knowledge of Service Registries and Cloud brokers. • Understands Stateful and Stateless services. • Knowledge of web services technologies- Restful services. • Understanding of distributed systems, databases and search systems. 	<p>Designs, develops, implements, utilizes, and conforms to enterprise cloud architecture application solutions, strategies, processes, and standards, focusing on expertise in cloud technologies. Collaborates with business owners, Analysts, Engineers, development teams, and infrastructure services to define, establish, and communicate application and data architecture standards, policies, and directions. Designs high quality architectures, and drives architecture activities that are aligned to organization requirements set by leadership on behalf of stakeholders and are consistent with enterprise architectural standards.</p>
Cloud Engineer	<ul style="list-style-type: none"> • Knowledge and experience with some of the major CSPs (AWS, Azure, IBM & Google). • Experience designing IaaS, PaaS and SaaS architectures. • Knowledge of Service Registries and Cloud brokers. • Understands Stateful and Stateless services. • Knowledge of web services technologies- Restful services. • Understanding of distributed systems, databases and search systems. 	<p>Researches, designs, develops, runs tests, and evaluates systems that support cloud implementation and integrates with cloud service providers, applying principles and techniques of computer science, engineering, and mathematical analysis. Plans and conducts technical tasks associated with the implementation and maintenance of internal cloud enterprise-shared virtualization infrastructure. Develops and executes cloud solution roadmaps as they relate to business and executes company strategy to drive the achievement of business objective.</p>

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
COBOL Programmer	<p>Knowledge and expertise of the following technical skills:</p> <p>Databases: MS SQL Server, Oracle RDB, and DB2</p> <p>Languages: Java, COBOL, TSO, JCSL, and CICS</p> <p>Platforms/systems: z/OS, Windows, Linux, UNIX, IBM Mainframe</p> <p>Tools: Endeavor, Abend-aid, Xpediter, Rational, and Micro Focus</p>	<p>A COBOL programmer is one who writes and works hands-on with a large-scale computer developing code in COBOL. A COBOL programmer will develop and maintain COBOL applications, test COBOL programs to catch errors and apply solutions to the faulty lines of the computer code responsible, document and file systems and enhance programs that are developed and implemented, gather and document system requirements, and fine-tune DB2 SQL queries.</p>
Computer Operator	<p>(1)Learner/entry level role. Supports systems on a single platform. Works on one project as a team member and assists with special projects. Functions, somewhat independently, under direction of senior operators, supervisors or managers. In general, follows documented procedures and checklists.(2)Typically has 0 to 1 year of IT work experience.(3)Associate's or Bachelor's Degree or technical institute degree/certificate in Computer Science, Information Systems, or other related field. Or equivalent work experience.</p>	<p>Responsible for monitoring multi-technology computing platforms including midrange platforms, mainframes and/or servers. Responsible for ensuring a stable operating environment and attaining maximum utilization of system facilities. Operates and monitors console systems and peripheral equipment such as printers, disk drives and tape readers. Troubleshoots and restores routine technical service and peripheral equipment, schedules production runs, performs system backup process, disaster recovery tests, loads tapes, disks and paper as needed. Assists programmers and systems analysts in running jobs that are used for testing and debugging new programs.</p>

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
Configuration Management Analyst	<p>(1)Intermediate professional level role. Works on multiple products, activities and projects as a project team member, occasionally as a project leader. Works on moderately complex tasks, projects, activities or support issues that require increased skill in multiple technical environments. May coach more junior technical staff.(2)Typically has 3 to 5 years of IT work experience in systems/applications development functions.(3)Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.</p>	<p>Provides Configuration Management (CM) support for the customer's software baseline control efforts. Maintains the baseline using automated CM tools. Responsible for maintaining project software and documentation inventory and configuration baselines. Establishes and maintains the CM processes and procedures. Defines and implements procedures for releasing products throughout the whole product life cycle. Serves on the Configuration Control Board (CCB). Produces builds of products for use in testing and in production; identifies and implements processes to strengthen, streamline and automate build processes; serves as an advocate for best practices; drives the development and maintenance of build automation tools; maintains the source code change control; performs distribution partner and corporate client set-ups. Performs software deficiency and change request updates and reporting. Maintains the project notebook library and software development folders. Tracks and maintains the project change requests, impact assessments, incident reports, and software change notices on a continuous basis. Measures and reports on success metrics benchmarking performance against world class measures. Supports management with technical performance data from the CM process.</p>
Content Management Administration	<p>BS degree in Journalism, Marketing or relevant field. Proven work experience as a Content manager. Hands on experience with MS Office and WordPress. Basic technical knowledge of HTML and web publishing. Knowledge of SEO and web traffic metrics. Familiarity with social media.</p>	<p>Conceives and develops written and graphical content for website to provide information on products and services or entertainment to site visitors. Gathers information and integrates data from other departments to assist in determining the content of the website. Attracts visitors to the website by developing user interface and design standards, including improvement of features. This position is less technical than Webmaster or Web Developer because of lesser knowledge and responsibilities for site programming code. Responsibilities:</p> <ul style="list-style-type: none"> -Develop content strategy aligned with short-term and long-term marketing targets -Collaborate with marketing and design teams to plan and develop site content, style and layout -Create and publish engaging content -Edit, proofread and improve writers' posts -Liaise with content writers to ensure brand consistency -Optimize content according to SEO -Use content management systems to analyze website traffic and users engagement metrics -Manage content distribution to online channels and social media platforms to increase web traffic -Develop an editorial calendar and ensure content team is on board -Ensure compliance with law (e.g. copyright and data protection) -Stay up-to-date with developments and generate new ideas to draw audience's attention

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
Contracts Manager	<p>(1)Intermediate professional level role. Manages the entire contractual relationship with one or more IT service providers. Serves as a liaison between the IT service provider and the business. Supports multiple contracts or complex enterprise agreements. Works on projects that range in size, complexity and contract duration. May coordinate or manage the work of others.(2)Typically has 4 to 6 years of finance or contract management experience.(3)Bachelor's Degree in Business Administration, or other related field. Or equivalent work experience.</p>	<p>Manages and controls the contractual relationship with service providers. Coordinates contract activities, including contract development, negotiation and transition. Monitors vendor contracts to ensure terms and conditions are met. Defines and manages vendor penalties and incentives, if performance does not meet or exceed established criteria. Creates, negotiates and incorporates contract amendments, renegotiating the contract, if required, to accommodate scope changes or changes in organization requirements. Reviews contract budget variances and takes corrective action as needed.</p>
CRM Architect	<p>Bachelors degree in Information Systems, Software Engineering or a related field. Experience with some or all of the following: C#, .NET, Competitors Business processes in BSS and OSS areas, CRM SDK, Defining CRM architecture and integration points in BSS environment, ETOM and frameworx.</p>	<p>Develops and designs requirements for the CRM system in consultation with multiple departments. Gathers technical requirements and concepts for the further development of technical requirements for the CRM system. Defines the business requirements for a scalable CRM infrastructure. Provides technical and professional servicing of the CRM system.</p>

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
Customer Service Hotline Representative	<p>(1)Learner/entry level role. Provides customer hotline services of low to medium complexity. Functions, somewhat independently, under general direction of more senior customer service representatives, supervisors or managers. In general, follows documented procedures and checklists.(2)Typically has 0 to 2 years of related work experience.(3)Associate's or Bachelor's Degree or technical institute degree/certificate in Computer Science, Information Systems, Business Administration, or other related field. Or equivalent work experience.</p>	<p>Responsible for responding to inquiries and providing information to customers calling into a service hotline. Records all customer contact information in a call log. Evaluates situation, determines appropriate response and escalates to designated specialist/resource for resolution of customer's problem or complaint. Tracks issues escalated for resolution to ensure customer receives a timely response. Must have knowledge of the enterprise's business/products and demonstrate strong customer focused skills.</p>

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
Customer Support Technician	<p>(1)Learner/entry level role. Provides Tier 1 support of low to medium complexity. Functions, somewhat independently, under general direction of more senior customer service representatives, supervisors or managers. In general, follows documented procedures and checklists.(2)Typically has 1 to 2 years of IT work experience in computer systems or support with demonstrated working knowledge of basic hardware and software products and problem solving/troubleshooting skills.(3)Associate’s or Bachelor’s Degree, or technical institute degree/certificate in Computer Science, Information Systems, or other related field. Or equivalent work experience.</p>	<p>Responsible for Tier I software and hardware support. Diagnoses and resolves problems using documented procedures and checklists in the performance of most responsibilities. Enters call data into a tracking system. Escalates problems to higher level technical support professionals when necessary. Assists in the resolution of application, hardware and software problems.</p>
Cyber Security Analyst	<p>Proven work experience as a Cybersecurity Analyst or similar role Experience in information security or related field Experience with computer network penetration testing and techniques Understanding of firewalls, proxies, SIEM, antivirus and IDPS concepts Ability to identify and mitigate network vulnerabilities and explain how to avoid them Bachelor’s degree in computer science or related field is preferred</p>	<p>A trained cyberprofessional who specializes in network and IT infrastructure security. The cybersecurity analyst thoroughly understands cyberattacks, malware, and the behavior of cybercriminals, and actively seeks to anticipate and prevent these attacks. Develops and implements advanced cyber defense solutions and changes for organizations, safeguards the corporate infrastructure from infiltrations of exfiltration, and assures that the system is built to specification and is deployed successfully. Designs, maintains, and operates highly complex and high secure communications network environments. Performs in-depth network security analysis, and conducts preliminary incident response, event analysis, and threat intelligence. Reviews security events that could be a detriment to the organization's overall security stance.</p>

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
Cyber/Information Security Engineer	<p>A degree in computer science, IT, systems engineering, or related qualification. Must have an excellent understanding of technology infrastructures using Firewalls, VPN, Data Loss Prevention, IDS/IPS, Web-Proxy, and Security Audits. Must be comfortable working with a variety of technologies, security problems, and troubleshooting of the network. Proficiency in Python, C++, Java, Ruby, Node, Go, and/or Power Shell.</p>	<p>Cybersecurity engineers, sometimes called information security engineers, identify threats and vulnerabilities in systems and software, then apply their skills to developing and implementing high-tech solutions to defend against hacking, malware and ransomware, insider threats and all types of cybercrime.</p>
Data Administrator	<p>Full-time professional Information Technology Project Development work experience and/or Function/Business Process Analysis work experience. Substitutions: Accredited college training may substitution for the required work experience. Two (2) years of work experience as a Database Analyst-Senior ; Data Warehousing Administrator ; Data Architect ; Database Analyst-Intermediate ; Data Warehousing Analyst may substitute for all of the required experience.</p>	<p>It is the data administrator's responsibility to implement and execute data mining projects and makes reports to provide understanding into sales, marketing, and purchasing opportunities and business trends. The role would also include updating information to the company's database and official company website. Moreover, they also do reports about data analysis, forecasting, and other research activities that lead to decision making.</p>

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
Data Analyst	<p>Strong mathematical skills to help collect, measure, organize and analyze data; Knowledge of programming languages like SQL, Oracle, R, MATLAB, and Python; Technical proficiency regarding database design development, data models, techniques for data mining, and segmentation; Experience in handling reporting packages like Business Objects, programming (Javascript, XML, or ETL frameworks), databases; Proficiency in statistics and statistical packages like Excel, SPSS, SAS to be used for data set analyzing.</p>	<p>The Data Analyst assesses complex data systems and programs in support of ad-hoc and standing management or customer requests. Creates programs, methodologies, and files for analyzing and presenting data. Examines data quality, applications, and functions. Produces output and sustains operation. Researches new data sources and analytical tools. Contributes to new product development and improvement in product delivery and presentation. Develops awareness of and familiarity with issues and events affecting organization, department, and/or customer. Uses and supports database applications and analytical tools. Uses timely and appropriate participation of users/customers in data collection and query systems.</p>
Data Architect	<p>Proven work experience as a Data Architect, Data Scientist, Data Analyst or similar role In-depth understanding of database structure principles Experience gathering and analyzing system requirements Knowledge of data mining and segmentation techniques Expertise in SQL and Oracle Proficiency in MS Excel Familiarity with data visualization tools (e.g. Tableau, D3.js and R) Proven analytical skills BS in Computer Science or relevant field</p>	<p>Build and maintain a company's database by identifying structural and installation solutions. Work with database administrators and analysts to secure easy access to company data. responsibilities include:</p> <ul style="list-style-type: none"> - Translating business requirements into technical specifications, including data streams, integrations, transformations, databases, and data warehouses - Defining the data architecture framework, standards, and principles, including modeling, metadata, security, reference data such as product codes and client categories, and master data such as clients, vendors, materials, and employees - Defining reference architecture, which is a pattern others can follow to create and improve data systems - Defining data flows, i.e., which parts of the organization generate data, which require data to function, how data flows are managed, and how data changes in transition - Collaborating and coordinating with multiple departments, stakeholders, partners, and external vendors

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
Data Architect	<p>(1)Expert/lead technical role. Defines and plans database architectures for enterprise systems. Works on multiple projects as a project leader or as the subject matter expert. Works on projects/issues of high complexity that require in-depth knowledge across multiple technical areas and business segments. Coaches and mentors more junior technical staff.(2)Typically has 7 to 10 years of experience with large and complex database management systems.(3)Bachelor's or Master's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.</p>	<p>Responsible for enterprise-wide data design, balancing optimization of data access with batch loading and resource utilization factors. Knowledgeable in most aspects of designing and constructing data architectures, operational data stores, and data marts. Focuses on enterprise-wide data modeling and database design. Defines data architecture standards, policies and procedures for the organization, structure, attributes and nomenclature of data elements, and applies accepted data content standards to technology projects. Responsible for business analysis, data acquisition and access analysis and design, Database Management Systems optimization, recovery strategy and load strategy design and implementation.</p>
Data Center Operation Control	<p>Experience with various technologies and roles, including Mainframe, COBOL, tape archiving, JCL, IDMS, MVS/TSO, ISPF, NOC monitoring software.</p>	<p>Oversees the day-to-day management of all data center operations, policies, and procedures. Manages supervisors and operators engaged in inputting data into various storage media, manipulating existing data, editing data, and proofing new entries into database for accuracy. Interprets company policy to employees, and enforces company policies and practices. Analyzes and resolves work problems, or assists employees in solving work problems.</p>
Data Center Operations/Administrator	<p>Experience with various technologies and roles, including Mainframe, COBOL, tape archiving, JCL, IDMS, MVS/TSO, ISPF, NOC monitoring software.</p>	<p>Supports data center operations, working directly with the equipment, and utilizing knowledge of networking concepts, networking implementation, software concepts, and requirements in the testing and analysis of all elements of a data center facility. Maintains continuous operation of the equipment, including troubleshooting and repairing equipment failures, upgrading hardware, configuring new equipment, and monitoring the server, network performance, and operations. Assures that proper performance levels are sustained , that the network stays up and online, that data is accessible, that the processing and performance speed and power maintains efficiency at all times, and that downtime is kept to a minimum. Maintains documentation of daily operations; evaluates, analyzes, and documents critical data regarding the system's performance; determines what areas fall below efficiency standards, and addresses them.</p>

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
Data Modeler	<p>(1)Intermediate professional level role. Designs logical data models of low to medium complexity. Works on small to large, complex projects that require increased skill in multiple technical environments. Works on one or more projects as a project team member or sometimes as a project lead. May coach more junior technical staff.(2)Typically has 4 to 6 years of IT work experience in data modeling, data analysis, relational DBMS design and support and relevant computing environments.(3)Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.</p>	<p>Accountable for analyzing and developing complex logical database designs, logical data models and relational data definitions in support of corporate and customer information systems requirements. Understands the methodologies and technologies that depict the flow of data within and between technology systems and business functions/operations. Responsible for the identification and resolution of information flow, content issues and the transformation of business requirements into logical data models. This position identifies opportunities to reduce data redundancy, trends in data uses and single sources of data.</p>
Data Scientist	<p>Bachelor's degree (or equivalent) in statistics, applied mathematics, or related discipline. Proficiency with data mining, mathematics, and statistical analysis. Advanced experience in pattern recognition and predictive modeling. Experience with Excel, PowerPoint, Tableau, SQL, and programming languages (ex: Java/Python, SAS)</p>	<p>The Data Scientist collects and analyzes statistics and information from multiple sources to spot trends and to gain maximum insight that can give the company a competitive advantage, and communicates informed conclusions and recommendations across an organization's leadership structure. Strategizes and identifies unique opportunities to locate and collect new data, explores and mines data from many angles, and determines what it means. Communicates data findings to both business and IT leaders to influence how an organization approaches and meets business challenges of an evolving customer base and changing marketplace, using strong business acumen. Finds and recommends new uses for existing data sources; designs, modifies, and builds new data processes; and builds large, complex data sets.</p>

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
Data Security Specialist	<p>(1)Intermediate professional level role. Works on multiple projects as a team member and leads the data-related security components. Develops security solutions for medium to highly complex assignments. May coach more junior technical staff.(2)Typically has 4 to 6 years of IT work experience with a broad range of exposure to systems analysis, applications development, database design and administration; one to two years of experience with information security. Requires knowledge of security issues, techniques and implications across all existing computer platforms.(3)Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.</p>	<p>Responsible for the planning, design, enforcement and audit of security policies and procedures which safeguard the integrity of and access to enterprise systems, files and data elements. Responsible for acting on security violations. Maintains knowledge of changing technologies, and provides recommendations for adaptation of new technologies or policies. Recognizes and identifies potential areas where existing data security policies and procedures require change, or where new ones need to be developed, especially regarding future business expansion. Provides management with risk assessments and security briefings to advise them of critical issues that may affect customer, or corporate security objectives. Evaluates and recommends security products, services and/or procedures to enhance productivity and effectiveness. Oversees security awareness programs and provides education on security policies and practices.</p>

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
Data Warehouse Administrator	<p>(1)Intermediate professional level role. Provides daily administration, maintenance and support of data warehouse applications in multi-platform environments. Works on multiple projects as a team member and may lead projects of moderate complexity. May coach more junior technical staff.(2)Typically has 3 to 5 years of IT work experience in business intelligence tools and systems.(3)Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.</p>	<p>Provides data warehouse support functions including database maintenance, development and enhancement. Performs database administration functions such as loading data into database from external sources, supports users in constructing queries and generating output files. Responsible for on-going design and performance enhancement, which include reviewing queries for performance issues, estimating, monitoring and tuning the warehouse as it operates. Develops and administers processes to ensure interoperability and security of data warehouse system. Must possess a strong understanding of source data, data modeling, and data repository requirements.</p>
Data Warehouse Analyst	<p>(1)Intermediate professional level role. Provides data warehouse architectural design, development and support in multi-platform environments. Works on multiple projects as a team member and may lead projects of moderate complexity. May coach more junior technical staff.(2)Typically has 3 to 5 years of IT work experience in business intelligence tools and systems.(3)Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.</p>	<p>Responsible for gathering and assessing business information needs and preparing system requirements. Performs analyses, development and evaluation of data mining in a data warehouse environment which includes data design, database architecture, metadata and repository creation. Uses data mining and data analysis tools. Reviews and validates data loaded into the data warehouse for accuracy. Interacts with user community to produce reporting requirements. Provides technical consulting to users of the various data warehouses and advises users on conflicts and inappropriate data usage.</p> <p>Responsible for prototyping solutions, preparing test scripts, and conducting tests and for data replication, extraction, loading, cleansing, and data modeling for data warehouses. Maintains knowledge of software tools, languages, scripts, and shells that effectively support the data warehouse environment in different operating system environments. Possesses working knowledge of Relational Database Management Systems (RDBMS) and data warehouse front-end tools. Must have an extensive knowledge of data warehouse and data mart concepts.</p>

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
Database Administrator	Experience in various technologies and roles, including Oracle, SQL Server, DB2 and other technologies related to Database administration and management. May require a bachelor's degree in a related area and 2–4 years of relevant experience.	The Database Administrator is responsible for data analysis and database management. Involved in maintenance, enhancement, designing of data dictionaries, physical and logical database models, and performance tuning. Knowledge of the utilities and production tools used for data storage management to support the Application Team. Coordinates physical changes to computer databases; codes, tests, and implements physical database, applying knowledge of data base management system. Designs logical and physical databases reviews description of changes to database design to understand how changes to be made affect physical data base. Establishes physical database parameters. Uses structured query language (SQL) to define database objects using database definition language (DDL) and control access to database objects using data control language (DCL). Calculates optimum values for database parameters, such as amount of computer memory to be used by database, following manuals and using calculator. Specifies user access level for each segment of one or more data items, such as insert, replace, retrieve, or delete data. Specifies which users can access data bases and what data can be accessed by user. Tests and corrects errors, and refines changes to database. Uses database utility programs and 3rd party utilities to monitor database performance, such as distribution of records and amount of available memory. Modifies data base programs to increase processing performance, referred to as performance tuning.
Database Administrator	(1)(2)Typically has 3 to 5 years of experience working with various database management systems in database design, testing, implementation, maintenance and administration in a multiple platform environment.(3)Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	Manages and maintains all production and non-production databases. Responsible for standards and design of physical data storage, maintenance, access and security administration. Performs backup and recovery on Database Management Systems, configures database parameters, and prototype designs against logical data models, defines data repository requirements, data dictionaries and warehousing requirements. This position optimizes database access and allocates/re-allocates database resources for optimum configuration, database performance and cost.

