Job Titles and Descriptions

Idaho MSP Contract | IT and Non-IT Temporary Staffing | Updated October 2026

IT Roles (80)
CAI State of Idaho IT MSP

Non-IT Roles (35)
CAI State of Idaho Non-IT Workforce Services Program

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IT Roles: CAI State of Idaho IT MSP

.Net Developer	COBOL Programmer	EDI Specialist	PEGA Developer	Security Administrator
AI Architect	Content Management Administration	Enterprise Architect	PEGA Lead Business Architect	Security Analyst
AI Engineer	CRM Architect	Help Desk Analyst	PeopleSoft DBA	Security Engineer
Application Developer	Cyber Security Analyst	Information Security Analyst	PeopleSoft Functional Analyst	Senior Consultant
Application Support Analyst	Cyber Security Engineer	Infrastructure Technical Architect	PeopleSoft Functional SME	SharePoint Architect
Application Systems Analyst/Programmer	Data Administrator	Java Developer	Product Manager	SharePoint Developer
Application Technical Specialist	Data Analyst	Machine Learning Developer	Product Specialist	Solutions Architect
Architect	Data Architect	Mainframe Systems Programmer	Program Manager	System Administrator
Big Data Architect	Data Center Operations Administrator	Mobile Applications Developer	Project Manager	System Engineer
Big Data Engineer	Data Center Operations Control	Mobile Specialist	Quality Assurance Analyst	Technical Writer
Business Analyst	Data Scientist	Network Administrator	Quality Assurance Engineer	Telecom Administrator
Business Intelligence Analyst/Developer	Database Administrator	Network Engineer	Robotic Process Engineer	Telecom Engineer
Business Intelligence Architect/Developer	Database Analyst	Network Security Administrator	RPA Solution Architect/Developer	Telecom Technician
Business Subject Matter Expert	Database Architect	Network Security Architect	Salesforce Developer	Tester
Cloud Architect	Desktop Support Technician	Network Security Engineer	SAP Specialist	UI Developer/Designer
Cloud Engineer	Developer	Network Technician	Scrum Master	UX Developer

Non-IT Roles: CAI State of Idaho Non-IT Workforce Services Program

Administrative Assistant 1	Custodial Staffing	Financial Data Consultant	Maintenance/Laborer	Sampler
Administrative Assistant 2	Customer Service Representative	Financial Technician	Office Specialist 1	Secretary/Reception
Business Analyst (Non-IT)	Education Staffing	Grader	Office Specialist 2	Technical Records Specialist 1
Central Intake Family Services Worker	Engineering Staffing	Inspector	Program Specialist	Technical Records Specialist 2
Consulting and Advisory Staffing	Epidemiologist Project Manager	Janitorial/Housekeeping Staffing	Project Manager (Non-IT)	Training Specialist
Cook	Facility Surveyor 1	Landscaper	Research Analyst	Warehouse/Shipping and Receiving
Creative and Marketing Staffing	Facility Surveyor 2	Legal Staffing	Research Analyst Principal	Warehouse Associate

IT Roles: CAI State of Idaho IT MSP

Job Title	Description	Preferred Qualifications
.Net Developer	The .NET Developer is responsible for analysis, design, coding, and component/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.	Full-time professional work experience in the development and support of IT applications. Successful completion of an IT 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.
AI Architect	The AI Architect develops artificial intelligence, machine learning, deep learning, and natural language processing algorithms. Designs artificial intelligence solutions to solve business problems. Implements complex data systems.	Experience with machine learning programming languages such as Python, C++, JavaScript, Java, C#, Julia, Shell, R, TypeScript, Scala.
AI Engineer	The AI Engineer 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.	Experience with machine learning programming languages such as Python, C++, JavaScript, Java, C#, Julia, Shell, R, TypeScript, Scala.
Application Developer	The Application Developer is responsible for the analysis, design, coding, and component/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.	Full-time professional work experience in the development and support of IT applications. Successful completion of an IT Certification program, accredited college, and/or graduate training may substitute for the required work experience.
Application Support Analyst	The Application Support Analyst administers and maintains software infrastructures and applications. Collaborates with Application Developers and Software Engineers in the design and development of new applications and improvement of existing applications. Runs application testing on designed programs, and provides accurate, quality analyses of new program applications.	Full-time professional work experience in IT.
Application Systems Analyst/ Programmer	The Application Systems Analyst/Programmer analyzes user requirements, procedures, and problems to automate processing or to improve existing computer system. Confers 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. Writes detailed description of user needs, program functions, and steps required to develop or modify computer program. 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.	Full-time professional work experience in IT. 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, COBALT, etc.