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
Database Analyst	<p>May require a bachelor's degree in a related area and 0–2 years of relevant experience. Full-time professional work experience in Software Development, Maintenance, or Implementation. Substitutions: Accredited college training may substitute for the required work experience. Successfully completion of an Information Technology Certification program, may substitute for the required work experience. Two (2) years of work experience as a Data Administrator ; Data Warehousing Administrator ; Data Architect ; Database Analyst-Intermediate ; Data Warehousing Analyst may substitute for all of the required experience.</p>	<p>Maintains data storage and access by evaluating, designing and implementing company database[s]. Identifies data sources, constructs data decomposition diagrams, provides data flow diagrams and documents the process. Writes codes for database access, modifications and constructions. Relies on established guidelines and instructions to perform daily job functions. Works under immediate supervision and usually reports to a manager.</p>
Database Analyst	<p>(1)Intermediate professional level role. Designs and supports DBMS of low to medium complexity. Works on one or more projects as a project team member or sometimes as a project leader. May coach more junior technical staff.(2)Typically has 3 to 5 years of IT work experience in DBA, DBMS design and support and relevant computing environments.(3)Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.</p>	<p>Responsible for designing, modeling, developing and supporting Database Management Systems (DBMS). Analyzes data requirements, application and processing architectures, data dictionaries, and database schema(s), and then designs, develops, amends, optimizes, and certifies database schema design to meet system(s) requirements. Gathers, analyzes, and normalizes relevant information related to, and from business processes, functions, and operations to evaluate data credibility and determine relevance and meaning. Develops database and warehousing designs across multiple platforms and computing environments. Develops an overall data architecture that supports the information needs of the business in a flexible but secure environment.</p>

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
Database Architect	<p>Possess extensive knowledge of specific database systems, and is capable of hands-on work in all phases of database design and management. Experience in various technologies and roles, including database systems of any type and size.</p>	<p>Responsible for designing, developing, and implementing infrastructure to provide highly-complex, reliable, and scalable databases to meet the organization's objectives and requirements. The Database Architect is familiar with a variety of the database technologies, concepts, methodologies, practices, and procedures and relies on experience and judgment to plan and accomplish goals. The Database Architect is able to perform a variety of complicated tasks with minimal or no direct supervision. The Database Architect assists in defining system and application architecture and provides vision, problem anticipation, and problem solving ability to an organization. The Database Architect consults with the client to define needs or issues, conduct research, perform studies and surveys to obtain data, and analyze problems to advise on or recommend solutions, utilizing knowledge of theory, principles, or technology of specific discipline or field of specialization.</p>
Decision Support Administrator	<p>(1)Learner/entry level role. Provides support for user community. Works on multiple function tasks that tend to be of low technological complexity. Works on one or more projects as a project team member. Functions, relatively independent, under direction of senior professionals, supervisors, or managers. In general, follows documented procedures and checklists.(2)Typically has 1 to 3 years IT work experience in business intelligence tools and systems.(3)Associate's or Bachelor's Degree or technical institute degree/certificate in Computer Science, Information Systems, or other related field. Or equivalent work experience.</p>	<p>Supports the user community in the use of business intelligence tools to query files and databases for report outputs. Assists customers in use of OLAP tools, extracts and collects data for performing queries and writing reports. Reviews queries for performance issues, making changes as needed. Participates in the design and development of the system, as well as creation of user documentation. Monitors customer usage, upgrades enterprise-wide OLAP query and reporting tools, monitors batch queries and ensures interoperability and security of various front-end components. Maintains meta data coordination, and supports production system. Needed knowledge includes process and data modeling and data architectural development methodologies.</p>

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
Decision Support Specialist	<p>(1)Intermediate professional level role. Provides support for user community and development team in design, development and maintenance of DSS and/or EIS applications. Works on multiple function tasks that tend to be of medium technological complexity. Identifies and recommends technology solutions. Works one or more projects as a team member and may lead projects of moderate complexity. May coach more junior technical staff.(2)Typically has 3 to 5 years of IT work experience in business intelligence tools and systems.(3)Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.</p>	<p>Works closely with customers and design teams in prioritizing data and information requirements. Determines how Decision Support Systems (DSS) and Executive Information Systems (EIS) will provide the information required to make effective business decisions; translates requirements into applications that employ appropriate decision support and reporting tools. Involved in the design, development and maintenance of DSS. Performs modeling of data sources and flows, works with data management staff to define an operational framework that will define, develop and implement DSS, EIS, policies and security frameworks to ensure precise and secure delivery of knowledge and information. Monitors system performance, implements changes to optimize performance. Involved in the selection of new products. Needed skills and knowledge includes process and data modeling, DSS architecture and tools, development life cycle methodologies, IT planning methodology, extensive knowledge of the enterprise's data and decision-making processes.</p>
Desktop Support Technician	<p>Experience with various technologies and roles, including PC/laptop break/fix, HW/SW installation and configuration, scripting (i.e. PERL, SHELL).</p>	<p>Supports in-house teams and responds in person to helpdesk tickets. Responds to help desk tickets. Works with vendor support contacts to resolve technical problems with desktop computing equipment and software. Ensures desktop computers interconnect seamlessly with diverse systems including associated validation systems, file servers, email servers, computer conferencing systems, application servers and administrative systems. Builds and configure new user workstation equipment set (PC, desktop image, phone, peripherals, software, user accounts). Troubleshoots basic network, software, and printing problems</p>
Developer	<p>Full-time professional work experience in the development and support of Information Technology applications. Successful completion of an Information Technology Certification program, accredited college and/or graduate training may substitute for the required work experience.</p>	<p>Responsible for analysis, design, coding, component and assembly testing of all application code owned by the Application Team. Developers typically are involved in maintenance (including production support), enhancement and development work. Developers have a range of skills and knowledge of the technologies used and applications supported by the Application Team. The Application Developer works with the Business Analyst, Application Architect and other Application Development Team members on an as needed basis to ensure that design and code meets customer requirements.</p>

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
Director, Business Relationships	<p>(1)Senior level management. Works with business unit and corporate staff executives to develop a technology strategy that aligns with IT and across all business units. Must have strong understanding of each business unit to include their business drivers for success, process and approaches to business models. Frequently reports to a Chief Information Officer, IT Chief Operating Officer or Chief Technology Officer.(2)Typically has 10 to 15 years of IT and business work experience with a broad range of exposure to various technical environments and business segments. At least 3 years of experience with managing team(s) responsible in strategic planning, business development or client management and working with a broad range of diverse and complicated business units. Must possess very strong business acumen.(3)Bachelor's or Master's Degree in Computer Science, Information Systems, Business Administration, or other related field. Or equivalent work experience.</p>	<p>Overall responsibility for serving as the strategic interface with assigned business units for the purpose of business/IT strategy development, solution discovery, service management, risk management and relationship management. Serves as the business relationship linkage between the business units and IT (at the executive level). Provides highly-valued strategic consulting level support and guidance through key IT initiatives. Communicates decisions, priorities and relevant project information to appropriate levels of staff regarding business unit requests, projects and initiatives. Proactively shares knowledge of technology risks and opportunities to build competitive advantage and improve efficiency and effectiveness of business units. Proactively serves as a "trusted advisor", and is the primary point of contact from IT for business line executives, managers and key contacts and represents IT in selling IT services and capabilities. Provides support in delivering technology products and services to ensure business satisfaction. Strives to be a valued and preferred IT service provider to all business partners. Focuses on strategic initiatives and plans, proactive, anticipatory and driving in nature and provides significant value to business units. Facilitates the planning and execution of business changes through the use of technology. Serves a lead role in enabling the business to achieve their objectives through the effective use of technology.</p>

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
Director, Data Center Operations	<p>(1)Senior level management in data center operations and management functions. Has overall responsibility for department decisions and management. Provides strategic direction, coaches and mentors more junior management staff. Accountable for IT functional/departmental results. Frequently reports to a Chief Information Officer or IT Chief Operating Officer.(2)Typically has 10 to 15 years of IT and business industry work experience, with at least 3 years of leadership experience in managing multiple, large, cross-functional teams or projects, and influencing senior level management and key stakeholders. Experience in the areas such as network, database administration, computer operations and production support.(3)Bachelor's or Master's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.</p>	<p>Responsible for the overall enterprise-wide effectiveness and efficiency of data center technology systems and networks and in ensuring high levels of customer satisfaction are maintained. Leads the migration to new technologies, evaluates processing performance relating to machine utilization and reliability, and forecasts financial, physical, and human resource needs to meet established objectives. Oversees and coordinates network/data operations, business continuance and restoration plans that isolate problems and implement pre-planned alternative routes or systems to restore service.</p>

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
Director, Data Warehouse	<p>(1)Senior level management. Oversees strategic planning and development of data warehouse solutions in partnership with technical and business leadership. Accountable for enterprise-wide results. Frequently reports to a Chief Information Officer or Chief Technology Officer.(2)Typically has 10 to 15 years of IT and business/industry work experience, with at least 3 years of leadership experience in managing multiple, large, cross-function teams and projects, and influencing senior level management and key stakeholders. Experience in strategic planning, development, implementation and maintenance of large-scale integrated relational database systems.(3)Bachelor's or Master's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.</p>	<p>Responsible for the overall architecture, design, development, and maintenance of data warehousing and data mart systems and services for the entire enterprise's business function. Works closely with customers from a strategic perspective to identify and maximize opportunities to utilize data marts and/or data warehouse systems to improve business processes, promote the strategic use of information technology, and enable the work force to use technologies as a competitive tool. Ensures the development of enterprise-wide standards for the Data Warehouse to ensure compatibility and integration of multi-vendor platforms. Responsible for organizational balance and system coherency between front-end desktop/client environment and Data Warehouse back-end processing functions. Provides corporate leadership, vision, and direction for data warehouse systems, in support of the enterprise's business objectives and requirements.</p>

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
Director, Electronic Commerce	<p>(1)Senior level management. Oversees strategic planning and development of e-commerce solutions in partnership with technical and business leadership. Provides technical and e-business leadership for the enterprise. Accountable for enterprise-wide results. Frequently reports to a Chief Information Officer, Chief Technology Officer or E-Business Executive.(2)Typically has 10 to 15 years of IT (including Web/Internet, database applications and data warehousing) and business/industry work experience, with at least 3 years of leadership experience in managing multiple, large, cross-functional teams or project, and influencing senior level management and key stakeholders.(3)Bachelor's or Master's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.</p>	<p>Responsible for creation, implementation and management of the enterprise's systems in support of business e-commerce. Collaborates with business leadership in the development of an e-commerce strategy and in the prioritization of development work. Must understand business processes. Ensures integration of Internet/Extranet systems architecture with existing enterprise architecture. Develops and implements e-commerce service concepts including: pricing, packaging, product offerings and lifecycle management. Develops site transaction and partnership strategy. Works with appropriate senior management to analyze customer feedback, develop promotional plans, and target marketing for product and service concepts. Possesses overall project management responsibility for all e-commerce development work. Responsible for the integration of the Web site with Product Development, Customer Service and Sales organizations. Manages content creation, input from other marketing groups and editorial calendar. Identifies and manages technology development partners and outside vendors. Maintains currency of new technology and evaluates opportunities for improvement. May manage a team of product managers and content editors.</p>

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
Director, Enterprise Architecture	<p>(1)Senior level management. Participates in the technical aspects of strategic decisions regarding IT for the enterprise. Implements and manages those initiatives with complete autonomy. Makes decisions for the organization based on the highest degree of technical complexity and through understanding the far-reaching implications across the IT organization. Frequently reports to a Chief Information Officer or Chief Technology Officer of an enterprise.(2)Typically has 10 to 15 years of IT and business/industry work experience including architecture design and deployment, systems lifecycle management and infrastructure planning and operations, with 3 years of leadership experience in managing multiple, large, cross-functional teams or projects, and influencing senior level management and key stakeholders.(3)Bachelor's or Master's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.</p>	<p>Leads the creation and/or evolution of the enterprise architecture function/program including coordination of an appropriately balanced pursuit of enterprise business, information, technical and solution architectures. Leads the identification and analysis of enterprise business drivers to develop enterprise architecture requirements. Analyzes technology industry and market trends and determines potential impact upon the enterprise. Leads the development of enterprise architecture governance structure based on business and IT strategies. Oversees enterprise architecture implementation and ongoing refinement activities. Directs the development and execution of a communication (including education) plan for enterprise architecture standards. Acts as a sounding board or consultant to IT and business leaders in the development of IT solutions for business needs.</p>

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
Director, HR/IT	<p>(1)Senior level management. Typically manages and mentors mid level managers. Works on multiple, complex projects in a leadership capacity by providing direction and support. Frequently reports to a corporate human resource executive, Chief Information Officer or IT Chief Operating Officer.(2)Typically has 10 to 15 years of related experience in HR and IT including 3 years of leadership experience in managing medium to large teams and influencing senior level management and key stakeholders. Must have a broad knowledge of the IT function and in-depth knowledge of HR function.(3)Bachelor's or Master's Degree in Business Administration, Human Resources, or other related field. Or equivalent work experience.</p>	<p>Acts as the strategic liaison between HR and IT. Provides HR leadership support and counsel to the IT organization in the areas of workforce planning, recruiting, training and career development, organization design, performance management, compensation, recognition and change management. Works with CIO and IT leadership team to develop a people strategy that supports the goals of the IT organization. Develop action plans and strategies to address particular IT workforce needs. Promotes innovation and continuous improvement in the IT organization.</p> <p>Works with the IT leadership team to drive broad cultural change and position the organization for long-term success by helping to build a high performing IT workforce. Analyzes and presents information to the IT leadership team that enables good decision making and encourages the focus around key people issues. Ensures IT human capital management practices and programs align with and are in compliance with corporate HR policies and standards.</p> <p>This position may have a joint reporting function into human resources and senior IT leadership (the CIO). This is a multifaceted position requiring a broad combination of skills spanning human resources, general management capabilities, and a solid understanding of IT functions, roles and responsibilities.</p>

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
Director, IT Risk and Compliance	<p>(1)Senior level management in risk and compliance management. Has overall responsibility for department decisions and management. Provides strategic direction, coaches and mentors more junior management staff and/or senior level professionals. Has accountability for IT functional/departmental results. Frequently reports to a corporate risk management executive, Chief Financial Officer or Chief Information Officer.(2)Typically has 10 to 15 years of IT and business work experience including managing team(s) responsible for risk management, compliance and audit, information security management.(3)Bachelor’s Degree in Computer Science, Information Systems, Business Administration, or other related field. Or equivalent work experience.</p>	<p>Leads, develops and maintains the IT risk and compliance management strategy. Develops and maintains policy, standards, processes and procedures to assess, monitor, report, escalate and remediate IT risk and compliance related issues. Works collaboratively with corporate compliance, internal auditing and corporate risk management and various technical teams in the design and implementation of audit, risk assessment and regulatory compliance practices for IT. Leads cross-functional teams in performing reviews and tests of IT internal controls to ensure that existing IT systems are operating as designed and that they contain adequate controls. Facilitates risk assessments and identifies risk themes. Proactively promotes enhancement of technology-related internal controls awareness and training across IT and business units.</p> <p>Monitors and analyzes technology risk trends, recommends appropriate IT policies, procedures and practices to strengthen internal operations. Directs IT functional teams in the development, implementation, monitoring and reporting of control processes, documentation and compliance routines. Advises IT and business executives on the status of technology risk and compliance issues based on assessment results and information from various monitoring and control systems. Educates IT and business executives on appropriate mitigation strategies and approaches. Provides oversight regarding audit, regulatory and risk management activities across IT functional areas, such as the development and maintenance of regulatory documentation (e.g., Sarbanes-Oxley Act compliance). Coordinates the IT component of both internal and external audits, federal and state examinations. Possesses detailed knowledge of industry regulatory environment and risk management practices, and thorough understanding of local and federal regulations such as Sarbanes-Oxley, Basel II, and HIPAA.</p>

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
Director, Network Operations	<p>(1)Senior level management in network operations and management functions. Has overall responsibility for department decisions and management. Provides strategic direction, coaches and mentors more junior management staff. Accountable for IT functional/departmental results. Frequently reports to a Chief Information Officer or IT Chief Operating Officer.(2)Typically has 10 to 15 years of IT and business/industry work experience, with at least 3 years of leadership experience in managing multiple, large, cross-functional teams or projects, and influencing senior level management and key stakeholders. Experience in areas such as data communications software and hardware, network administration, support and maintenance.(3)Bachelor's or Master's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.</p>	<p>Responsible for developing business and technology standards and best practices for department. Overall responsibility for all network operations work, including the integration of new network technologies such as wireless. Develops enterprise service levels for data and voice networking equipment and for both in-house and third party software applications. Oversees development of procedures and processes for enterprise network operations. Responsible for ensuring that the enterprise has the capability to support new technologies and maintain high levels of network performance and reliability.</p>

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
Director, Program Management	<p>(1)Senior level management with overall responsibility for the enterprise-wide project/program management practices. Accountable for on-time, within budget and quality delivery of all IT projects/programs. Directs and mentors a team of program managers, project managers, portfolio managers and/or other project management staff. Frequently reports to a Chief Information Officer, Chief Technology Officer or IT Chief Operating Officer.(2)Typically has 10 to 15 years of IT and business/industry work experience, with at least 3 years of leadership experience and 5 years managing projects and/or project portfolios.(3)Bachelor's or Master's Degree in Computer Science, Business Administration, or other related field. Or equivalent work experience. Project Management certification is required.</p>	<p>Responsible for building and managing the project/program management office/function for IT. Defines and develops enterprise-wide IT project/program management practices, governance standards, processes and metrics. Ensures projects/programs are defined, tracked and communicated in a consistent and effective manner. Incorporates effective change and risk management controls. Partners with IT and business leadership and other key stakeholders to define opportunities, to identify and prioritize projects based on predefined criteria (return on investment, productivity, compliance). Directs project/program managers with business case development. Responsible for ensuring all projects within IT portfolios/programs are delivered on time, within budget and to an agreed quality level. Must possess extensive knowledge and expertise in project/program management, portfolio management methodologies and tools. This is a single incumbent position that typically exists in a large enterprise with multiple program managers and/or project managers as direct reports.</p>

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
Director, Systems and Programming	<p>(1)Senior level management in systems analysis and applications development. Has overall responsibility for department decisions and management. Provides strategic direction, coaches and mentors more junior management staff and/or senior technical staff. Accountable for IT functional/departmental results. Frequently reports to a Chief Information Officer or Chief Technology Officer.(2)Typically has 10 to 15 years of IT and business/industry work experience, with at least 3 years of leadership experience in managing multiple, large, cross-functional teams or projects, and influencing senior level management and key stakeholders. Requires advanced technical and business knowledge in software development life cycle, quality assurance, project management and other related disciplines/processes.(3)Bachelor's or Master's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.</p>	<p>Responsible for the full systems development life cycle management of projects/programs. Provides direction for technical and business resources. Actively participates in long-range strategy planning and manages policy development to address complex business issues, provides leadership to cross-functional teams. Serves as the primary point of contact from project/program inception to delivery. Defines and develops project management infrastructure, manages a methodology driven quality plan, monitors and controls the quality of the deliverable, as well as manages the project completion process through customer acceptance. Works with business unit managers and forms alliances on projects, operational decisions, scheduling requirements/conflicts and vendor contract clarification.</p>
EDI Specialist	<p>Bachelor's degree in computer science or information technology and/or at least two years of hands-on experience working with EDI technologies.</p>	<p>Responsible for the design, development, and implementation of all EDI-related processes in a company or organization. EDI specialist is tasked with continuously checking the quality of EDI programs and applications, enhancing processes relating to electronic data interchange, and ensuring that processes are customized to flow within a company's business system.</p>

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
Electronic Commerce Analyst	<p>(1)Intermediate professional level role. Provides programs development, maintenance and support on multiple platforms for the e-commerce function. Works on multiple projects as a team member and may lead projects of moderate complexity. May coach more junior technical staff.(2)Typically has 3 to 5 years of IT work experience in software development, installation and maintenance, Web/Internet, database applications and/or data warehousing.(3)Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.</p>	<p>Responsible for the analysis, development, maintenance and support of e-commerce software programs to ensure the needs of the business community are appropriately addressed. Works closely with vendors and trading partners. Duties include the creation and trading of partner profiles, mapping of transactions, establishment of communication links with trading partners and the testing of secure transaction maps and communication links to ensure security, proper identification and capture of required data. Identifies and documents programming requirements for all new transactions. Assists in the development and documentation of policies and procedures for the e-Commerce function.</p>

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
Enterprise Application Integration (EAI) Engineer	<p>(1)Advanced professional level role. Works on projects that may span a broad range of systems and enterprise-wide complex components. Requires in-depth knowledge across multiple technical environments and possesses increased level of business knowledge. Works on major projects providing subject matter expertise and technical direction to more junior technical staff.(2)Typically has 5 to 7 years of programming/systems analysis experience with emphasis in applications and systems architectural design and development, database and middleware technologies.(3)Bachelor's or Master's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.</p>	<p>Responsible for developing and deploying integrated solutions aimed at modernizing, consolidating and coordinating the independently designed applications within and across the enterprises. Determines how existing applications, legacy systems, databases, Web interfaces and/or hardware logic, which may be currently operating on multiple platforms, work together to meet the new and emerging enterprise requirements. Develops methods to efficiently reuse existing components. Works with users to gather business requirements, performs database analysis, codes and tests middleware routines to ensure successful and seamless communication among the various IT systems and applications components. Participates in component and data architecture design, software product evaluation and buy vs. build recommendations. Possesses skills and knowledge of Enterprise Application Integration (EAI) methodologies and processes such as object-oriented programming, distributed, cross-platform program communication using message brokers with Common Object Request Broker Architecture, enterprise-wide content and data distribution using common databases and data standards implemented with the Extensible Markup Language (XML), middleware applications and message queuing approaches.</p>

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
Enterprise Architect	<p>Mastery level of experience that includes the capabilities of experienced Application Developers and Technical Specialists who have the knowledge, skills, education and prior experience that involves the full and complete design of software solutions.</p> <p>Experience in various technologies and roles, including work across Application Development, Service Delivery and Infrastructure to identify, research, discuss, design, and implement key architecture standards.</p>	<p>Works across Application Development, Service Delivery and Infrastructure to identify, research, discuss, design, and implement key architecture standards. Other responsibilities include: Research, design, document, build, and pilot prioritized topics for standards. Manage the list of potential standards and work with the application development management to prioritize efforts. Work closely with Development, Infrastructure, and Service Delivery teams to understand their needs and ensure the best standard is implemented. Work closely with development teams to pilot and prove out the standard. Drive the identification, development and implementation of key new standards in areas such as: Performance Testing, Security, Event Management, Web UI Framework, .NET Design Standards, Application To Application Communication, Caching, etc. Propose new standards based on business need, IT need and technology advances. Assist development teams to implement the standards into business applications. Investigate new technology and techniques that should be developed into an agency architecture standard.</p> <p>Leads key architectural design projects as necessary. Operate as business savvy technical leader across the organization. Influence development teams to design high-quality technical solutions that fit the Architecture and standards. Educate Application Development managers, Developers, and business analyst on State Architecture Standards.</p>

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
ERP Configurer	<p>(1)Intermediate professional level role. Provides support for the user community and development team in the design, development, configuration and testing of ERP modules. Works on multiple functional tasks that tend to be of medium technological complexity. Identifies and recommends functional and technological solutions. Works on one or more projects as a team member. Acts as a subject matter expert for one ERP functional area. May coach more junior technical staff.(2)Typically has 3 to 5 years of IT work experience in systems/applications development or support functions.(3)Bachelor's Degree in Computer Science, Information Systems, Business Administration, or other related field. Or equivalent work experience.</p>	<p>Performs functional analysis, requirements, definition and ERP module configuration and testing. Responsible for conducting prototypes, developing functional specifications, data mapping, function mapping, setting of configuration tables and setting of transaction/control tables. Has a thorough understanding of the business processes and flows to enable the analysis of business requirements and the development of solutions for the business functions. Responsible for the identification of and resolution of gaps in the business processes. Involved in security/authorization set-up, user documentation, data interface design, data migration and reconciliation. May be involved in the installation and tuning of modification, as well as archiving data. In general, this position has light programming skills in the appropriate language to develop necessary "work arounds."</p>

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
<p>ERP Programmer/Analyst Maps to level B</p>	<p>(1)Intermediate professional level role. Works on multiple projects as a project team member, occasionally as a technical leader. Works on small to large, complex projects that require increased skill in multiple technical environments and knowledge of a specific business area. May coach more junior technical staff.(2)Typically has 3 to 5 years of IT work experience in programming and/or ERP systems analysis. Requires advanced programming techniques and software design. May require knowledge of ERP applications or object oriented analysis and design(3)Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.</p>	<p>Applies system solutions to business problems through the design and programming of automated systems. Configures, analyzes, designs, develops, and maintains ERP program codes and applications to support business processes and functions. Works on elements of large, complex installations. Performs all aspects of programming assignments and assists with systems design. Fully knowledgeable in ERP programming languages. Applies knowledge and experience with technology and application development methodologies to perform basic systems analysis techniques, testing, debugging, file design and storage.</p>

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
ERP Systems Administrator	<p>(1)Intermediate professional level role. Works on multiple projects as a project team member, occasionally as a technical leader. Responsible for maintaining ERP systems and applications, supporting and training users for ERP system(s) and applications usage. Works on small to large, complex projects that require increased skill in multiple technical environments and knowledge of a specific business area. May coach more junior technical staff.(2)Typically has 3 to 5 years of business and/or ERP implementation experience. Experience with systems and database administration.(3)Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.</p>	<p>Responsible for ensuring the performance and reliability of ERP systems. Performs troubleshooting for hardware, software and system problems that involve ERP modules. Participates in projects to implement or enhance ERP systems and applications. Works with database administrator and ERP development team in defining user requirements, coordinating system-wide updates and installing upgrades and patches for ERP systems. Provides recommendations for enhancements/changes that may involve custom design, optional and third party products to improve the efficiency and effectiveness of ERP systems. Maintains ERP systems security through user profile management, creates and updates access permissions and maintains user accounts. Monitors and maintains performance metrics for system features, recommends and takes corrective/preventive actions. Participates in the design, development and implementation of test and production objects. Performs configuration, change management and testing activities as required. Consults users on technology changes that will impact work processes.</p>

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
ERP Systems Support Specialist	<p>(1)Intermediate professional level role. Works on multiple projects as a project team member, occasionally as a technical leader. Works on small to large, complex projects that require increased skill in multiple technical environments and knowledge of a specific business area. May coach more junior technical staff.(2)Typically has 3 to 5 years of business and/or ERP experience.(3)Bachelor's Degree in Computer Science, Information Systems, Business Administration, or other related field. Or equivalent work experience.</p>	<p>Serves as single point-of-contact for end-users after Power Users have assisted end-users. Performs problem identification and on-the-spot training to prevent problem reoccurrence and knowledge transfer. Escalates Tier 2 problems to appropriate support (e.g., technical experts or process experts). Maintains history reports, identifies and addresses re-occurring problems, and assists in the development and execution of ERP and business process best practices across the organization. Performs basic fixes and data maintenance. May develop on-line help and update systems support help scripts. This position is very similar in responsibilities and tasks to a help desk position, but the impact to the organization due to errors is more significant. This position requires more advanced training than a similar help desk position.</p>

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
ERP Team Lead	<p>(1)Middle level management. Works under general direction of senior level management. Typically manages and mentors supervisors, project leads and/or technical staff. Degree of integration driven by ERP requires a consensus decision making process across Team Leads. Once key decisions are made, Team Lead then has autonomy for the technical decisions to support the business, but business process decisions are made through constant education and negotiation with business leadership and management. Works on complex business issues, which have a significant impact to the enterprise and across enterprise processes and functions due to the integration of ERP. Frequently reports to a Chief Technology Officer, Competency Center Leader or Departmental IT Executive.(2)Typically has 7 to 10 years of IT and business work experience including managing team(s) responsible for systems implementation and/or infrastructure support. Often is recruited internally from high-level management positions in the</p>	<p>Accountable for providing overall direction and integration for a specific ERP module, functional and/or business area. Understands the business strategy of a particular function/area and works with the team to define business requirements. Communicates and coordinates with other Team Leads, business leadership, and Project Manager to ensure appropriate integration of processes and modules across the enterprise. Oversees, defines and monitors critical path activities and resolves issues or escalates issues to the Project Manager as needed. Drives the design and implementation of new business processes with organizational structure and required ERP configuration.</p> <p>Must possess an in-depth understanding of the business function/process supported, and also be viewed as a credible representative of that business function/process. Successful implementation is dependent on the ability of the incumbent to influence business leadership and management decisions and drive ownership and acceptance of changes to the business.</p>

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
ERP Team Member	<p>(1)Intermediate professional level role. Works on multiple projects as a project team member, occasionally as a technical leader. Works on small to large, complex projects that require increased skill in multiple technical environments and knowledge of a specific business area. May coach more junior technical staff.(2)Typically has 3 to 5 years of business and/or ERP implementation experience.(3)Bachelor's Degree in function represented in the business. Or equivalent work experience.</p>	<p>Responsible for documenting the "to-be" processes, defining performance metrics and identifying and resolving process gaps. Has a strong understanding and experience in the ERP methodology used by the organization. Responsible for mapping the business processes to ERP modules (often in conjunction with consultants) and participates in user acceptance testing. Often is involved in the creation of documentation and training materials, and may deliver training during implementation. May also act in a system support role immediately after implementation. Incumbents in this position come from the business, with an expert level of understanding of all of the business processes of the function they represent. They also serve as a communications liaison to the business during the implementation.</p>
Finance/Administration Specialist	<p>(1)Learner/entry level role. Provides financial management of one or more outsourcing projects. Represents either a business unit or enterprise initiative. Works on projects that range in size, complexity and contract duration. Functions, somewhat independently, under general direction of senior level professionals, supervisors or managers. In general, follows documented procedures and checklists.(2)Typically has 2 to 4 years of financial management experience, preferably within the IT area.(3)Associate's or Bachelor's Degree in Business Administration, Finance or other related field. Or equivalent work experience.</p>	<p>Responsible for the financial administration practices and procedures associated with the management of vendor contracts. Reviews vendor charges, identifies disparities and resolves basic issues with the service provider. Monitors contract budget performance, identifying variances and recommending corrective actions. Allocates costs across the enterprise and performs regular audits to ensure contract compliance. Performs cost benefit analyses and supports Vendor Relationship Management team in developing the business cases necessary to gain approval for vendor-supplied services.</p>

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
Groupware Specialist	<p>(1)Intermediate professional level role. Works on multiple products, activities and projects as a project team member, occasionally as a project leader. Works on moderately complex tasks, projects, activities or support issues that require increased skill in multiple technical environments and has expertise in one product/system. May coach more junior technical staff.(2)Typically has 2 to 4 years of IT work experience in programming and systems analysis. Experience with groupware/messaging technologies, tools and relevant platforms.(3)Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.</p>	<p>Responsibilities include defining the business requirements for the organization's next generation of collaborative work tools, which involves working with end-users to develop specifications for the development and implementation of groupware applications (e.g., Lotus Notes, Microsoft Exchange). Based on the business requirements, responsible for the implementation, maintenance and support of groupware systems. Evaluates and recommends associated hardware/software solutions based on business requirements and user needs. Responsibilities include providing technical leadership in the design, development and promotion of selected groupware strategies. Actively involved in engineering and deploying various groupware applications such as team collaborative computing, Internet and wireless access, document sharing and next generation messaging clients.</p>
Help Desk Analyst	<p>Experience with various technologies and roles, including Tier 1-2 support, ticket/issue tracking software (i.e. Remedy), Automated Call Distribution (ACD) software, VPN, remote login software.</p>	<p>The Help Desk Analyst provides technical assistance to computer system users on a variety of issues. Identifies, researches, and resolves technical problems. Responds to telephone calls, email and personnel requests for technical support. Documents, tracks, and monitors the problem to ensure a timely resolution. Has knowledge of commonly used concepts, practices, and procedures within a particular field. Answer questions or resolve computer problems for clients in person, via telephone or from remote location. May provide assistance concerning the use of computer hardware and software, including printing, installation, word processing, electronic mail, and operating systems.</p>

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
HR/IT Generalist	<p>(1)Intermediate professional level role. Works independently, or on multiple projects as a project team member, occasionally as a project leader. Works on small to large, complex projects that require increased skill in multiple technical environments and knowledge of a specific business area. May coach more junior HR staff.(2)Typically has 3 to 5 years of related experience in HR and IT.(3)Bachelor's Degree in Business Administration, Human Resources, or other related field. Or equivalent work experience.</p>	<p>Responsible for providing the IT organization with exclusive, full range HR functional support. This involves functions such as recruiting (including college recruiting), maintaining employee personnel records, performance management consulting on organizational/personnel issues, managing compensation and benefits, addressing issues related to employee and labor relations—including AAP and EEO matters, often assessing training needs and designing and presenting training programs. May be involved in grievance and arbitration investigation and preparation, labor contract administration and contract negotiations. Typically involves interaction with department heads, supervisors, and employees on HR related issues, including personnel policies and procedures, investigations and recommendations on employee disciplinary actions, job analysis and organizational review. Demonstrates knowledge of the IT industry and the business, as IT is their sole customer.</p> <p>Assists in developing and administering enterprise-wide HR policies (e.g., drug and alcohol policies, absence control programs, work rules). Also involved in developing and maintaining employee communications programs through the design of newsletters and information campaigns for the purpose of informing the organization of HR policies/issues.</p>
Information Security Analyst	<p>Possess industry experience in the field of IT security. The ISA should possess working knowledge of IT Security Best Practices regarding networks and networking including protocol analysis, anomaly detection, and troubleshooting, and/ or working knowledge of IT Security Best Practices regarding Windows and *nix Servers and workstations required. Has experience with vulnerability assessment tools including but not limited to the following technologies; databases, web based applications, Windows and Unix file servers and data networks. Additional knowledge of information security standards and regulations preferred.</p>	<p>The IT Security Analyst monitors and advises on information security issues related to the systems and workflow at an agency to ensure the internal IT security controls for an agency are appropriate and operating as intended. Coordinates and executes IT security related projects for the agency. Coordinates response to information security incidents. Develops and publishes Information Security policies, procedures, standards and guidelines based on knowledge of best practices and compliance with Commonwealth IT Security policies, standards, and guidelines. Conducts campus-wide data classification assessment and security audits and manages remediation plans. Collaborates with IT management, Internal Audit, and VITA to manage security vulnerabilities. Creates, manages and maintains user security awareness. Conducts security research and keeps abreast of latest security issues. Prepares IT security documentation, including department policies and procedures, agency notifications, Web content, and alerts.</p>

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
Infrastructure Technical Architect	<p>Could Include: various technologies and roles, including designing, developing, and implementing application infrastructure to provide highly-complex, reliable, and scalable applications and systems to meet the organization's objectives and requirements.</p>	<p>Responsible for designing, developing, and implementing application infrastructure to provide highly-complex, reliable, and scalable applications and systems to meet the organization's objectives and requirements. Applications Architects are familiar with a variety of the application technologies, frameworks, environments, concepts, methodologies, practices and procedures, and rely on experience and judgment to plan and accomplish goals. Application Architects are able to perform a variety of complicated tasks with minimal or no direct supervision. They have proven experience defining systems and application architecture and provide vision, problem anticipation, and problem solving ability to organizations. They consult with the client to define needs or problems, conduct research, perform studies and surveys to obtain data, and analyze problems to advise on or recommend solutions, utilizing knowledge of theory, principles, or technology of specific discipline or field of specialization.</p>
Internet/Web Architect	<p>(1)Advanced professional level role. Defines Web architectures and design for the enterprise. Works on multiple projects as a project leader or frequently as the subject matter expert. Works on projects/issues of medium to high complexity that require demonstrated knowledge across multiple technical areas and business segments. Coaches and mentors more junior technical staff.(2)Typically has 5 to 7 years of IT work experience with demonstrated knowledge in architecture design, software development, database management systems and systems integration in multi-platform environments.(3)Bachelor's or Master's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.</p>	<p>Responsible for gathering business requirements and translating them into Internet/Web architecture to achieve business objectives. Analyzes assigned specifications, planning, designing, and developing solutions, utilizing appropriate Internet/Intranet/Extranet architecture processes supporting a wide range of content—either individually or in concert with project team members. Provides appropriate documentation for object design decisions, estimating assumptions, applets, and performance metrics—as required by organization architecture process standards, or as assigned. Responsible for minimizing the issues between the client and the server applications and for the overall set-up and design of the Internet and Web server architecture. Impact and complexity of this job increases if organization is utilizing Internet solutions (vs. only Intranet), especially those with significant business impact (e.g., e-business).</p>

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
Internet/Web Engineer	<p>(1)Intermediate professional level role. Develops solutions requiring analysis and research. Works on small to large, complex projects that require increased skill in multiple technical environments and possesses knowledge in a specific business area. Works on one or more projects as a project team member or occasionally as a project leader. May coach more junior technical staff.(2)Typically has 4 to 6 years of IT work experience in systems analysis, development and engineering in an online environment.(3)Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.</p>	<p>Integrally involved in the development and support of all Internet/Intranet/Extranet sites and supporting systems. Works closely with other IT groups and customers to define the system design and user interface based on customer needs and objectives. Participates in all phases of the development and implementation process, and may act as a project manager on special projects. Ensures the integration of the Web servers and all other supporting systems. Responsible for system tuning, optimization of information/data processing, maintenance and support of the production environment.</p>
Internet/Web Systems Administrator	<p>(1)Intermediate professional level role. Works on small to large, moderately complex Web sites. Works on multiple Web sites as a project team member, occasionally as a project leader. May coach more junior technical staff.(2)Typically has 3 to 5 years of IT work experience with Web-related software and hardware products, and systems administration experience with multi-platform environments.(3)Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.</p>	<p>Responsible for ensuring the control, integrity, and accessibility of the Internet/Intranet for the enterprise. Responsible for change management procedures regarding the installation and testing of all upgrades and enhancements for the Internet/Intranet infrastructure. Responsible for proper initial installation as well as subsequent installations of updates/patches; preparation of system documentation; proactive, regular checks of system components for errors and application of necessary corrective action; set-up and maintenance of Web servers. Knowledgeable in all levels of Internet/Web security and the associated requirements for their application. Designs, develops and administers firewalls as a means of preventing unauthorized access to enterprise networks. Provides technical support to internal users and external customers; troubleshoots problems and takes corrective action on a timely, effective basis.</p>