Job Title	Description	Preferred Qualifications
Application Technical Specialist	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. 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.	Advanced skills in technologies such as SharePoint, SAP, Curam, Service Now, HL7, PEGA, etc.
Architect	The Architect is 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. Familiar with a variety of application technologies, frameworks, environments, concepts, methodologies, practices, and procedures, and relies on experience and judgment to plan and accomplish goals. Able to perform a variety of complicated tasks with minimal or no direct supervision. Proven experience defining systems and application architecture and providing vision, problem anticipation, and problem-solving ability to organizations. Consults 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.	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.
Big Data Architect	The Big Data Architect 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.	Proficient understanding of distributed computing principles. Proficient with Hadoop v2, MapReduce, and 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.
Big Data Engineer	The Big Data Engineer develops, engineers, maintains, runs tests, evaluates, and implements big data infrastructure, projects, tools, and solutions within an organization, working with the latest database technologies, 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.	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, etc. Familiar with Python's libraries SciPy, NumPy, sci-kit learn, pandas, etc. Able to script in multiple languages.

Job Title	Description	Preferred Qualifications
Business Analyst	The Business Analyst is responsible for the set of tasks and techniques used to work as a liaison among stakeholders to understand the structure, policies, and operations of an organization, and to recommend solutions that enable the organization to achieve its goals. Reviews, analyzes, and evaluates business systems and user needs.	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, functional, user (stakeholder), and quality-of-service (non-functional) requirements. Experience developing report specifications and Requirements Traceability Matrices.
Business Intelligence Analyst/ Developer	The Business Intelligence Analyst/Developer 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.	Bachelor's degree in Business, Economics, Information Science, or a related field. Certified Business Analysis Professional (CBAP) certification through the International Institute of Business Analysis (IIBA) is a plus.
Business Intelligence Architect/ Developer	The Business Intelligence Architect/Developer provides expert guidance on Business Intelligence (BI) skills and technologies. Develops scalable and maintainable BI applications to meet business objectives. Develops security and authentication standards for the organization. Maintains accurate and complete technical architectural documents. Defines BI standards, guidelines and best practices for business groups and technical teams. Supports BI tools upgrades in development, testing and documentation. Performs maintenance and troubleshooting activities for BI tools. Diagnoses and resolve BI tool capacity issues. Recommends strategies to improve performance and capacity of BI tools. Addresses customer queries and issues in a timely manner. Provides BI administration and technical support during weekends, after-hours and holidays when needed. Provides technical training on BI tools to junior staff. Collaborates with BI Administrators, Developers, and Analysts for successful development of BI reporting and analysis solutions. Works with business groups and technical teams to develop and maintain data warehouse platform for BI reporting.	Bachelor's degree in Business, Economics, Information Science, or a related field. Certified Business Analysis Professional (CBAP) certification through the International Institute of Business Analysis (IIBA) is a plus.
Business Subject Matter Expert	The Business Subject Matter Expert brings proven experience from related businesses or organizations as well as system integration and technology experience. Consults with the client to define needs or problems, conducts research, performs studies and surveys to obtain data, and analyzes problems to advise and make recommendations on business and technical solutions based on hands-on experience solving similar business problems. Utilizes knowledge of theory, principles, or technology of specific discipline or field of specialization.	Experience and knowledge of various technologies and roles, including SME in product and software or functional areas. Works with Mid and Senior management and stakeholders in an organization.
Cloud Architect	The Cloud Architect 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.	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. Understands distributed systems, databases, and search systems.