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
IT Auditor	<p>(1)Advanced professional level role. Works on multiple auditing projects as a project leader or frequently as the subject matter expert. Works on projects/issues of medium to high complexity that require demonstrated knowledge across multiple technical areas and business segments. Coaches and mentors more junior technical staff.(2)Typically has 5 to 7 years of IT work experience, including 2 to 3 years IT auditing or equivalent experience.(3)Bachelor's or Master's Degree in Computer Science, Information Systems, Business Administration, or other related field. Typically requires an IT auditing professional designation (e.g., Certified Information System Auditor (CISA)) or accounting professional designation (e.g., CPA).</p>	<p>Responsible for planning and performing audits of information systems and related processes in a multi-platform environment. This may include reviewing organizational IT policies, standards and procedures and providing advice on their adequacy, accuracy and compliance with government guidelines and regulatory requirements (e.g., Sarbanes-Oxley Act); assisting management in the identification and assessment of technology related risks, and reporting on the adequacy of risk-based controls; evaluating technology and business related controls for integrated IT and business auditing efforts. Participates in new system development and implementation reviews by reviewing project documentation, conducting interviews, assessing work completed.</p> <p>Ensures that development efforts are in compliance with organizational policies, standards and procedures, and controls are adequately incorporated into the systems; identifies areas of opportunity for process, control or cost improvement. Works with outside auditors to help reconcile discrepancies or support the external auditing functions and local, federal examinations. May be responsible for developing and implementing tools to support automated audit effort. May perform due diligence and special review(s) work as required by management. Has working knowledge of In general, applicable and accepted auditing standards and framework (e.g., COBIT) and best practices for IT services management (e.g., ITIL), government guidelines and laws (e.g., Sarbanes-Oxley Act).</p>

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
IT Business Consultant	<p>(1)Expert/lead technical role. Works with business senior management in one business segment and corporate staff executives to align technology solutions with business strategies. Demonstrates breadth and in-depth knowledge of a business area to identify and communicate how IT solutions can add value. Supports one or more key business functions. Issues and interactions tend to be highly complex and have significant strategic importance. Serves as a project team member for strategic planning or as a team lead.(2)Typically has 7 to 10 years of relevant technical and business work experience.(3)Bachelor's or Master's Degree in Computer Science, Information Systems, Business Administration,or other related field. Or equivalent work experience.</p>	<p>Works with business leaders and acts as a liaison between IT and business units (typically leadership for assigned business units) or vendors. Viewed as integral to the business in any decisions that may be impacted by technology. Acts as a business relationship manager responsible for the collection, analysis, review, documentation and communication of business needs and requirements to the IT organization. Leads the gathering of business needs as well as the design of solutions through direct interaction with business unit leaders. Focuses on developing and improving business processes at all times, assisting with the development of metrics, both within the technology and business organizations.</p> <p>Has a strong understanding of information systems, business processes, the key drivers and measures of success for the business, and the short- and long-term direction of the business and technology. Identifies, proposes and influences business solutions, negotiates deliverables and requirements across multiple business customers or organizations. Ensures that the design and integration of proposed system, software and hardware solutions leads to the development and growth of the business through effective use of technology. Integrally involved in 'buy vs. build' decisions.</p>

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
IT Operations Coordinator	<p>Required Skills & Qualifications:</p> <p>Technical Proficiency: Familiarity with common office productivity tools and workflow systems.</p> <p>Operational Insight: Understanding of IT service delivery, procurement cycles, and support processes.</p> <p>Communication: Strong written and verbal communication skills for effective collaboration.</p> <p>Organization & Prioritization: Ability to manage multiple tasks and deadlines efficiently.</p> <p>Problem-Solving: Aptitude for identifying operational challenges and implementing solutions.</p> <p>Team Collaboration: Comfortable working across technical and non-technical teams.</p> <p>Attention to Detail: High level of accuracy in documentation and reporting.</p> <p>Preferred Skills:</p> <p>Experience with workflow automation and process improvement initiatives.</p> <p>Strong analytical thinking and</p>	<p>Core Responsibilities:</p> <p>Procurement & Vendor Coordination: Facilitate IT procurement processes by coordinating with vendors, managing purchase requests, and tracking invoices to ensure timely and accurate processing.</p> <p>Service Desk Support: Monitor and manage service desk operations, including ticket triage, resolution tracking, and escalation processes. Maintain visibility into service performance and user support metrics.</p> <p>Team & Project Support:</p> <p>Assist with onboarding and offboarding processes, project documentation, and user acceptance testing. Provide logistical and administrative support to IT initiatives.</p> <p>Workflow Optimization: Collaborate with stakeholders to maintain and improve internal IT workflows. Support process improvement efforts and contribute to documentation and quality assurance activities.</p> <p>Communication & Reporting: Prepare clear and concise communications and reports related to IT operations, procurement, and service desk performance. Ensure documentation is accurate and accessible.</p> <p>Administrative Support:</p> <p>Assist with financial and operational documentation, including expense tracking, invoice processing, and coordination of performance evaluations and onboarding activities.</p>

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
IT Procurement Specialist	<p>(1)Intermediate professional level role. Works on multiple projects as a project team member, occasionally as a technical leader. Works on small to large, complex projects that require increased skill in multiple technical environments and knowledge of a specific business area. May coach more junior staff.(2)Typically has 3 to 5 years of business experience in asset management, procurement, finance or other related functions.(3)Bachelor's Degree in Business Administration, Finance, Accounting, or other related field. Or equivalent work experience.</p>	<p>Participates in the selection and implementation of IT supplier sourcing strategies to ensure high quality, on time delivery and cost competitiveness. Responsible for the collection and execution of purchase orders. Solicits, receives and analyzes proposals, quotations and tender submissions and recommends selection of suppliers in accordance with corporate policies and legal compliance. Tracks purchase orders and reconciles invoices in preparation for payment processing. Acts as a point of contact for IT in regards to vendor performance, including on-time delivery, quality of products and services acquired and problem resolution. Coordinates with Asset Management to ensure effective inventory management.</p>
Java Developer	<p>4-year college degree or equivalent technical study. Additional Qualifications and Skills:</p> <ul style="list-style-type: none"> • Web development using JSF framework. • Coding in JAVA/J2EE, Servlets, EJB, JDBC, JPA, JSF, JSP, JNDI, JAX-WS, JAX-RS, JAX-B • JAVA / J2EE Patterns • Object Oriented Design • HTML4, HTML5, XML, JAVASCRIPT, CSS • SOA, REST and SOAP Web Services • WebSphere Application Server, Rational Software Architect, Source Control • SQL, Database Knowledge 	<p>Responsible for analysis, design, coding, component and assembly testing of all Java application code owned by the Application Team. Java Developers typically are involved in maintenance (including production support), enhancement and development work. Java Developers have a range of skills and knowledge of the technologies used and applications supported by the Application Team. Works with the Business Analyst, Application Architect and other Application Development Team members on an as needed basis to ensure that design and code meets customer requirements.</p>

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
Knowledge Engineer	<p>(1)Expert/lead technical role. Develops infrastructure and process for identifying and sharing enterprise's core technical and business knowledge. Works on multiple projects as a project leader or as the subject matter expert. Works on projects/issues of high complexity that require demonstrated knowledge across multiple technical areas and business segments. Coaches and mentors more junior technical staff.(2)Typically has 7 to 10 years of IT and business/industry work experience. Experience with document management, groupware, relational database systems, data warehouse and data mining, Web and systems analysis/development.(3)Bachelor's or Master's Degree in Computer Science, Information Systems, Business Administration, or other related field. Or equivalent work experience.</p>	<p>Responsible for developing an infrastructure and process to capture knowledge gained by the organization through successful system interventions and enabling its shared use. Oversees the identification of critical knowledge, its usage, availability and the needs of various business groups. Involved in modeling information sources, flows and critical paths, as well as understanding how information is turned into knowledge and the relationship of knowledge and how it supports and enables key business processes. Facilitates the development of supporting knowledge architecture and standards. Works with operations staff to define an operational framework that defines, develops and implements delivery systems, systems management, policies and security frameworks to ensure delivery of knowledge and information to appropriate groups. Possesses expertise in process and data modeling, architectural development methodologies, IT planning methodologies and extensive knowledge of the enterprise's business and decision-making processes. Must possess strong leadership skills to gain credibility with various business leaders and stakeholders. Makes complex IT and business decisions. Works with other IT groups to ensure solid cross-functional decisions are made as a team.</p>
Machine Learning Developer	<p>Bachelor's degree in computer science or information technology or equivalent work experience.</p>	<p>Researches, develops, and implements machine learning algorithms for use in software and hardware applications. Maintains up-to-date knowledge of current technological standards, equipment, and practices. Identifies and suggests optimizations and features to improve hardware/software capabilities.</p>
Mainframe Systems Programmer	<p>Bachelor's degree in computer science, electrical/electronic engineering, information technology, or another related field.</p>	<p>Installs, customizes, and maintains the operating system for the mainframe, and also installs or upgrades products that run on the system. Responsible for managing the mainframe hardware configuration, and installing, customizing, and maintaining the mainframe operating system.</p>

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
<p>Manager, Applications Development</p>	<p>(1)Middle level management in systems analysis and programming functions. Typically manages and mentors supervisors, project leads and/or technical staff. Works under general direction of senior level management. Frequently reports to a Director, Systems and Programming, Departmental IT Executive or Operating Unit IT Executive.(2)Typically has 7 to 10 years of IT and business work experience including managing team(s) in systems analysis and/or programming functions. (3)Bachelor’s Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.</p>	<p>Coordinates systems analysis and applications development activities through direct and indirect staff. Directs development teams in the areas of scheduling, technical direction, future planning and standard development practices. Participates in budgeting and capital equipment processes and quality improvement activities for the development organization. Meets scheduled milestones to ensure project/ program objectives are met in a timely manner and has an in-depth knowledge of the principles, theories, practices and techniques for managing the activities related to planning, managing and implementing systems analysis and applications development projects and programs.</p>

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
<p>Manager, Business Continuance</p>	<p>(1)Middle level management. Works under general direction of senior level management. Typically manages and mentors supervisors, project leads and/or technical staff. Works on multiple, complex projects as a project leader and a subject matter expert. Frequently reports to a corporate risk management officer, Chief Information Officer, Chief Information Security Officer, Chief Technology Officer or IT Chief Operating Officer.(2)Typically has 7 to 10 years of IT and business work experience including managing large-scaled IT infrastructure and support functions, risk management, process re-engineering or improvement. Experience with managing team(s) and project(s).(3)Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.</p>	<p>Responsible for the implementation and integration of risk management procedures across the enterprise, based on a thorough understanding of key IT services that must be maintained to reduce financial loss and critical customer service capability. Ensures monitoring and testing of business continuance procedures, ensures response to system failures, and is proactive in building processes to minimize/eliminate downtime. Develops service level risk management agreements with the business and with vendors.</p>

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
<p>Manager, Capacity Planning</p>	<p>(1)Middle level management in operations and management functions. Works under general direction of senior level management. Typically manages and mentors supervisors, project leaders and/or technical staff. Works on multiple, complex projects as a project leader and a subject matter expert. Frequently reports to an IT Chief Operating Officer, Director, Data Center Operations or Operating Unit IT Executive.(2)Typically has 7 to 10 years of IT work experience including managing team(s) responsible for infrastructure/operations support in multi-platform environments.(3)Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.</p>	<p>Develops, manages and forecasts capacity requirements based on business needs and IT infrastructure growth capacity. Facilitates the development of policies to ensure that existing capacity is being used as efficiently as possible. Ensures data recovery, maintenance, data integrity and space requirements are met across a variety of platforms. Ensures that capacity workload modeling and availability analysis is performed for a variety of platforms and large environments. Serves as an expert resource to IT groups in planning the resource requirements for systems under development. Presents statistical availability and trend analysis and recommendations to IT management, IT leadership, and the business, as needed. Ensures reliability and availability of platforms to meet business objectives.</p>

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
<p>Manager, Client Technologies</p>	<p>(1)Middle level management in PC/desktop support and maintenance functions. Works under general direction of senior level management. Typically manages and mentors supervisors, project leaders and/or technical staff. Frequently reports to an IT Chief Operating Officer, Operating Unit IT Executive or Departmental IT Executive.(2)Typically has 7 to 10 years of IT work experience including managing team(s) responsible for desktop support function. Experience in managing support operation in a 24x7, multi-site environment. Experience with budgeting, expense management and contract management.(3)Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.</p>	<p>Responsible for providing IT users with desktop equipment and support, determining user needs and incorporating them into the design and overall plan for desktop support. The range of accountabilities minimally covers hardware and software planning, vendor selection, acquisition, Tier 2 problem resolution, set-up, integration, testing and installation. Works with organizations supported to establish performance metrics to ensure needs are being properly met. Monitors and analyzes performance metrics, sharing results with users. Organizes and coordinates the activities associated with installation, deployment and upgrade of software, hardware and network facilities as it relates to the desktop environment. Desktop applications may include productivity tools, email, and applications that are used by groups without programming customization. Evaluates and provides techniques for increasing user desktop productivity.</p>

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
<p>Manager, Computer Operations</p>	<p>(1)Middle level management in data center operations. Works under general direction of senior level management. Typically manages and mentors supervisors, project leaders and/or technical staff. Works on multiple, complex projects as a project leader and a subject matter expert. Frequently reports to an IT Chief Operating Officer, Director, Data Center Operations or Operating Unit IT Executive.(2)Typically has 7 to 10 more years of IT work experience including managing team(s) responsible for production and operations support.(3)Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.</p>	<p>Responsible for the activities in the areas of production, data control, operations, and operations support. Develops and implements standards, procedures and processes for the operations group. Plans and manages the support of new technologies, data center performance and reliability. Defines and negotiates service level agreements. Oversees and coordinates the daily activities of the operations center. Provides input and recommendations regarding business continuance issues and improvements to the operations of systems and processes supported.</p>

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
<p>Manager, CRM Technology</p>	<p>(1)Middle level management. Works under general direction of senior level management. Typically manages and mentors supervisors, project leads and/or technical staff. Responsible for leading a team of analysts and developers performing work in designing, developing and maintaining CRM systems and applications. Frequently reports to a Chief Technology Officer, Director, Data Warehouse or Director, Systems and Programming.(2)Typically has 7 to 10 years of IT work experience including managing team(s) responsible for data warehousing, decision support systems or marketing support information systems.(3)Bachelor's Degree in Computer Science, Information Systems, Business Administration or other related field. Or equivalent work experience.</p>	<p>Responsible for leading a team in analyzing and determining business requirements and managing the planning and execution of Customer Relationship Management (CRM) technology and associated programs to achieve business objectives of enhancing customer satisfaction, optimizing profitability and developing long-term customer loyalty. Acts as a liaison between the IT and business communities in developing and implementing CRM solutions, manages the business impact of all CRM projects. Oversees the development and improvement of the technology framework that supports the integration of enterprise customer response process through various customer services channels (e.g., mail, email, Web, call center). Partners with Sales, Marketing and the business community to develop CRM strategies and support the development and execution of customer campaigns and promotions by mining the enterprise CRM database. Works closely with data management, infrastructure and development groups to ensure required data and systems are in place to meet the enterprise's CRM needs. Leads the research, evaluation and selection of CRM technologies. Possesses a thorough understanding of data architectural development methodology, process and data modeling, Web and call center technologies for CRM solutions. Has working knowledge of database marketing methodologies and processes, including but are not limited to channel and segment marketing, direct marketing and online marketing. Strong project management skills in planning and monitoring projects in a cross-functional environment.</p>

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
Manager, Customer Relations	<p>(1)Middle level management. Works under general direction of senior level management. Typically manages and mentors supervisors, project leads and/or technical staff. Works on multiple, complex projects as a project leader and the subject matter expert. Frequently reports to a Chief Information Officer, IT Chief Operating Officer or Chief Technology Officer.(2)Typically has 7 to 10 years of relevant IT and business work experience. Experience with managing teams and projects.(3)Bachelor's Degree in Computer Science, Information Systems, Business Administration, Marketing, or other related field. Or equivalent work experience.</p>	<p>Overall responsibility for establishing, managing and maintaining strategic relationships with external customers in one or more business segments. Regularly interacts with functional groups within the IT organization to communicate and clarify customer requirements. Performs as liaison between enterprise and end-users, outside vendors, contractors, and consultants to define and establish service and support requirements. Investigates and resolves customer relationship problems. May participate in contract negotiation and administration. Analyzes and determines operational and financial impact of new product and service offerings. Proposes changes or solutions to products and services for optimal business results. Assists in organization change management and functions as an internal consultant in analyzing business processes, assessing and defining customer specifications and requirements, proposing business solutions that prioritizes technology and services needs to satisfy customer requirements, and facilitating solution design, building and testing.</p>

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
<p>Manager, Customer Service Hotline</p>	<p>(1)Middle level management. Works under general direction of senior level management. Typically manages and mentors supervisors, project leads and/or technical staff. Works on multiple, complex issues/projects as a technical leader and a subject matter expert. Frequently reports to a Chief Information Officer, IT Chief Operating Officer, E-Business Executive or Departmental IT Executive.(2)Typically has 7 to 10 years of related IT and business work experience in customer support and service functions. Experience with managing teams and projects in multiple technological and business environments.(3)Bachelor's Degree in Computer Science, Information Systems, Business Administration, or other related field. Or equivalent work experience.</p>	<p>Directs the Customer Service's hotline and order processing services for an enterprise. Responsible for business strategy and planning to ensure the organization has the appropriate resources, budget, tools and customer satisfaction metrics needed to provide the highest level of customer service. Establishes quality standards and performance metrics for customer service's hotline performance. Manages the design and implementation of knowledge based systems, ensures appropriate resources are available to respond to customer inquiries/issues. Develops and implements learning strategy to maintain knowledge and provide growth for representatives. Resolves complex customer issues.</p>

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
Manager, Customer Support	<p>(1)Middle level management in help desk/customer support functions. Works under general direction of senior level management. Typically manages and mentors supervisors, project leaders and/or technical staff. Frequently reports to an IT Chief Operating Officer, Operating Unit IT Executive or Departmental IT Executive.(2)Typically has 7 to 10 years of IT work experience including managing team(s) responsible for desktop support, customer service and/or production support in multi-platform environments.(3)Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.</p>	<p>Defines service levels, service agreements and manages the help desk operation. Establishes processes to identify, track, escalate, resolve and report customer problems. Jointly, with the customer, defines standards and measures for quality and customer satisfaction requirements. Analyzes the technical performance and reliability of products, systems and services against identified industry standards to ensure customer satisfaction. Responsible for developing and implementing technical service restorations and troubleshooting procedures for identifying, testing and diagnosing computer system and peripheral equipment faults</p>

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
<p>Manager, Data Warehouse</p>	<p>(1)Middle level management in the data warehouse function. Works under general direction of senior level management. Typically manages and mentors supervisors, project leaders and/or technical staff. Works on multiple, complex projects as a project leader and a subject matter expert. Frequently reports to a Director, Data Warehouse or Director, Systems and Programming.(2)Typically has 7 to 10 years of IT work experience including managing team(s) responsible for systems/applications development, database management systems and data warehouse development and management.(3)Bachelor’s Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.</p>	<p>Works with the business and senior IT leadership to identify and establish information requirements, develop and implement data warehouse strategies that utilize data marts and/or data warehouse systems to enhance business processes and manage business intelligence. Leads the activities of data warehouse project teams in the design, development and implementation of data warehouses; and the configuration and auditing of data warehouses to ensure quality control of data.</p> <p>Responsible for overseeing the development, operations and maintenance of data warehouse environment, including organizational balance and system coherency between front-end desktop/client environment and data warehouse back-end processing functions. Provides guidance regarding the use of data warehouse system, capability of systems to deliver information, and subject matter expertise regarding current systems and emerging technology. Needed knowledge includes process and data modeling, data architectural development methodology, project management and extensive knowledge of data warehouses and data marts.</p>