Job Title	Description	Preferred Qualifications
Cloud Engineer	The Cloud Engineer 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.	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. Understands distributed systems, databases, and search systems.
COBOL Programmer	The COBOL Programmer writes and works hands-on with a large-scale computer developing code in COBOL. Develops and maintains COBOL applications. Tests COBOL programs to catch errors and apply solutions to the faulty lines of the computer code. Documents and files systems. Enhances programs that are developed and implemented. Gathers and documents system requirements. Fine-tunes DB2 SQL queries.	Knowledge and expertise of the following technical skills and systems: MS SQL Server, Oracle RDB, DB2, Java, COBOL, TSO, JCSL, and CICS, z/OS, Windows, Linux, UNIX, IBM Mainframe, Endevor, Abend-aid, Xpediter, Rational, and Micro Focus.
Content Management Administration	The Content Management Administrator 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. Develops content strategy aligned with short-term and long-term marketing targets. Collaborates with marketing and design teams to plan and develop site content, style, and layout. Creates and publishes engaging content. Edits, proofreads, and improves writers' posts. Liaises with content writers to ensure brand consistency. Optimizes content according to SEO. Uses content management systems to analyze website traffic and user engagement metrics. Manages content distribution to online channels and social media platforms to increase web traffic. Develops an editorial calendar and ensure content team is on board. Ensures compliance with law (e.g., copyright and data protection). Stays up-to-date with developments and generate new ideas to draw audience's attention. This position is less technical than Webmaster or Web Developer because of lesser knowledge and responsibilities for site programming code.	Bachelor's 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. Familiar with social media.
CRM Architect	The CRM Architect 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.	Bachelor's 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.
Cyber Security Analyst	The Cyber Security Analyst specializes in network and IT infrastructure security. 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.	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. Understands 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.

Job Title	Description	Preferred Qualifications
Cyber Security Engineer	The Cyber Security Engineer identifies threats and vulnerabilities in systems and software and then applies their skills to developing and implementing high-tech solutions to defend against hacking, malware and ransomware, insider threats, and all types of cybercrime.	Degree in Computer Science, IT, Systems Engineering, or a related field. 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.
Data Administrator	The Data Administrator implements and executes data mining projects and makes reports to provide understanding of sales, marketing, and purchasing opportunities and business trends. Updates information to the company's database and official company website. Create reports about data analysis, forecasting, and other research activities that lead to decision making.	Full-time professional with IT Project Development 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 required experience.
Data Analyst	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.	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 and/or programming (JavaScript, XML, or ETL frameworks) databases. Proficiency in statistics and statistical packages like Excel, SPSS, SAS to be used for data set analyzing.
Data Architect	The Data Architect builds and maintains an organization's database by identifying structural and installation solutions. Works with database administrators and analysts to secure easy access to company data. Translates business requirements into technical specifications, including data streams, integrations, transformations, databases, and data warehouses. Defines 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. Defines reference architecture, which is a pattern others can follow to create and improve data systems. Defines 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. Collaborates and coordinates with multiple departments, stakeholders, partners, and external vendors.	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. Proficient in MS Excel. Familiar with data visualization tools (e.g., Tableau, D3.js, and R). Proven analytical skills. Bachelor's degree in Computer Science or related field.

Job Title	Description	Preferred Qualifications
Data Center Operations Administrator	The Data Center Operations Administrator supports data center operations by 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.	Experience with various technologies and roles including Mainframe, COBOL, tape archiving, JCL, IDMS, MVS/TSO, ISPF, and NOC monitoring software.
Data Center Operations Control	Data Center Operations Control oversees the day-to-day management of all data center operations, policies, and procedures. Manages supervisors and operators who input data into various storage media, manipulate existing data, edit data, and proof 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.	Experience with various technologies and roles including Mainframe, COBOL, tape archiving, JCL, IDMS, MVS/TSO, ISPF, and NOC monitoring software.
Data Scientist	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. 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. Builds large, complex data sets.	Bachelor’s degree (or equivalent) in statistics, applied mathematics, or related field. 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).
Database Administrator	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 database management system. Designs logical and physical databases reviews description of changes to database design to understand how potential changes affect the physical database. 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 inserting, replacing, retrieving, or deleting data. Specifies which users can access databases 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 database programs to increase processing performance, referred to as performance tuning.	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 to 4 years of relevant experience.