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
<p>Manager, Decision Support</p>	<p>(1)Middle level management in the data warehouse function. Works under general direction of senior level management. Typically manages and mentors supervisors, project leaders and/or technical staff. Works on multiple, complex projects as a project leader and a subject matter expert. Frequently reports to a Director, Data Warehouse or Director, Systems and Programming.(2)Typically has 7 to 10 years of IT work experience including managing team(s) responsible for database, data warehouse, decision support systems and executive information systems development, support and administration.(3)Bachelor's Degree in Computer Science, Information Systems, Business Administration, or other related field. Or equivalent work experience.</p>	<p>Acts as liaison between business and IT leadership regarding the identification of business critical information and knowledge (e.g., customer and market data), and its usage and availability. Manages the Decision Support staff to ensure that the Decision Support Systems (DSS) and Executive Information Systems (EIS) are built to meet the information needs of the business leaders and various business units. Has full understanding of corporate strategies and must manage the diversity of needs and prioritize those needs based on the overall business strategy of the organization.</p> <p>Works closely with key business leaders to define critical information needs, providing guidance regarding availability of data, capability of systems to deliver information needs, and subject matter expertise regarding current systems and emerging technology. Leads the research, evaluation and selection of new technologies. Leads cost and feasibility studies. Ensures project management process is in place, provides resource management and ensures quality and timely solutions. Needed knowledge includes process and data modeling, data architectural development methodology, IT planning methodology, consulting and facilitation, project management and extensive knowledge of the enterprise's data and decision-making processes.</p>

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
<p>Manager, Electronic Commerce</p>	<p>(1)Middle level management in the e-commerce function. Works under general direction of senior level management. Typically manages and mentors supervisors, project leaders and/or technical staff. Works on multiple, complex projects as a project leader and a subject matter expert. Frequently reports to an E-Business Executive or Director, Electronic Commerce.(2)Typically has 7 to 10 years of IT work experience including managing team(s) responsible for Web/Internet, database applications and data warehousing functions.(3)Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.</p>	<p>Partners with business units to develop creative solutions using e-commerce technology that will enhance the enterprise's competitive advantage. Directs the implementation of e-Commerce services and businesses for the enterprise or specific business units. Responsible for the daily management of e-Commerce activities and staff. Possesses professional experience and knowledge in a variety of net-centric computing architectures and technologies. Possesses an operational knowledge of key business processes and understands the technology either utilized or needed for their operation. Strong Project Management expertise is essential.</p>

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
Manager, HR/IT Staffing	<p>(1)Middle level management. Works under general direction of senior level management. Typically manages and mentors supervisors, project leads and/or technical staff. Works on multiple, complex projects as a project leader and a subject matter expert. Frequently reports to a corporate human resource executive, IT Chief Operating Officer or Chief Sourcing Officer.(2)Typically has 7 to 10 years of related experience in HR and IT including managing team(s) and project(s).(3)Bachelor's Degree in Business Administration, Human Resources, or other related field. Or equivalent work experience.</p>	<p>Develops and implements sourcing strategies and programs to recruit and select both permanent and contracted staff for the IT organization. Viewed as the in-house consultant on recruiting and retention practices, and strategy. Manages a variety of recruiting efforts, which may include college and Internet recruitment, and use of recruitment firms. Ensures legal and corporate hiring policies are adhered to. Leads succession planning process; performs forecasting needs based on changes within the organization (e.g., retirement statistics, planned moves, reorganizations); creates and maintains a recruiting plan accordingly.</p> <p>Manages the recruitment process, screening process, conducts interviews for permanent and contract staff (including basic technical interviews), makes recommendations for hire and manages the extension of offers. Has a strong understanding of the competitive marketplace (e.g., key competitors for employees, compensation pressure points, "hot" skills, and competitors' differentiators). Proactive in representing IT issues and needs to HR leadership and is active in the HR and IT community to build awareness of the organization. Manages the relationship with contract staff vendors, negotiates contracts and pricing and maintains records of use of contracted services. May make hiring decisions for selected positions. Viewed as critical and respected resource to IT, and an advocate of IT needs to HR.</p>

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
<p>Manager, Internet Operations</p>	<p>(1)Middle level management in Web systems and services operations and management functions. Works under general direction of senior level management. Typically manages and mentors supervisors, project leaders and/or technical staff. Works on multiple, complex projects as a project leader and a subject matter expert. Frequently reports to a Chief Technology Officer, IT Chief Operating Officer, E-Business Executive or Departmental IT Executive.(2)Typically has 7 to 10 years of IT and business work experience including managing team(s) responsible for development, implementation and maintenance of systems across multiple platforms. Experience with online relational database management systems, multimedia, Web applications development and testing.(3)Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.</p>	<p>Responsible for the development, release, and maintenance of Internet, Intranet, and Extranet systems and services supporting a wide range of content. Works with key business leaders and other IT groups to prioritize projects, maximize the effectiveness of Internet technologies in supporting the business strategy, improving communications, and enabling greater access to information. Ensures the coordination of all Internet and Web development activities, ensuring integration with other technologies utilized in the enterprise and continuity across applications. Develops standards for Internet and Web project initiation, design, development, and support. Key challenge of this position is in managing and prioritizing the numerous requests by the business, and influencing and coordinating the development of Internet based technologies occurring in areas outside of IT.</p>

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
Manager, IT Audit	<p>(1)Middle level management. Works under general direction of senior level management. Typically manages and mentors supervisors, project leads and/or technical staff. Works on multiple, complex projects as a project leader and a subject matter expert. Frequently reports to a corporate Chief Financial Officer, Chief Information Officer or IT Chief Operating Officer.(2)Typically has 7 to 10 years of IT and/or auditing work experience including managing team(s) responsible for audit, finance or accounting functions. Typically possesses an IT auditing professional designation (e.g., Certified Information System Auditor (CISA)) or accounting professional designation (e.g., CPA).(3)Bachelor's Degree in Computer Science, Information Systems, Business Administration, or other related field. Or equivalent work experience.</p>	<p>Leads and manages internal audit function for information systems audits and compliance-related work (e.g., Sarbanes-Oxley Act compliance) using In general, applicable and accepted standards and framework for IT audit (e.g., COBIT). Develops and implements an IT audit strategy and plan to review technical systems controls, identify control weakness and communicate significant control and compliance risk to senior management. Provides recommendations to correct or mitigate IT systems control and compliance weaknesses. Works with corporate and IT risk management team in developing and implementing internal control policies in a wide variety of IT processes. Promotes compliance with regulatory requirements and IT best practices, especially with respect to project management, systems development and information security. Provides control-related consultancy to management teams and ensures the existing/new applications and/or technology infrastructure elements comply with enterprise security, control and audit standards in addition to passing local and federal regulatory examinations.</p> <p>Supervises and conducts audit activities. Prepares audit reports, advises IT leadership and business line management about the status of technology-related internal control and compliance issues, makes recommendations for risk mitigation, process, control or cost improvement approaches. Plans, manages, directs and reviews the work of technical auditors and consultants.</p>

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
<p>Manager, IT Business Planning</p>	<p>(1)Middle level management. Works under general direction of senior level management. Typically manages and mentors supervisors, project leads and/or technical staff. Works on multiple, complex projects as a project leader and a subject matter expert. Frequently reports to a Chief Information Officer, IT Chief Operating Officer, Chief Technology Officer or Operating Unit IT Executive.(2)Typically has 7 to 10 years of IT and business work experience with a broad range of exposure to various technical environments and business segments. Experience with managing team(s) responsible in strategic planning, infrastructure and operational support functions.(3)Bachelor's Degree in Computer Science, Information Systems, Business Administration, Finance, or other related field. Or equivalent work experience.</p>	<p>Assists the IT organization in defining and implementing its business plan and goals to support the strategy and goals of the organization. Responsible for working with IT and business leaders to create the business plan for IT. Assists in the cascading of plans to the various IT divisions/departments. Scans the external IT environment to provide a common set of planning assumptions, competitive analysis, current and future market assessments for products and services to the business, and a common set of planning processes and tools to assist those with planning responsibility in IT. Assists IT and business leadership in actualizing the business plans within their own area of responsibility, working with them to ensure that technical and resource decisions link to the overall IT plan. Works closely with the enterprise's business planning leaders to ensure alignment.</p> <p>Responsible for ensuring that business planning and purpose is considered in all key IT decisions, and therefore must be involved in the discussion and decision making process for technology, business, and human resource investments on an on-going basis. Works with Finance and Human Resources to represent the needs of IT and understand the cost and human resources impact of those needs in creating, implementing and adjusting business plans.</p> <p>This position typically reports to the CIO. Ensures alignment of the IT strategy to the business strategy.</p> <p>Responsible for ensuring integration of all work performed across all business units. Responsible for educating senior business leaders on the IT strategy as well as educating senior IT leadership on the direction of the business. High degree of business complexity and impact to overall success of IT in meeting business needs.</p>

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
<p>Manager, IT Finance</p>	<p>(1)Middle level management. Works under general direction of senior level management. Typically manages and mentors supervisors, project leads and/or professional staff. Responsible for supporting complex IT financial activities on an IT enterprise-wide basis and/or business unit level. Frequently reports to a corporate Chief Financial Officer, Chief Information Officer, IT Chief Operating Officer or Operating Unit IT Executive.(2)Typically has 6 to 8 years of financial management experience including managing team(s) responsible for financial analysis, planning, cost analysis, market capitalization, P&E ratios and financial statements.(3)Bachelor's Degree in Finance, Economics, Accounting, or other related field. Or equivalent work experience.</p>	<p>Provides financial management for the IT organization. Leads the analysis, development and implementation of financial services for IT planning and control. Analyzes and prepares IT budget and develops proposals with supporting documentation and justification. Leads analysis on IT financial conditions, business compliance matters and effectiveness of strategies and programs to business objectives, develops recommendations for senior IT leadership team for a variety of business issues. Provides financial statements for IT leadership team such as monthly budgets and summary reports. Audits and approves invoices for contract payment. Develops financial metrics and conducts audits to ensure compliance. Drives common accounting practices, reconcilements and consistent reporting. Ensures the compliance with all federal and state legislations as well as internal policies and procedures. May be in charge of developing an appropriate pricing model and chargeback scheme for IT services.</p>

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
<p>Manager, IT Procurement</p>	<p>(1)Middle level management. Works under general direction of senior level management. Typically manages and mentors supervisors, project leads and/or technical staff. Works on multiple, complex projects as a project leader and a subject matter expert. Frequently reports to an IT Chief Operating Officer, Chief Information Officer, Chief Financial Officer or Chief Sourcing Officer.(2)Typically has 7 to 10 years of business experience including managing team(s) responsible for asset management, procurement, finance or other related functions.(3)Bachelor’s Degree in Business Administration, Finance, Accounting, or other related field. Or equivalent work experience.</p>	<p>Recommends and establishes the IT procurement strategy, processes, and procedures that are consistent with corporate policy, IT project requirements and sound commercial, legal and ethical practices. Responsible for the systematic execution of processes and procedures for the timely and cost effective purchasing of IT products and services. Manages the activities of the IT procurement function, including the collection and execution of purchase orders, negotiation of bids from vendors, placement and tracking of purchase orders and coordination and reconciliation of invoices for processing. Manages the full cycle of all IT purchases, agreements and contracts from initiation to completion. Manages supplier relationships and service level administration for vendors. Acts as a liaison between IT and vendors in major dispute resolution concerning supplier performance. Evaluates supplier base for cost savings opportunities. Identifies and engages services of new suppliers in support of IT requirements.</p>

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
<p>Manager, Network Operations</p>	<p>(1)Middle level management in network operations functions. Works under general direction of senior level management. Typically manages and mentors supervisors, project leaders and/or technical staff. Frequently reports to an IT Chief Operating Officer, Director, Network Operations or Operating Unit IT Executive.(2)Typically has 7 to 10 years of IT work experience including managing team(s) responsible for technical service for hardware/software engineering, support and maintenance in LAN/WAN and multi-platform environment.(3)Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.</p>	<p>Responsible for network operations and service levels for data and voice networking equipment and software including mainframe equipment, PBX, mid-range and network processing devices. Develops and implements standards, procedures, and processes for the network operations group. Plans and manages the support of new technologies (including wireless), network performance, and reliability. Defines and negotiates service level agreements. Oversees and coordinates the daily activities of the network operations center. Plans for human resources, equipment arrangements, electrical power and cable requirements for telecommunications and information processing equipment.</p>

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
Manager, Outsourcing Contracts	<p>(1)Middle level management. Works under general direction of senior level management. Typically manages and mentors supervisors, project leads and/or technical staff. Supports multiple contracts or complex enterprise agreements. Works on projects that range in size, complexity and contract duration. Frequently reports to a Chief Technology Officer, IT Chief Operating Officer, Chief Information Officer, Chief Financial Officer or Chief Sourcing Officer.(2)Typically has 7 to 10 years of finance or contract management work experience including managing team(s), specifically within the IT area.(3)Bachelor’s Degree in Business Administration, or other related field. Or equivalent work experience.</p>	<p>Responsible for all activities relating to the outsourcing contract management function. Leads contract efforts from contract signing, through vendor transition and current operational state. Establishes metrics, process and procedures and oversight management model required to ensure optimum vendor delivery, service, quality and pricing. Monitors vendor contracts to ensure terms and conditions are met; defines and manages vendor penalties/incentives if performance does not meet established criteria/exceeds established criteria. Interprets the contract for the enterprise. Sets vendor directions and priorities. Creates, negotiates and incorporates contract amendments. Renegotiates contract, if required, to accommodate scope changes or changes in business requirements. Reviews vendor proposals and negotiates pricing/terms. Reviews vendor invoices for accuracy, and owns enterprise budget responsibility for the outsourcing expense. Serves as first point of negotiation for vendor disputes. Complexity of position can vary significantly depending on deal size/scope, single vs. multiple contract responsibility, and whether responsibility covers IT outsourcing contracts exclusively or all enterprise outsourcing contracts.</p>

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
<p>Manager, Product Development</p>	<p>(1)Middle level management. Works under general direction of senior level management. Typically manages and mentors supervisors, project leads and/or technical staff. Works on multiple, complex projects as a project leader and a subject matter expert. Frequently reports to a corporate senior level software development executive, research and development executive or Chief Technology Officer.(2)Typically has 7 to 10 years of high-tech industry, product engineering and/or IT work experience. Experience with managing team(s) responsible for software, hardware design, engineering and development functions.(3)Bachelor's Degree in Computer Science, Information Systems, Engineering, or other related field. Or equivalent work experience.</p>	<p>Manages research and development activities relating to the design and development of software or hardware products and qualification or re-qualification of new and existing products. Works with a cross-functional team to ensure fulfillment of product requirements, evaluates product performance and transition products from development to commercialization. Assists in determining product delivery and deployment dates for new product releases, feature and maintenance releases and regular corrective service or service pack releases. Acts as a technical consultant to the product organization and leads research, and prototyping of innovative technologies and products. Ensures the technology and architectural roadmap of engineering is properly aligned with and supports the product/business road map. Acts as a customer liaison on technical issues related to product integration, custom development and requirements. May lead major releases and ensure feature enhancements respond to customer requests. Responsible for product delivery managing schedules and tasks related to all aspects of product development.</p>

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
<p>Manager, Production Support</p>	<p>(1)Middle level management in data center operations. Works under general direction of senior level management. Typically manages and mentors supervisors, project leaders and/or technical staff. Works on multiple, complex projects as a project leader and a subject matter expert. Frequently reports to an IT Chief Operating Officer, Director, Data Center Operations or Operating Unit IT Executive.(2)Typically has 7 to 10 years of IT work experience including managing team(s) responsible for production and operations support.(3)Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.</p>	<p>Manages the daily operations of the Production Support group. Develops and implements policies and procedures for the production support function which includes operator training and development, data center scheduling, installation and re-start and recovery procedures. Monitors and reports all production outages. Performs proactive analysis on all factors impacting high availability and service level attainment. Requires interaction with appropriate IT and business unit personnel. This position requires in-depth knowledge of computer operations, monitoring and control, systems recovery and production processing control.</p>

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
<p>Manager, Quality Assurance</p>	<p>(1)Middle level management in quality assurance functions. Works under general direction of senior level management. Typically manages and mentors supervisors, project leaders and/or technical staff. Acts as a project leader and a subject matter expert on multiple and complex projects. Frequently reports to a IT Chief Operating Officer, Operating Unit IT Executive, Departmental IT Executive or Director, Systems and Programming.(2)Typically has 7 to 10 years of systems development and business experience. Experience in developing and conducting test processes for multiple types of systems, client users and/or units across an organization. Requires prior management, supervisory or team leader experience.(3)Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.</p>	<p>Responsible for managing the definition, implementation and integration of quality principles and quality processes into the design and development of software and IT processes. Ensures that quality methods and procedures are executed. Ensures that products, applications, and systems are in compliance with established quality standards, and meet customer requirements. Analyzes best-in-class processes, establishes customer satisfaction metrics, understands the interaction and relationship of business operations and operating systems and network processes. Champions the application of quality principles in business and IT processes through training, meeting and team facilitation, communication programs and team building activities. Responsible for researching, developing and implementing testing methods and procedures. Ensures that products meet the highest quality standards. Monitors and reports on defects.</p>

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
<p>Manager, Systems Software</p>	<p>(1)Middle level management. Works under general direction of senior level management. Typically manages and mentors supervisors, project leads and/or technical staff. Works on multiple, complex projects as a project leader and a subject matter expert. Frequently reports to a Chief Information Officer, IT Chief Operating Officer, Chief Technology Officer, Operating Unit IT Executive or Departmental IT Executive.(2)Typically has 7 to 10 years of IT work experience including managing team(s) responsible for systems engineering, development, administration and support.(3)Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.</p>	<p>Responsible for managing the programming, administration and support activities for the enterprise's operating systems that may reside on multiple platforms. Has a high level understanding of operating systems and foundation architecture. Accountable for operating systems software selection and development and continued maintenance of such systems to improve efficiencies. Develops departmental standards and procedures including systems programming standards and program documentation requirements. Defines and monitors multiple projects, provides technical and administrative supervision. Must interface with members of the IT and user community to coordinate activities relating to the implementation of new software. Provides technical consultation and support to users and other IT staff.</p>

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
Manager, Technical Training	<p>(1)Middle level management. Works under general direction of senior level management. Typically manages and mentors supervisors, project leads and/or technical staff. Works on multiple, complex projects as a project leader and a subject matter expert. Frequently reports to a corporate training officer, IT Chief Operating Officer or Chief Information Officer.(2)Typically has 7 to 10 years of Training (including curriculum development for IT and instructional technology) experience, 2 or more years of training management experience.(3)Bachelor's Degree in Instructional Technology, Computer Science, Information Systems, Education, or other related field. Or equivalent work experience.</p>	<p>Manages the IT training life cycle, including needs analysis, training strategy and development and delivery of training programs and tools for IT professionals and end-users. Additionally, implements and manages a skills management and competency development process for the IT professional staff and end-user community. Coordinates or provides services to identify business and subsequent training drivers for the organization and identifies technology drivers for the analysis of roles and their associated skills and competencies. Leads analysis of current skills to identify skill gaps and works with IT to prioritize skills training and development imperatives. Ensures a technical learning environment exists in the organization. Responsible for ensuring capability of technology is maximized through effective training, resulting in transfer of knowledge and skills that support organizational needs.</p> <p>Oversees the development of curriculums and specific courseware to address skill gaps for IT professionals and end-users, and oversees the selection and usage of various training delivery systems and certification/testing methods to assess the effectiveness and efficiency of programs. Measures training return on investment (ROI) and helps to pilot test new training techniques, strategies, tools and processes to increase training effectiveness.</p>

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
<p>Manager, Technology Research</p>	<p>(1)Middle level management in technology research area. Works under general direction from senior level management. Works on multiple programs as a project team leader and a subject matter expert. Manages and mentors supervisors, project leaders and/or technical staff. Frequently reports to a Chief Technology Officer, Operating Unit IT Executive or Departmental IT Executive.(2)Typically has 7 to 10 years of IT work experience including managing team(s) responsible for systems development and architecture functions.(3)Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.</p>	<p>Understands the strategic direction of enterprise and the supporting IT systems and architectures. Maintains knowledge of emerging technological trends and utilizes this knowledge to educate both IT and the business on opportunities to build better IT solutions that support and drive business decisions. Assists in the definition of the architecture and technology needs of the organization based on new and emerging technologies, and establishes priorities and strategies consistent with business goals and economic viability. Establishes foundation architecture for organization to standardize on hardware and software usage. Serves as a consultant and advisor to senior IT leadership on advanced technologies and evaluates the business impact through cost/benefit analysis. Recommends and incorporates technology with long-term business plans. Transfers knowledge of key learnings throughout the enterprise, and establishes and communicates strategic and technological plans.</p>

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
Manager, Vendor Relationships	<p>(1)Middle level management. Works under general direction of senior level management. Typically manages and mentors supervisors, project leads and/or technical staff. Develops strategic outsourcing strategy and plans, provides management direction to the team(s). Supports multiple contracts or complex enterprise agreements. Works on projects that range in size, complexity and contract duration. Frequently reports to a Chief Technology Officer, IT Chief Operating Officer, Chief Information Officer, Chief Financial Officer or Chief Sourcing Officer.(2)Typically has 7 to 10 years of experience including managing team(s) responsible for vendor relationship management, contract negotiation, contract administration, project or asset management in a technology environment.(3)Bachelor's Degree in Computer Science, Information Systems, Business Administration, or other related field. Or equivalent work experience.</p>	<p>Develops and implements the strategic sourcing and vendor relationship strategies. Manages the selection, acquisition and monitoring of contractual agreements for hardware, software and IT services for the enterprise. Works closely with the business and IT to understand their needs and serves as the IT point of contact for all purchases, deliveries and problems with products and services. Articulates and negotiates service level agreements. Works with Asset Management to ensure appropriate use of corporate funds. Develops, or assists in the development of Request for Information (RFIs), Request for Proposal (RFPs) and business cases. Qualifies vendors and maintains an approved vendor database and tracking system. Establishes standards and procedures for evaluating products and services. Serves as the primary interface between the service provider and the business. Maintains contact with vendors to manage the status and quality of orders and the progress toward contractual commitments. Provides status updates on purchases, escalates delivery problems as necessary to affect minimal impact to the operation. Follows up with IT management to ensure satisfaction with delivered products and services and addresses any problems or concerns. Participates in the budget process, such as annual budget planning, providing cash flow for other departments, quarterly reconciliation and ad hoc expense reports. Continually seeks optimal value in service from vendors, reviewing and monitoring performance and return-on-investment metrics and initiating contract modifications. Pursues new vendor relationships as needed. Must have a basic understanding of all product and service needs, and must maintain knowledge of changing technologies.</p>
Mobile applications developer	<p>A bachelor's degree in Computer Science or relevant field and/or 3 years of demonstrable experience for mobile developers.</p>	<p>Designs, writes, develops and implements innovative and advanced mobile applications. Maintains and enhances existing applications. Responsible for translating code into user-friendly applications. They collaborate with internal teams to develop functional mobile applications while working in a fast-paced environment. Mobile developers develop application programming interfaces (APIs) to support mobile functionality while keeping up to date with terminology, concepts and best practices for coding mobile apps.</p>

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
Mobile Specialist	<p>Experience with various technologies and roles, including Mobile App Development, Security and/or Infrastructure Projects with Android and iOS systems. Programming may include native iOS, Android, Objective-C, Swift, JSON, webservices, UIKit, CoreData, hybrid app development, MDM etc.</p>	<p>The Mobile Specialist serves in many capacities, including Developer, Engineer, Technical Architect, and Analyst for Mobile Projects. The Mobile Specialist often guides and mentors the technical team in all phases of the SDLC including requirement validation, detail design, development, and implementation. Serves as the Designer, Developer and/or Engineer on Mobile Projects. Meets with end users and technical staff of all types to gather business and system requirements. Develops and/or engineers user interface, service tier, data tier components, infrastructure or security for Mobile Projects. Develops standards, repeatable processes, and reusable components Assists in project planning, including developing of timelines, composition of technical teams, and leveling of resources. Mentors technical team leads and team members on Department processes and standards to promote consistency and improve productivity.</p>
Network Administrator	<p>Bachelor's degree in Computer Science or a related field 2+ years experience in a network administration role MCSE certification a plus CISSP, CCNA, or CCNP certification a plus</p>	<p>The Network Administrator installs, configures, and supports an organization's local area network (LAN), wide area network (WAN), and Internet system or a segment of a network system. Maintain network hardware and software. Monitor network to ensure network availability to all system users and perform necessary maintenance to support network availability. May supervise other network support and client server specialists and plan, coordinate, and implement network security measures. Coordinate the development, implementation, and maintenance of a local area network or wide area network. Maintains the network's physical and logical structures, including network connections. Maintains network support software, analyzes user support statistics, and recommends appropriate measures. Installs, tests, and maintains network hardware and software. Prepares and analyzes statistics on network utilization and availability. Prepares training courses and provides user support and training in the use of available hardware, software, and utilities. Performs tuning and capacity planning activities to enhance the performance of the network resources.</p>

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
Network Analyst	<p>(1)Intermediate professional level role. Works on projects/systems/issues of medium to high complexity. Provides support in designing, implementing, supporting and maintaining network systems. Works on one or more projects as a project team member, occasionally as a project leader. May coach more junior technical staff.(2)Typically has 3 to 5 years of IT work experience in infrastructure/network environments in network design, implementation, administration and support.(3)Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.</p>	<p>Responsible for designing, installing and troubleshooting network systems (including wireless) to meet the functional objectives of the business. Involved with the configuration and maintenance of physical and logical network components. Assists in the design of the network architecture, designs the network infrastructure, and plans and designs LAN/WAN/wireless solutions. Performs capacity and resource planning, assessing network risks and contingency planning. Responsible for the implementation and maintenance of network management software; researching, analyzing and implementing software patches or hardware changes to fix any network deficiencies. Provides Tier 2 support. Involved in the evaluation of new products and services, may manage vendor service level agreements.</p>
Network Engineer	<p>Experience with various technologies and roles, including Cisco, Avayya, Nortel, Routers, Switches, TCP/IP, BGP, Storage Area Network (SAN), CCNA/CCNP/CCIE certifications.</p>	<p>The Network Engineer is responsible for installing networking technologies and supporting networks. Assesses existing network configurations and makes recommendations based on product specifications. Configures equipment and software to meet business needs, trains others on the solution, and documents the solution for ongoing support. Functions as part of a team on larger projects, or individually provides the services on support visits or smaller projects. Provides technical support and assists with the design of network solutions. Requires experience in the technical services and support field as well as experience in network administration (DHCP, DNS, routers, firewall, etc.)</p>

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
Network Security Specialist	<p>(1)Intermediate professional level role. Develops security solutions for medium to high complex assignments. Works on multiple projects as a team member and lead network-related security components. May coach more junior technical staff.(2)Typically has 3 to 5 years of combined IT and security work experience with a broad exposure to infrastructure/network and multi-platform environments. Requires knowledge of security issues, techniques and implications across all existing computer platforms.(3)Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.</p>	<p>Involved in the full life cycle of network security management. Assists in the development and implementation of security policies, procedures and measures in a networking environment. Responsible for firewall configuration, maintenance, monitoring and other various network security measures. Performs security assessments and reviews networking initiatives for security compliance. Prepares status reports on security matters to develop security risk analysis scenarios and response procedures. Involved in the continual improvement of the network infrastructure and implementation of new security-based technologies. Evaluates and recommends security products for various platforms in the networking environment. Educates users about network security policies and consults on security issues. Must have broad technical knowledge of client/server, network topology and network/infrastructure security.</p>
Network Security Administrator	<p>Bachelor's degree in Information Technology, Information Systems, or Computer Science.Previous network security experience and professional certification, such as the Certified Information Systems Security Professional (CISSP) are a plus.</p>	<p>Helps secure computer systems for a company, organization, or agency. Job duties may involve creating or updating security infrastructure and continually monitoring networks for unauthorized access or suspicious activities. Work with company staff members to help them stay connected and keep their work devices secure while they are online. May need to design and operate a training program that helps employees understand cybersecurity measures and best practices.</p>

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
Network Security Architect	<p>Windows and Unix system security experience</p> <p>Experience using Intrusion Detection Systems (IDS) and hardware and software firewalls</p> <p>Implementing various network access control systems such as Active Directory</p> <p>A bachelor's degree in computer science or a related field is also required and a master's degree in cybersecurity is preferred with one or two years in a cybersecurity role. CISSP and ISSAP certifications preferred.</p>	<p>Responsible for designing and overseeing the building and configuration of secure enterprise network systems.</p> <p>Responsible for analyzing network data and systems to select the most appropriate control mechanism for the security required. May also have a hand in selecting software and hardware used to apply the control system.</p> <p>Defines policies and procedures appropriate to the systems and help educate users and administrators. May have an ongoing role in auditing and supervising security levels specific to the systems designed.</p>
Network Security Engineer	<p>Complete and in-depth knowledge of network management & security technologies and approaches. (DMZ design, IPSec, proxies, RADIUS, Network intrusion detection sensors). 4 year college degree or equivalent technical study or advanced degree. Certifications such as CISSP, GISP, and CISM.</p>	<p>Responsibility for designing, implementing and supporting network security solutions for the organization. In collaboration with members of the Architecture and Engineering, Systems Administration, Database Administration, IT Development and Application Support teams, the Network Security Engineer will implement practical solutions to secure the States network infrastructure and ensure regulatory compliance requirements are met. This includes the on-going maintenance and management of hardware and software that secures the organization's network, analyzing and troubleshooting problems and monitoring for potential network security problems or incidents.</p>

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
Network Technician	<p>BS/BA in computer science, computer engineering or relevant field. CCENT/CCNA qualifications are strongly preferred.</p>	<p>Responsible for designing and installing well-functioning computer networks and systems. They install internet connections and electronic cabling. They may also perform troubleshooting on system failures to maintain long-term efficiency within an area. Responsibilities:</p> <ul style="list-style-type: none"> -Design and install well-functioning computer networks, connections and cabling -Perform troubleshooting to system failures and identify bottlenecks to ensure long term efficiency of network -Inspect LAN infrastructure and fix minor or major problems/bugs -Test and configure software and maintain and repair hardware and peripheral devices -Evaluate network performance and find ways of improvement -Organize and schedule upgrades and maintenance without deterring others from completing their own work -Do regular data backups to protect the organization's information -Provide technical direction to co-workers on computer and network usage and offer comprehensive advice and instructions

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
Oracle/PeopleSoft DBA	<ul style="list-style-type: none"> • Oracle DBA experience in all phases of Oracle/ PeopleSoft DBA support and Oracle/ PeopleSoft release upgrades. • Experience supporting Oracle Exadata is preferred. • Experience with Oracle 11g RAC, ASM and DataGuard is required. • Experience with Oracle 12c is preferred. • Experience with partitioning and advanced compression is preferred. • Must be able to perform database backup and recovery, exports, imports, cloning, database refreshes, database monitoring, performance tuning. • In -depth knowledge of Oracle databases and strong system level (Linux) and infrastructure (EMC or IBM SAN attached storage/RAID configuration, etc.) understanding. • Proficient in UNIX scripting. • Experience in resolving software integration problems. • Excellent analytical ability, strong consultative and communication skills. 	<p>The Oracle DBA will create, configure, monitor and administer the Oracle database environment. The DBA must be able to work independently to provide all aspects of Oracle database administration.</p> <p>Activities:</p> <ul style="list-style-type: none"> • Responsible for Oracle database design and support. • Perform capacity planning activities as related to database storage. • Assist in database performance monitoring, tuning and optimization. • Suggest and implement departmental standards and procedures for database administration. • Work with database vendors and external support on issues such as upgrades, technical problems and solutions. • Install and configure Oracle software and identify, perform and maintain software release levels, database patches and fixes as needed. Assist with database upgrades as needed. • Develop, test and implement backup and recovery strategy. • Follow change control and application deployment and access control procedures. • Develop database monitoring procedures and utilities. • Coordinate with other DBA team members on infrastructure enhancement or large development projects.

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
PEGA Developer	<p>PEGA certification as a System Architect; working experience with PEGA Cloud; Experience creating data classes and properties in PEGA implementation; Broad experience in the PEGA rules-based architecture to configure and test applications functionality in process flow, UI screens, automated decisions and prosperities; Experience in Scrum development methodology</p>	<p>Designs and maintains applications using PEGA to solve company needs. Collaborates with Business Analysts and to develop new systems and/or enhanced functionality utilizing the PEGA BPM platform and PEGA Cloud.</p>
PEGA Lead Business Architect	<p>4-year college degree or equivalent technical study; PEGA Senior Systems Architect Certification</p>	<p>Lead the business team in gathering requirements and choosing the best way to implement requirements leveraging the Pegasystem software and DCO capabilities. Understand business process and business requirements of the customers and translating them to requirements artifacts such as BRD/Functional spec/Use stories. Help to insure that the requirements management and facilitation best practices are adhered to include management of artifacts through traceability, version control and change control. Help to document business rules and assist with work type structure from the perspective of the business needs. Design and configure rules and flows and assist with the draft user interface and draft process flow development. Function as an Information Technology Business Analyst by understanding business requirements and transforming those requirements into data mapping specs. Effectively communicate with internal teams and clients to deliver user interface requirements like Graphical User Interfaces, Screen and Interface mock-ups. Understand interface /integration technologies and a good understanding of customers' needs so they can be translated into requirements.</p>
PeopleSoft Functional Analyst	<p>4-year college degree. Expertise in required PeopleSoft Modules and Technologies.</p>	<p>Provides support for the development, and implementation of the Oracle PeopleSoft Human Capital Management Modules for the program.</p>
PeopleSoft Functional SME	<p>4-year college degree. Expertise in required PeopleSoft Modules and Technologies.</p>	<p>Responsible for providing PeopleSoft functional support by acting as subject matter expert and leading the organization through the entire systems development lifecycle and production support.</p>

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
Product Architect	<p>(1)Expert/lead technical role. Provides technical expertise and direction for the development of complex hardware and software projects. Works on multiple projects as a project leader or as the subject matter expert. Works on projects/issues of high complexity that require in-depth knowledge across multiple technical areas and business segments. Coaches and mentors more junior technical staff.(2)Typically has 7 to 10 years of high-tech industry, product engineering and/or IT work experience.(3) Bachelor's or Master's Degree in Computer Science, Information Systems, Engineering or other related field. Or equivalent work experience.</p>	<p>Chairs the product architecture team and provides technical leadership in the planning, design and architect phases of software or hardware product development. Identifies, evaluates, and recommends solutions using advanced architectures and technologies to facilitate rapid development and implementation. Understands key competitors' products and differentiating features. Works with a cross-functional team to translate customer requirements into detailed architectural approaches and product specifications, creates realistic development plans and schedules, evaluates and prioritizes requests for product changes and enhancements. Understands business needs as well as customer and market requirements. Applies creativity, in-depth technical and theoretical knowledge, and experience in solving highly complex architectural design problems. Recommends new technology directions or options to maintain products' competitive advantages. Communicates technology design and any related issues to technical and non-technical audiences including customers and technical partners. Prepares and documents product architecture plans. May design technical testing methods to meet target product scalability and performance objectives. Participates in the standards committees and other industry gatherings to track industry trends and maintains knowledge of new technologies to better serve the enterprise's architecture needs.</p>
Product Developer	<p>(1)Intermediate professional level role. Performs product design and development work for medium to highly complex assignments. Works on multiple projects as a team member, sometimes as a technical leader. May coach more junior technical staff.(2)Typically has 4 to 6 years of high-tech industry, product engineering and/or IT work experience.(3)Bachelor's Degree in Computer Science, Information Systems, Engineering or other related field. Or equivalent work experience.</p>	<p>Responsible for designing and developing software or hardware product. Understands business and customer requirements that drive the analysis and design of technical solutions. Participates in all phases of product development lifecycle, including the analysis, design, test and integration of products. Develops design specifications and parameters that are in compliance with products' architectural blueprints. Researches, evaluates and incorporates new technology and tools to enhance the product development process. Resolves customer complaints with products and responds to suggestions for improvement and enhancements. May assist in development of product user manuals.</p>

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
Product Engineer	<p>(1) Intermediate professional level role. Performs product design and engineering work for medium to highly complex assignments. Works on multiple projects as a team member, sometimes as a technical leader. May coach more junior technical staff. (2) Typically has 4 to 6 years of high-tech industry, product engineering and/or IT work experience. (3) Bachelor's Degree in Computer Science, Information Systems, Engineering or other related field. Or equivalent work experience.</p>	<p>Responsible for all aspects of software or hardware product delivery and performance. Works with design engineering and test team to drive products from design completion to volume production release. Performs various engineering tests to verify and validate product designs, such as defining and specifying new product Design Verification Test (DVT) requirements and participation in the DVT process. Supports product evaluation and qualification on leading edge technology components. Ensures that production schedules are followed and product(s) meet specifications and quality requirements. Interacts with product engineering, quality, manufacturing and marketing teams to analyze and provide technical support to help resolve customers' product related problems/issues.</p>
Product Manager	<p>(1) Intermediate professional level role. Performs product design and engineering work for medium to highly complex assignments. Works on multiple projects as a team member, sometimes as a technical leader. May coach more junior technical staff. (2) Typically has 4 to 6 years of high tech industry, product engineering and/or IT work experience. (3) Bachelor's Degree in Computer Science, Information Systems, Engineering or other related field. Or equivalent work experience.</p>	<p>Responsible for all aspects of software or hardware product delivery and performance. Works with design engineering and test team to drive products from design completion to volume production release. Performs various engineering tests to verify and validate product designs, such as defining and specifying new product Design Verification Test (DVT) requirements and participation in the DVT process. Supports product evaluation and qualification on leading edge technology components. Ensures that production schedules are followed and product(s) meet specifications and quality requirements. Interacts with product engineering, quality, manufacturing and marketing teams to analyze and provide technical support to help resolve customers' product related problems/issues.</p>

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
Product Specialist	Degree in technical fields such as engineering or computer science. An MBA and a complementary certification within product management is a plus.	Collaborates with business units in developing business plans and in designing, producing, launching, and advertising a company's products. Coordinates with engineering, manufacturing, marketing, and other cross-functional teams to provide marketing strategies, product development, management, and sales solutions. Oversees the materials, timelines, budgets, employees, and equipment needs; and assures the product meets specifications. Provides support for marketing sureties, advertising materials, marketing campaigns, tradeshow, television and radio ads, and other promotional activities, ensuring conformance to the imaging intended for promotion. Monitors short- and long-term product development and marketing.
Production Support Analyst	(1)Intermediate professional level role. Provides production support on multiple platforms. Works on multiple projects as a team member and may lead projects of moderate complexity. May coach more junior technical staff. (2)Typically has 3 to 5 years of IT work experience in production and operations support.(3)Bachelor's Degree in Computer Science, Information Systems, or a related field. Or equivalent work experience.	Manages and controls the processing of programs and peripheral equipment on mainframe and/or distributed computer systems to ensure the highest levels of service and system availability are attained. Establishes production runs, ensuring that appropriate job control language, run documentation and data files are available. Assists in job set-up. Performs problem identification, escalation and resolution. Communicates status of operations to allow for immediate response to service disruptions.
Program Manager	Experience in various technologies and roles, including Agile, Waterfall or other SDLC methodologies. PMP/PMI certifications are preferred. Expertise with project management tools such as MS Project.	The Program Manager manages programs to ensure that implementation and prescribed activities are carried out in accordance with specified objectives. Plans and develops methods and procedures for implementing programs, directs and coordinates program activities to ensure project goals are achieved, and exercises control over personnel responsible for specific functions or phases of programs.