Job Title	Description	Preferred Qualifications
Database Analyst	The Database Analyst 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.	May require a Bachelor's degree in a related area and 0 to 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. Successful completion of an IT 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 required experience.
Database Architect	The Database Architect is responsible for designing, developing, and implementing infrastructure to provide highly-complex, reliable, and scalable databases to meet the organization's objectives and requirements. Familiar with a variety of database technologies, concepts, methodologies, practices, and procedures and relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks with minimal or no direct supervision. Assists in defining system and application architecture and provides vision, problem anticipation, and problem-solving ability to an organization. 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.	Extensive knowledge of specific database systems and 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.
Desktop Support Technician	The Desktop Support Technician 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.	Experience with various technologies and roles including PC/laptop break/fix, HW/SW installation and configuration, and scripting (i.e., PERL, SHELL).
Developer	The Developer is responsible for analysis, design, coding, and component/assembly testing of all application code owned by the Application Team. Typically involved in maintenance (including production support), enhancement, and development work. Possesses 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.	Full-time professional work experience in the development and support of IT applications. Successful completion of an IT Certification program, accredited college, and/or graduate training may substitute for required work experience.
EDI Specialist	The EDI Specialist is responsible for the design, development, and implementation of all EDI-related processes in a company or organization. Continuously checks the quality of EDI programs and applications. Enhances processes relating to electronic data interchange. Ensures that processes are customized to flow within a company's business system.	Bachelor's degree in Computer Science or IT and/or at least two years of hands-on experience working with EDI technologies.

Job Title	Description	Preferred Qualifications
Enterprise Architect	The Enterprise Architect works across Application Development, Service Delivery, and Infrastructure to identify, research, discuss, design, and implement key architecture standards. Researches, designs, documents, builds, and pilots prioritized topics for standards. Manages the list of potential standards and works with application development management to prioritize efforts. Works closely with Development, Infrastructure, and Service Delivery teams to understand their needs and ensure the best standards are implemented. Works closely with Development teams to pilot and prove out the standard. Drives 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. Proposes new standards based on business need, IT need, and technology advances. Assists development teams to implement the standards into business applications. Investigates new technology and techniques that should be developed into an agency architecture standard. Leads key architectural design projects as necessary. Operates as business savvy technical leader across the organization. Influences development teams to design high-quality technical solutions that fit the Architecture and standards. Educates Application Development Managers, Developers, and Business Analysts on Organizational Architecture Standards.	Mastery level of experience that includes the capabilities of experienced Application Developers and Technical Specialists with the knowledge, skills, education, and prior experience that involves the full and complete design of software solutions. 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.
Help Desk Analyst	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. Answers questions or resolves 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, e-mail, and operating systems.	Experience with various technologies and roles including Tier 1-2 support, ticket/issue tracking software (i.e., Remedy), Automated Call Distribution (ACD) software, VPN, and remote login software.
Information Security Analyst	The Information 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 Agency IT Security policies, standards, and guidelines. Conducts organization-wide data classification assessment and security audits and manages remediation plans. Collaborates with IT management, Internal Audit, and agencies 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.	Industry experience in the field of IT security. 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. 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 is preferred.