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
Project Leader	<p>(1)Intermediate professional level role. Responsible for the management of one or more small to medium-sized, moderately complex projects. Leads, assigns and tracks results for a project team under general direction of project/program managers.(2)Typically has 3 to 5 years of IT work experience, including 2 or more years managing projects.(3)Bachelor's Degree in Computer Science, Information Systems, Business Administration, or other related field. Or equivalent work experience.</p>	<p>Responsible for overall coordination, status reporting and stability of project oriented work efforts. Establishes and implements project management processes and methodologies for the IT community to ensure projects are delivered on time, within budget, adhere to high quality standards and meet customer expectations.</p> <p>Responsible for assembling project plans and teamwork assignments, directing and monitoring work efforts on a daily basis, identifying resource needs, performing quality review; and escalating functional, quality, timeline issues appropriately. Responsible for tracking key project milestones and adjusting project plans and/or resources to meet the needs of customers. Coordinates communication with all areas of the enterprise that impacts the scope, budget, risk, and resources of the work effort being managed. Assists Project Manager(s) and/or Program Manager(s) in identifying and prioritizing opportunities for utilizing IT to achieve the goals of the enterprise. Must possess advanced knowledge and proficiency in the use of project management methodologies and tools, resource management practices and change management techniques. This is an individual contributor role without human resource management responsibilities (e.g., hiring, performance management). Manages one or more projects of medium to high complexity. More senior role has responsibility for large, complex, cross-functional or multiple projects with greater impact to the enterprise.</p>
Project Management Specialist	<p>(1)Intermediate professional level role. Works independently or on a team. Performs tasks of moderate to high complexity that require increased knowledge of multiple technical environments and knowledge of business areas that IT supports. May coach more junior staff.(2)Typically has 3 to 5 years of project support/management experience.(3)Bachelor's Degree in Computer Science, Information Systems, Business Administration, or other related field. Or equivalent work experience.</p>	<p>Designs, implements, evaluates and audits project management processes and templates for the project management office (PMO). Compiles metrics relating to IT project success, project attributes, and individual productivity and adherence to defined processes. May track costs and performance, service levels and other metrics required to ensure project goals and objectives are met. Serves as a resource to project managers and project leaders to educate and assist them with implementing project management processes and making improvement/changes. Provides administrative support to project managers and project leaders. Ensures project control systems are in place and integrates project data for decision makers. Administers and maintains project management software and tools (e.g., Microsoft Project Server). Organizes and publishes project-related documentation in various sources. Knowledge of project management tools, methods and best practices such as those defined by the Project Management Body of Knowledge (PMBOK).</p>

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
Project Manager	Experience in various technologies and roles, including Agile, Waterfall or other SDLC methodologies. PMP/PMI certifications are preferred. Expertise with project management tools such as MS Project.	The Project Manager designs, plans, and coordinates work teams. Follows standard project management industry practices such as the PMI's framework. Understands business and technical objectives of a project and works closely with project sponsor. Creates project charter and work plan and tracks budget and schedule progress via appropriate metrics. Establishes project organization and methodologies and defines roles and responsibilities. Documents risks and develops mitigation plans. Manages scope. Creates and implements a communication plan. Builds an effective team, assigns tasks to team members, and evaluates outcomes. Negotiates resources. Communicates to stakeholders and project sponsor. Identifies, tracks, and ensures resolution of issues and removal of barriers.
Quality Assurance Analyst	Degree in technical fields such as engineering or computer science or related work experience.	Conducts routine and non-routine tests using variety of testing devices and procedures to maintain product quality. Constructs and alters quality assurance test plans according to product specifications. Assists in the creation and maintenance of testing standard, processes and systems that align with industry standards. Develops, publishes, and implements test plans. Writes and maintains test automation. Develops, maintains, and upgrades automated test scripts and architectures for application products. Also writes, implements, and reports status for system test cases for testing. Analyzes test cases and provides regular progress reports. Participates in the testing process through test review and analysis, test witnessing and certification of software.
Quality Assurance Engineer	Degree in technical fields such as engineering or computer science or related work experience. Solid knowledge of SQL and scripting. Experience working in an Agile/Scrum development process.	Plans and directs activities concerned with development, application, and maintenance of quality standards for manufacturing processes, materials, products, and/or business systems. Develops and implements standards and methods for inspection, testing, and evaluation relative to the organization's quality management system. Assures compliance of organization's products and processes. Devises sampling procedures and designs and develops forms and instructions for recording, evaluating, and reporting quality data. Assures that products leaving the manufacturing or development organization are effective and free from defects or operational problems or errors.

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
Release/Build Engineer	<p>(1)Intermediate professional level role. Works on multiple releases/projects as a subject matter expert and as a project leader. Works on complex projects that require expertise across multiple disciplines and environments. May coach more junior technical staff.(2)Typically has 3 to 5 years of IT work experience with at least 2 years related to release management. Proficient in the use of project management, spreadsheet and database query tools. Has subject matter expertise in release management process.(3)Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.</p>	<p>Develops and maintains the build environment, the source code control system and the issue tracking systems. Creates and tests builds, resolves issues, applies labels to file and communicates build status. Responsible for building scripts and installation procedures. Proactively identifies and implements procedures to streamline the build process which may drive the development and maintenance of an automated build process with automatic notification of build and unit test failure problems to responsible engineers. May assist engineering management in making choices for source code management systems, and other development and testing tools. Knowledge of quality methods and procedures as well as PC, PVCS, UNIX and scripting languages is required for successful performance in this role.</p>

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
Resource Manager	<p>(1)Middle level management. Works under general direction of senior level management. Typically manages and mentors supervisors, project leads and/or technical staff. Works on multiple, complex issues/projects as a technical leader and the subject matter expert. Frequently reports to a corporate human resource executive, Chief Information Officer, IT Chief Operating Officer, Chief Technology Officer or Director, Program Management.(2)Typically has 7 to 10 years of IT work experience including managing team(s) responsible for staffing, training and development and resource management.(3)Bachelor's Degree in Computer Science, Information Systems, Business Administration, Education, or other related field. Or equivalent work experience.</p>	<p>Manages the coordination of human resource needs for IT projects. Develops the systems and processes to ensure that business, project and employee needs are met in the assignment of staff to projects. Responsible for developing and managing an employee skills assessment process, forecasting skill and staff needs based on project plans. Develops and manages a staff utilization process, ensuring that staff resources are fairly and evenly distributed and that staff are not over utilized across projects.</p> <p>Works with IT leadership, IT Staffing Manager and Training Manager in the forecasting of staff needs and skills, to ensure proper recruitment, training and development of staff to meet current and future IT needs.</p> <p>Coordinates the training and development of staff. Continually communicates with both project managers and assigned staff to ensure needs of both are being met, and to continue to improve staff selection and coordination of resources. Acts as the mentor and champion of training and career development processes for assigned staff. Ensures that performance appraisals occur upon completion of projects and that skills are updated. Coordinates and assimilates the performance appraisal information across projects resulting in a cohesive annual appraisal of staff who support a number of projects.</p>
Robotic Process Engineer	<p>Degree in technical fields such as engineering or computer science or similar field. Excellent knowledge of CAD/CAM software.</p>	<p>Designs prototypes, builds and tests machines, and maintains the software that controls them. They also conduct research to find the most cost-efficient and safest process to manufacture their robotic systems. Creates applications or autonomous machines (aka robots) for industries such as mining, manufacturing, automotive, services and more. Often, the goal is to program machines to do repetitive, hazardous or unhealthy jobs.</p>

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
RPA Solution Architect/Developer	Degree in technical fields such as engineering or computer science or similar field. Minimum 2+ years of RPA Developer experience. Experience with .Net, C#, and VB.	Writes and programs computer code and logic that can be processed by a computer and form the foundation of a robot's essential functions. Provides technical support when necessary to troubleshoot machine and software issues. Manages and maintains robotic programs and code. Designs an end-to-end RPA solution for different client queries. Define the architecture of RPA solutions. Design the flow diagram to simplify the understanding of architecture definition. Select/Suggest appropriate set of technology and tools to be used to build the solution. Understand the process end to end and document it as per understanding. Support each phase of RPA lifecycle right from "Requirement Gathering" to "Hypercare". Make sure the solution aligns with the enterprise guidelines.
Salesforce Developer	Bachelor's degree in computer science or software engineering. Extensive experience working with Salesforce CRM platforms. Advanced knowledge of Salesforce CRM platforms. Proficient in MYSQL, Apex, JavaScript, Native, and VisualForce. Working knowledge of mavensMate or eclipse.	Design, code, and implement Salesforce applications. Salesforce developers are responsible for developing customized solutions within the Salesforce platform to meet company objectives and provide scalable processes. Responsibilities: Meeting with project managers to determine CRM needs. Developing customized solutions within the Salesforce platform. Designing, coding, and implementing Salesforce applications. Creating timelines and development goals. Testing the stability and functionality of the application. Troubleshooting and fixing bugs. Writing documents and providing technical training for Salesforce staff. Maintaining the security and integrity of the application software.
SAP Specialist	Experience with various technologies and roles, including various SAP Modules and technologies such as : Human Resource Management (SAP HRM), Production Planning (SAP PP), Financial Supply Chain Management (SAP FSCM), Project System (SAP PS), Financial Accounting and Controlling (SAP FICO), etc.	Consults with client or management to solve complex business issues with a combination of packaged software, more efficient processes, and deep industry experience. Defines marketing, sales, and/or service needs or problems; acquires data through research, studies, and surveys; and analyzes problems and advises or recommend solutions to, utilizing knowledge of theory, principles, and/or technology of SAP (Systems, Applications, and Products in data processing) CRM (Customer Relationship Management) business software. Responsible for analysis, design, coding, component and assembly testing of all application code owned by the SAP Team. Reviews, analyzes, and modifies the programming systems including encoding, testing, and debugging to support an organization's SAP applications.

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
Scrum Master	<p>Bachelor's degree in computer science, information technology, or a relevant field preferred. Certified scrum master, SAFe preferred. 3+ years of experience as a scrum master or in a similar role. Working knowledge of agile methodology, techniques, and frameworks, such as Scrum or Kanban, to deliver solutions.</p>	<p>Facilitates and guides a software development product owner, team, and organization on how to use Agile/Scrum concepts, values, practices, and principles focusing on improving team effectiveness. Encourages getting work done without coercion, assigning, or dictating the work. Facilitates discussions and decision making, and assists in mediation of conflict resolution. Leads the team and guides them on how to get the most out of self organization. Gives support using a servant leadership style whenever possible, leads by example, and demonstrates value-add principles. Responsibilities:</p> <ul style="list-style-type: none"> -Using agile methodology values, principles, and practices to plan, manage, and deliver solutions. -Training, mentoring, and supporting scrum teams to follow agile values, principles, and practices. -Determining and managing tasks, issues, risks, and action items. -Scheduling and facilitating scrum events, meetings, and decision-making processes. -Monitoring progress and performance and helping teams to make improvements. -Planning and organizing demos and product/system testing. -Ensuring the proper use of collaborative processes and removing impediments for the scrum team. -Tracking project processes, deliverables, and financials. -Preparing and presenting status reports to stakeholders.
Security Administrator	<p>Bachelor's degree or higher in Cybersecurity or Computer Science. A professional certification such as CompTIA's security+ or the EC-Council's certified ethical hacker is preferred.</p>	<p>Develops, implements and maintains security standards, policies and procedures. Manages security user system, data entitlements, authorizations, access rights, account creation, and modifications across multiple platforms and applications. Designs and directs security audits and penetration tests to discover system vulnerabilities, documents results, and provides recommendations to minimize risks. Responsible for installing, administering and troubleshooting an organization's security solutions. They also write up security policies and training documents about security procedures for colleagues.</p>
Security Analyst	<p>Bachelor's degree or higher in Cybersecurity or Computer Science. A professional certification such as CompTIA's security+ or the EC-Council's certified ethical hacker is preferred.</p>	<p>Plans and executes the protection of information found on company computers and data networks, utilizing understanding of computer and network security, including firewall administration, encryption technologies, and network protocols. Designs, develops and implements security plans depending on the company's needs and current threats. Installs, uninstalls, updates, and maintains various security programs that protect sensitive data using firewalls and data-encryption technology. Protects computer networks from cyber attacks, creates cybersecurity policies and practices for the entire organization, and documents security breaches.</p>

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
Security Engineer	Bachelor's degree or higher in Cybersecurity or Computer Science. A professional certification such as CompTIA's security+ or the EC-Council's certified ethical hacker is preferred.	Oversees security plans and details security policies. Implements and designs security counter-measures to respond in the event of a security breach. Coordinates security rules and internal access authorization with IT Operations leadership and management. Configures and maintains user access and accounts.
Security Manager	(1)Middle level management. Works under general direction of senior level management. Typically manages and mentors supervisors, project leads and/or technical staff. Works on multiple, complex projects as a project leader and subject matter expert. Frequently reports to a Corporate Security Officer, Chief Information Security Officer, Chief Technology Officer or IT Chief Operating Officer.(2)Typically has 7 to 10 years of IT work experience with a broad range of exposure to all aspects of business planning, systems analysis and applications development. Experience with managing team(s) and project(s) for information security management.(3)Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	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. In organizations where customers or vendors access databases/applications, security takes on a higher level of criticality for the protection of corporate intellectual capital.

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
Senior Consultant	4 year college degree or equivalent technical study or advanced degree. Certifications and degrees pertinent to the role being performed. Considered an SME in their field.	<p>The Senior Consultant is responsible for evaluating existing systems and/or new user needs to analyze, design, recommend, and implement information system changes. Consultants typically are familiar with a variety of the field's concepts, methodologies, practices, and procedures and rely on experience and judgment to plan and accomplish goals. Consultants are able to perform a variety of complicated tasks with minimal or no direct supervision. Defines system and application architecture and provides vision, problem anticipation, and problem solving ability to organization. Consults with client to define need or problem, conducts research, performs studies and surveys to obtain data, and analyzes problems to advise on or recommend solutions, utilizing knowledge of theory, principles, or technology of specific discipline or field of specialization.</p> <p>May lead and direct the work of others. A wide degree of creativity and latitude is expected. Typically reports to and/or receives strategic direction from an executive or a manager.</p>
SharePoint Architect	Bachelor's degree in Computer Science, Information Systems or another field plus extensive hands-on experience. 3+ years in SharePoint Administration and Architecture Design, Configuration and Implementation.	<p>Responsible for design and implementation of Microsoft's Sharepoint collaboration platform.</p> <ul style="list-style-type: none"> • Provide guidance in the application lifecycle including engineering, project planning, project management, architecture and design. • SharePoint Web Governance, testing and quality assurance, deployment and operations. • Successfully engage in the full lifecycle of Analysis, Design, Implementation and Support • Support the delivery of complex services, including supporting the work of colleagues. • Identify and develop new business opportunities and further develop existing client relationships.
SharePoint Developer	Bachelor's degree in computer science or software engineering. Previous experience as a SharePoint developer. Extensive knowledge of C#, ASP.NET, and .NET Frameworks. Familiarity with JavaScript, HTML5, CSS, XML, jQuery, SQL Server, and Web Services.	<p>Responsible for configuring and customizing SharePoint systems according to company specifications, building scalable web applications, writing and modifying code, debugging software, and training staff. Responsibilities:</p> <ul style="list-style-type: none"> -Meeting with the design team to review website and application requirements. -Setting tasks and development goals. -Configuring the company SharePoint systems to specified requirements. -Developing new web components using XML, .NET, SQL, and C#. -Designing, coding, and implementing scalable applications. -Extending SharePoint functionality with forms, web parts, and application technologies. -Testing and debugging code. -Reviewing website interface and software stability. -Troubleshooting software issues. -Maintaining and updating SharePoint applications. -Providing systems training to staff and customers.

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
Solutions Architect	<p>Bachelor's degree in information technology, software engineering, computer science, or related field.</p> <p>Proven experience in engineering and software architecture design. Previous project management experience is advantageous. In-depth understanding of coding languages (Java, JavaScript).</p>	<p>Manages Information Technology applications projects, including the design, development, and implementation of components of the IT architecture. Develops and explicates IT solutions based on the enterprise's strategic business or technical requirements. Develops and communicates architectural proposals for various projects and initiatives. Defines the approach for structuring each application, including determining appropriate use of technology solutions. Defines and validates technical requirements and architecture quality attributes.</p> <p>Responsibilities include gathering requirements and functional specifications, assessing the current software systems in place in order to identify areas in need of improvement, and overseeing development teams.</p> <p>Responsibilities:</p> <ul style="list-style-type: none"> -Building and integrating information systems to meet the company's needs. -Assessing the systems architecture currently in place and working with technical staff to recommend solutions to improve it. -Resolving technical problems as they arise. -Providing supervision and guidance to development teams. -Continually researching current and emerging technologies and proposing changes where needed. -Informing various stakeholders about any problems with the current technical solutions being implemented. -Assessing the business impact that certain technical choices have. -Providing updates to stakeholders on product development processes, costs, and budgets.

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
Storage Management Specialist	<p>(1)Intermediate professional level role. Defines procedures for monitoring and evaluates, diagnoses and establishes work plan to resolve storage management issues. Works on multiple products, activities and projects as a project team member, occasionally as a project leader. May coach more junior technical staff.(2)Typically has 3 to 5 years of IT work experience. Requires a high level of expertise in multiple system environments. Experience with networking, storage and systems administration.(3)Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.</p>	<p>Provides efficient and reliable storage allocation and defines backup, recovery, archival procedures. Develops and implements business continuity practices for storage management. Installs, configures, tests and implements storage management software and hardware. Monitors use and availability of storage resources. Maintains and modifies backup and recovery procedures to meet high availability and mission critical business needs. Troubleshoots storage related issues and takes appropriate actions. Generates reports and analysis on storage usage. Maintains storage configurations to provide capacity planning and performance monitoring/tuning of systems. Benchmarks, evaluates and makes recommendations for the selection of storage management software and hardware products. Possesses skills and knowledge related to network, operating systems, Storage Area Network (SAN), Network Attached Storage (NAS) and tape backup solutions.</p>

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
Supervisor, Computer Operations	<p>(1)First level management in data center operations. Works under general direction of middle level management. Manages multiple processes within the operations area. Manages and mentors technical staff.(2)Typically has 5 to 7 years of IT work experience in computer operations with exposure to multi-platform environments. Requires experience in leading teams and projects.(3)Associate's or Bachelor's Degree or technical institute degree/certificate in Computer Science, Information Systems, or other related field. Or equivalent work experience.</p>	<p>Supervises the computer operations within the data center. Responsible for the day-to-day assignments of staff, and the follow-up of their work performance. Manages the daily activities to resolve problems and change management issues. Responsible for production systems' online response time. Maintains system availability, prepares metrics to evaluate systems performance, and works with IT groups and users to ensure that service objectives are met.</p>

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
System Administrator	Bachelor's degree in information technology, software engineering, computer science, or related field or relevant work experience.	<p>The System Administrator is responsible for effective provisioning, installation/configuration, operation, and maintenance of computer hardware and software and related infrastructure. This individual ensures that system hardware, operating systems, software systems, and related procedures adhere to Commonwealth policies, standards, and guidelines. Responsibilities include systems administration engineering and provisioning, operations and support, maintenance and research and development to ensure continual innovation. Install new / rebuild existing servers and configure hardware, peripherals, services, settings, directories, storage, etc. in accordance with standards and project/operational requirements. Perform daily system monitoring, verifying the integrity and availability of all hardware, server resources, systems and key processes, reviewing system and application logs, and verifying completion of scheduled jobs such as backups. Perform regular security monitoring to identify any possible intrusions. Perform daily backup operations and regular file archival and purge as necessary. Create, change, and delete user accounts per request. Provide Tier III/other support per request from various constituencies. Investigate and troubleshoot issues. Diagnose and recover from hardware or software failures. Coordinate and communicate with impacted constituencies. Apply OS patches and upgrades on a regular basis, and upgrade administrative tools and utilities. Configure / add new services as necessary. Upgrade and configure system software that supports GIS infrastructure applications or Asset Management applications per project or operational needs. Maintain operational, configuration, or other procedures. Perform periodic performance reporting to support capacity planning. Perform ongoing performance tuning, hardware upgrades, and resource optimization as required. Configure CPU, memory, and disk partitions as required.</p>

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
System Engineer	Bachelor's degree in information technology, software engineering, computer science, or related field or relevant work experience.	<p>Responsibilities:</p> <ul style="list-style-type: none"> -Manages and monitors all installed systems and infrastructure for the organization to be in line with company guidelines or SOP (standard operating procedure). -Defines customers' needs and functionality in a service development cycle. -Assists in the coordination of various teams testing and evaluating for the development of design and its implementation of the best output. -Installs, configures, and tests operating systems, application software, and system management tools. -Ensures the highest level of systems and infrastructure availability. -Implements warranty and support activities. -Evaluates the existing systems and provides the technical direction to IT support staff. -Plans and implements system automation as required for better efficiency. -Oversees the development of customized software and hardware requirement. -Collaborates with other professionals to ensure high quality deliverables within organization guidelines, policies, and procedures. -Deals with work process, optimization methods, and risk management tools in the given projects for the successful accomplishments according to the requirements of the stakeholders.

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
Systems Architect	<p>(1)Expert/lead technical role. Defines systems architecture and design for the enterprise. Works on multiple projects as a project leader or as the subject matter expert. Works on projects/issues of high complexity that require in-depth knowledge across multiple technical areas and business segments. Coaches and mentors more junior technical staff.(2)Typically has 7 to 10 years of IT work experience in infrastructure/systems environments performing systems planning, architecture design, engineering (hardware and software) and optimization.(3)Bachelor's or Master's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.</p>	<p>Responsible for providing senior level expertise on decisions and priorities regarding the enterprise's overall systems architecture. Facilitates the establishment and implementation of standards and guidelines that guide the design of technology solutions including architecting and implementing solutions requiring integration of multiple platforms, operating systems and applications across the enterprise. Reviews, advises and designs standard software and hardware builds, system options, risks, costs vs. benefits and impact on the enterprise business process and goals.</p> <p>Develops and documents the framework for integration and implementation for changes to technical standards. Assists in the development of and manages an architecture governance process. Provides technical guidance to project team areas as appropriate. Tracks industry trends and maintains knowledge of new technologies to better serve the enterprise's architecture needs.</p>

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
Systems Security Specialist	<p>(1)Intermediate professional level role. Develops security solutions for medium to high complex assignments. Works on multiple projects as a team member and lead systems-related security components. May coach more junior technical staff.(2)Typically has 2 to 5 years of combined IT and security work experience with a broad exposure to infrastructure/network and multi-platform environments. Requires knowledge of security issues, techniques and implications across all existing computer platforms.(3)Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.</p>	<p>Develops, evaluates and manages systems security across the enterprise. Areas of concentration include account management, password auditing, network based and Web application based vulnerability scanning, virus management and intrusion detection. Requires technical expertise in systems administration and security tools, combined with the knowledge of security practices and procedures. Assists in the development and implementation of security policies and procedures (e.g., user log-on and authentication rules, security breach escalation procedures, security auditing procedures and use of firewalls and encryption routines). Prepares status reports on security matters to develop security risk analysis scenarios and response procedures. Enforces security policies and procedures by administering and monitoring security profiles, reviews security violation reports and investigates possible security exceptions, updates, and maintains and documents security controls. Involved in the evaluation of products and/or procedures to enhance productivity and effectiveness. Provides direct support to the business and IT staff for systems security related issues. Educates users on systems security standards and procedures. Must have broad technical knowledge of network operating systems (e.g., UNIX, NT).</p>

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
Systems Software Programmer	<p>(1)Intermediate professional level role. Works on multiple products, activities and projects as a project team member, occasionally as a project leader. Works on moderately complex tasks, projects, activities or support issues that require increased skill in multiple technical environments and has expertise in one product/system. May coach more junior technical staff.(2)Typically has 4 to 6 years of IT work experience in systems administration and programming.(3)Bachelor’s Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.</p>	<p>Responsible for the analysis, development, modification, installation, testing and maintenance of operating systems software. Possesses a strong understanding of systems programming, graphical user interfaces and control languages. Evaluates vendor supplied software packages and makes recommendations to IT management. Modifies and/or debugs vendor-supplied utilities and packages. Modifies, installs and prepares technical documentation for system software applications. Diagnoses, isolates and de-bugs software problems and performs problem resolution. Monitors systems capacity and performance, plans and executes disaster recovery procedures and provides Tier 2 technical support.</p>

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
Technical Advisor	<p>(1)Expert/lead technical role. Works on one or more projects as the subject matter expert or technical leader/consultant. When involved with a project team, acts in a consultative manner and typically does not provide administrative or management type of support. Works on complex tasks, projects or supports issues that involve a high degree of risk, impacts business unit performance and makes use of the individual's high level of knowledge within one or more areas of specialty. Coaches and mentors more junior technical staff.(2)Typically has 7 to 10 years of IT experience within one or more specialty areas. Has a deep level of understanding surrounding information systems, networking theory and architecture standards in areas of expertise.(3)Bachelor's or Master's Degree in Business Administration, or other related field. Or equivalent work experience.</p>	<p>In an outsourcing environment, works with service providers to ensure their in-scope technical solutions are consistent with enterprise's business strategy and architecture. Works closely with business unit performance managers and quality assurance staff to review service provider problems, to analyze and validate the accuracy of information and the feasibility of solutions. May troubleshoot performance issues and resolve problems with service providers. Tracks industry trends and maintains knowledge of new technologies in the area of expertise to better evaluate business unit service requests and service provider proposals. Keeps current on the participating business strategies and advises when solutions may or may not be leveraged across the enterprise. Understands the value of technology in the enterprise's business processes, works with service providers to identify opportunities for innovation, cost reduction and improved efficiencies and reviews service provider solutions. In addition, this role provides input into the in-scope technical architecture for outsourcing projects.</p>

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
Technical Recruiter	<p>(1)Intermediate professional level role. Works on multiple recruiting projects as a project team member, occasionally as a project leader. Works on small to large, complex assignments that require increased skill in multiple technical environments and knowledge of a specific business area. May coach more junior recruiters.(2)Typically has 3 to 5 years of related experience in recruiting and IT.(3)Bachelor's Degree in Business Administration, Human Resources, or other related field. Or equivalent work experience.</p>	<p>Responsible for sourcing and recruiting IT professionals for the enterprise. Works with management to define candidate qualifications. Interprets the organization's recruiting strategy, identifies sources, develops and executes recruiting plans to meet the organization's technical staff needs. Utilizes multiple channels to recruit candidates, which may include, but is not limited to, colleges, job fairs, Internet, employee referrals, recruitment firms. Identifies, screens and interviews qualified candidates. Conducts background checks and obtains references in accordance with established procedures. Must possess working knowledge of information technology used in the enterprise and understanding of skills required for each technical position. Must have ability to establish strong relationships with various recruitment sources to secure a candidate pool as needed.</p>
Technical Trainer	<p>(1)Intermediate professional level role. Works independently or on multiple IT training projects as a project team member, occasionally as a project leader. Works on small to large, complex IT training projects that require increased skill in multiple technical environments and knowledge of a specific business area. May coach more junior staff.(2)Typically has 3 to 5 years of Training (including IT course development and delivery) experience.(3)Bachelor's Degree in Instructional Technology, Computer Science, Information Systems, Education, or other related field. Or equivalent work experience.</p>	<p>Responsible for the creation, and delivery of training and development programs to all levels of end-users and IT professionals. Involved in training needs assessment process and vendor selection. Works closely with both IT and the business to understand system and training needs for applications and packages supported. Develops documentation for custom applications and packaged applications, using a variety of mediums as needed. Designs training programs, classes, workshops, and Computer Based Training (CBT) and on-line help. Delivers training to a variety of audiences, understanding and applying adult learning principles. More junior position works on and delivers training programs for standard packages and productivity tools (e.g., Word, Excel, e-mail). More senior position delivers technical training to IT professionals, and requires in-depth knowledge and experience in the systems/applications/programming languages supported (e.g., Oracle, NT, C++).</p>

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
Technical Writer	Bachelor's degree in information technology, software engineering, computer science, or related field or relevant work experience. Exceptionally proficient in the use of Microsoft Office tools.	The Technical Writer develops and maintains user and technical documentation and project process documentation for Application Teams. Understands the user's view of applications and /or technology and is able to put procedures in a logical sequence. The experienced TTW provides expertise on technical concepts of applications and /or user groups and structuring procedures in a logical sequence, due to a broad understanding of the applications. Ensures messages and terminology is consistent across all written materials. Identifies, creates, revises, and maintains documentation and templates needed by the Application Teams.
Technology Research Analyst	(1)Intermediate professional level role. Works on projects of moderate to high complexity across multiple computing environments. Works on multiple projects as a project team member. May coach more junior technical staff.(2)Typically has 3 to 5 years of IT work experience in architecture design, systems analysis and development.(3)Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.	Maintains a strong understanding of the enterprise's IT systems and architectures. Assists in the analysis of the requirements for the enterprise and applying emerging technologies to support long-term business objectives. Responsible for researching, collecting, and disseminating information on emerging technologies and key learnings throughout the enterprise. Researches and recommends changes to foundation architecture. Supports research projects to identify and evaluate emerging technologies. Interfaces with users and staff to evaluate possible implementation of the new technology in the enterprise, consistent with the goal of improving existing systems and technologies and in meeting the needs of the business. Analyzes and researches process of deployment and assists in this process.
Telecom Administrator	Bachelor's Degree in Computer Science, Information Technology or related field; Current CCNA; CCNP Collaboration; Experience supporting Cisco Unified Contact Center Express; Experience with installation, implementation, and support of SIP and PTSN services through ISP or other carriers; Experience with Cisco Emergency Responder.	Voice systems specialists who team up with customers, departments, and other technical staff to ensure the highest possible quality and efficiency from their networks. Manage and support telecommunications systems and networks, with duties that include configuring and deploying equipment, managing user access and rights, monitoring network performance and reliability, and implementing and maintaining security protocols. Telecom admins have a broad understanding of TCP/IP, UDP, FTP, VoIP, telephony systems, and general networking hardware and software that they use to perform their jobs. Must be able to work independently and as a member of a team, with excellent organizational and time management skills. Should have effective communication and interpersonal skills to use when supporting clients, stakeholders, and other team members.

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
Telecom Engineer	Bachelor's Degree in Computer Science, Information Technology, Electronics or Telecommunications. CCNA or CCNP are a plus.	Researches, develops, designs, and evaluates communications systems and equipment. Studies communications systems and equipment, such as present and projected volume of communications, effectiveness and adequacy of system, and estimated equipment costs. Performs engineering studies to obtain data on new equipment and systems developments in communications field and adaptability of equipment to existing system. Excludes supervisory and paraprofessional positions.
Telecom Technician	Bachelor's degree in computer science, electrical/electronic engineering, information technology, or another related field. Associate degree in a related technical discipline, or the equivalent combination of education, technical training or work experience. One to three years of related IT/telecommunications experience. Data Center/PoP/Central Office installation experience preferred. Prior experience with VOIP. Prior experience with SIP Trunking implementations. Experience with basic networking protocols including DNS, DHCP, VPNs, WAN/LAN TCP/IP.	Creates, starts implementation, installs, repairs, and maintains data, voice, and network communications systems, using hand tools and software and hardware testing instruments and techniques. Implements recommended equipment modifications and enhancements in accordance with user request and business objectives..
Tester	Bachelor's degree in information technology, software engineering, computer science, or related field or relevant work experience. Experience with various technologies and roles, such as HP UFT, HP Quality Center, Telerik, eggPlant, Selenium, TestingWhiz, TestComplete, Ranorex, Test Studio, along with manual testing activities.	Responsible for the design, pilot, and implementation of the software quality assurance review processes. They typically have a background in software development and testing. The Quality Assurance Tester will work with Application Teams during pre and post assessment periods. The Quality Assurance Tester is responsible to plan, schedule, execute, and document findings of the review. Quality Assurance Testers must have a detailed understanding of processes which support the software development lifecycle. Writes and maintains test automation. Develops, maintains, and upgrades automated test scripts and architectures for application products. Also writes, implements, and reports status for system test cases for testing. Analyzes test cases and provides regular progress reports. Participates in the testing process through test review and analysis, test witnessing and certification of software.

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
UI Developer-Designer	<p>BS/MS in Human-Computer Interaction, Interaction Design, or related. Proficiency in Photoshop, Illustrator, OmniGraffle, or other visual design and wire-framing tools Proficiency in HTML, CSS, and JavaScript for rapid prototyping.</p>	<p>Translates high-level requirements into interaction flows and artifacts, and transform them into intuitive and functional user interfaces. Responsibilities:</p> <ul style="list-style-type: none"> -Collaborate with product management and engineering to define and implement innovative solutions for the product direction, visuals and experience -Execute all visual design stages from concept to final hand-off to engineering -Conceptualize original ideas that bring simplicity and user friendliness to complex design roadblocks -Create wireframes, storyboards, user flows, process flows and site maps to effectively communicate interaction and design ideas -Present and defend designs and key milestone deliverables to peers and executive level stakeholders -Conduct user research and evaluate user feedback -Establish and promote design guidelines, best practices and standards
UNIX Systems Administrator	<p>(1)Intermediate professional level role. Defines procedures for monitoring and evaluates, diagnoses and establishes work plan to resolve system issues. Performs troubleshooting for complex hardware, software and network problems. Works on multiple projects as a project team member, occasionally as a project leader. May coach more junior technical staff.(2)Typically has 3 to 5 years of IT work experience. Requires a high level of expertise in multiple system environments with emphasis in UNIX-based systems.(3)Bachelor’s Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.</p>	<p>Installs, configures, maintains and performs system integration testing of UNIX based operating systems, related utilities and hardware. Responsible for troubleshooting UNIX-based hardware and software problems. Monitors systems activities and fine tunes system parameters and configuration to optimize performance and ensure security of systems. Performs capacity analysis, monitors and controls usage of disk space. Develops procedures for routine administration including backup/restore, shutdown, and startup. Provides recommendations for improving the server environment, such as capacity thresholds, security gaps, patch levels and hardware recalls.</p>

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
UX Developer	BS/MS in Human-Computer Interaction, Interaction Design, or related. Proficient in design software (e.g. UXPin, Balsamiq). Knowledge of HTML/CSS; JavaScript is a plus.	<p>Responsible for making applications user-friendly and intuitive to attract and retain customers. Studies the user experience and measures how easy it is to complete tasks in an efficient manner while improving ease-of-use capabilities through many different approaches. Responsibilities:</p> <ul style="list-style-type: none"> -Understand product specifications and user psychology -Conduct concept and usability testing and gather feedback -Create personas through user research and data -Define the right interaction model and evaluate its success -Develop wireframes and prototypes around customer needs -Find creative ways to solve UX problems (e.g. usability, findability) -Work with UI designers to implement attractive designs -Communicate design ideas and prototypes to developers -Keep abreast of competitor products and industry trends
Web Applications Programmer	<p>(1)Intermediate professional level role. Develops solutions requiring analysis and research. Works on small to large, complex projects that require increased skill in multiple technical environments and possesses knowledge in a specific business area. Works on one or more projects as a project team member or occasionally as a project leader. May coach more junior technical staff.(2)Typically has 3 to 5 years of IT work experience in software development, installation and modification in an online environment.(3)Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.</p>	<p>Develops, maintains, and supports applications for the organization's Internet/Intranet sites. Gathers and analyzes requirements. Programs all or selected components of Web applications. Documents components and applications. Develops automation techniques to enable end-user content publishing; programs, tests and implements mapped graphic images, forms and HTML pages; handles client browser support inquiries; maintains links to external sites and accuracy on internal links while ensuring up-to-date information. Researches, evaluates and recommends new Internet tools and applications for use in assigned responsibilities. The senior level Web Applications Programmer has experience in a variety of the more difficult Web tools and languages.</p>

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
Web Customer Support Specialist	<p>(1)Intermediate professional level role. Works on projects/systems/issues of medium to high complexity. Provides internal and external customer support for Web systems and services. Works on one or more projects as a project team member, occasionally as a project leader. May coach more junior technical staff.(2)Typically has 3 to 5 years IT work experience in PC or client/server platform, network or systems administration in relevant computing environments.(3)Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.</p>	<p>Responsible for providing support services to users of Internet and Extranet sites. Provides technical advice and guidance relative to problems involving user interface, browser, hardware and supporting software. Troubleshoots and restores routine technical service and equipment troubles by analyzing, identifying and diagnosing faults and symptoms using established processes and procedures. Maintains a knowledge database and call tracking database to enhance quality of problem resolutions.</p> <p>Coordinates efforts with the Help Desk to ensure all calls outside the customer environment are effectively resolved. Works in a team setting, sharing information and assisting others with calls. Provides input to Web development team for site improvements based on customer feedback. This job is very similar to an experienced Help Desk professional, with the added responsibility of interfacing directly with external customers to the business. As a result, customer service and technical competencies are very critical, as this may be the only "live" interface a customer has with the business.</p>

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
Web Designer	<p>(1)Intermediate professional level role. Works on moderately complex, to complex projects that require a solid understanding of Web design and layout. Works on multiple projects as a team member and sometimes as a project leader. May coach more junior technical staff.(2)Typically has 3 to 5 years of combined IT and graphic design experience. Able to understand HTML and strong working knowledge of Web generators and photographic libraries. Possesses a portfolio of Web sites or solutions.(3)Bachelor’s Degree in Computer Science, Information Systems, Graphic Design, or other related field. Or equivalent work experience.</p>	<p>Responsible for the design, development and creation of user-centered designs for Web sites. Responsibilities include human factors engineering, heuristic evaluations and usability testing for Web and client based applications as well as metrics setting and monitoring for assessing the usability of the Web application. Works to improve the usability, usefulness, and desirability of Web sites in collaboration with Graphic Designers, Product Managers, Engineering Staff and other Web Designers. Must be able to perform usability tests, provide design prototypes and provide ad hoc user interface consulting.</p> <p>Responsible for requirements gathering and articulation of user interface issues—including development of page/site prototypes. Must be knowledgeable of user-centered design methodology, user scenarios, usability testing, storyboarding, paper and interactive prototypes.</p> <p>Must have demonstrated skills in graphic applications, HTML development tools and other applicable authoring tools, Web production, front-end development using programming and scripting languages. Must be able to integrate design into program rules and system architecture and create innovative approaches to improving the end-user experience. Must be familiar with platform/browser compatibility and basic usability issues.</p>

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
Web Security Specialist	<p>(1)Intermediate professional level role. Develops security solutions for medium to high complex assignments. Works on multiple projects as a team member and leads Web-related security components. May coach more junior technical staff.(2)Typically has 3 to 5 years of combined IT and security experience with a broad range of exposure to infrastructure/Web and multi-platform environments. Requires knowledge of security issues, techniques and implications across all existing computer platforms.(3)Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.</p>	<p>Assists in the development and management of Web security policy and procedures for the enterprise. Evaluates information security solutions on Inter/Intranet/Extranet environments. Responsible for monitoring, assessing and reviewing rule base and configurations of firewalls and intrusion detection systems. Performs security assessment reviews of the e-commerce applications for compliance to security policies, standards and practices. Reviews software products and recommends security solutions for various platforms and initiatives. Educates users on the Web security standards and practices. Reviews and prepares status reports on security matters to develop security risk analysis scenarios and response procedures. Ensures compliance to security policies and procedures by administering and monitoring security profiles; reviews security violation reports and investigates possible security exceptions; updates, maintains and documents security controls. Must have knowledge of client/server and Web technologies and a strong understanding of e-commerce operations.</p>

POSITION TITLE	PROPOSED PREFERRED QUALIFICATIONS	PROPOSED POSITION DUTIES AND RESPONSIBILITIES
Webmaster	<p>(1)Intermediate professional level role. Works on projects/systems/issues of medium to high complexity. Provides design, implementation, maintenance and administration support for Web systems and services. Works on one or more projects as a project team member, occasionally as a project leader. May coach more junior technical staff.(2)Typically has 4 to 6 years of IT work experience. Experience in systems administration, Web graphic design, development and implementation experience using HTML, PERL and CGI languages.(3)Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.</p>	<p>Accountable for the design, upgrading, enhancement, maintenance, availability and effectiveness of technical functionality and content for one or more Web sites of the enterprise. Coordinates the publishing of Web site content, user interface, look/feel and level of specificity to suit a wide range of needs. Responsible for working closely with marketing and systems teams to coordinate content, developing on-going site structure and updates. Knowledge and experience in HTML, including style sheets, templates, complex tables, frames, image maps, CGI programming, applets, animation, multimedia design and delivery, and Web publishing procedures, is essential.</p> <p>Primary focus is In general, on gathering requirements that relate to the organization's business objectives relative to site audiences, and continuous content updates and site upgrades to enhance site hits/visits.</p> <p>Webmaster, in a junior role, would focus more extensively on programming content rather than the technical aspects of this position. Impact and complexity of this job increases if organization is utilizing Internet solutions (vs. only Intranet), especially those having significant business impact (e.g., e-business).</p>