Job Title	Description	Preferred Qualifications
Infrastructure Technical Architect	The Infrastructure Technical Architect is 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. Familiar with a variety of application technologies, frameworks, environments, concepts, methodologies, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks with minimal or no direct supervision. Possesses proven experience defining systems and application architecture. Provides vision, problem anticipation, and problem-solving ability to organizations. Consults 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.	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.
Java Developer	The Java Developer is responsible for analysis, design, coding, and component/assembly testing of all Java application code owned by the Application Team. Typically involved in maintenance (including production support), enhancement and development work. Possesses 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 meet customer requirements.	Bachelor's degree or equivalent technical study. Additional qualifications and skills: JSF framework, 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.
Machine Learning Developer	The Machine Learning Developer 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.	Bachelor's degree in Computer Science or IT or equivalent work experience.
Mainframe Systems Programmer	The Mainframe Systems Programmer installs, customizes, and maintains the operating system for the mainframe. Installs and/or upgrades products that run on the system. Manages mainframe hardware configuration, and installs, customizes, and maintains the mainframe operating system.	Bachelor's degree in Computer Science, Electrical/Electronic Engineering, IT, or related field.
Mobile Applications Developer	The Mobile Applications Developer designs, writes, develops, and implements innovative and advanced mobile applications. Maintains and enhances existing applications. Translates code into user-friendly applications. Collaborates with internal teams to develop functional mobile applications while working in a fast-paced environment. Develops application programming interfaces (APIs) to support mobile functionality while keeping up to date with terminology, concepts, and best practices for coding mobile apps.	Bachelor's degree in Computer Science or relevant field and/or 3 years of demonstrable experience as a mobile developer.
Mobile Specialist	The Mobile Specialist serves in many capacities, including Developer, Engineer, Technical Architect, and Analyst for Mobile Projects. 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 all types of technical staff 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 timelines, composing technical teams, and leveling of resources. Mentors technical team leads and team members on Department processes and standards to promote consistency and improve productivity.	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.

Job Title	Description	Preferred Qualifications
Network Administrator	The Network Administrator installs, configures, and supports an organization's local area network (LAN), wide area network (WAN), Internet system, or a segment of a network system. Maintains network hardware and software. Monitors 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. Coordinates 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.	Bachelor's degree in Computer Science or related field. 2+ years' experience in a network administration role. MCSE, CISSP, CCNA, or CCNP certification a plus.
Network Engineer	The Network Engineer installs 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 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.)	Experience with various technologies and roles including Cisco, Avaya, Nortel, Routers, Switches, TCP/IP, BGP, Storage Area Network (SAN), CCNA/CCNP/CCIE certifications.
Network Security Administrator	The Network Security Administrator helps secure computer systems for an organization. Creates or updating security infrastructure and continually monitoring networks for unauthorized access or suspicious activities. Works 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.	Bachelor's degree in IT, Information Systems, or Computer Science. Previous network security experience and professional certification such as the Certified Information Systems Security Professional (CISSP) are a plus.
Network Security Architect	*Experience Levels 1,2,3* The Network Security Architect designs and oversees the building and configuration of secure enterprise network systems. Analyzes 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. 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.	Windows and Unix system security experience. Experience using Intrusion Detection Systems (IDS) and hardware and software firewalls. Experience implementing various network access control systems such as Active Directory. Bachelor's degree in Computer Science or related field is required and a Master's degree in cybersecurity is preferred with one or two years in a cybersecurity role. CISSP and ISSAP certifications are also preferred.
Network Security Engineer	The Network Security Engineer is responsible 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, implements practical solutions to secure the network infrastructure and ensures regulatory compliance requirements are met. Provides on-going maintenance and management of hardware and software that secures the organization's network. Analyzes and troubleshoots problems. Monitors for potential network security problems or incidents.	Complete and in-depth knowledge of network management and security technologies and approaches including DMZ design, IPSec, proxies, RADIUS, and Network intrusion detection sensors. Bachelor's degree or equivalent technical study or advanced Degree. Certifications such as CISSP, GISP, and CISM.

Job Title	Description	Preferred Qualifications
Network Technician	The Network Technician is responsible for designing and installing well-functioning computer networks and systems. Installs internet connections and electronic cabling. Performs troubleshooting on system failures to maintain long-term efficiency within an area. Designs and installs well-functioning computer networks, connections, and cabling. Performs troubleshooting to system failures and identify bottlenecks to ensure long term efficiency of network. Inspects LAN infrastructure and fixes minor or major problems/bugs. Tests and configures software and maintain and repair hardware and peripheral devices. Evaluates network performance and finds ways of improvement. Organizes and schedules upgrades and maintenance without deterring others from completing their own work. Does regular data backups to protect the organization's information. Provides technical direction to co-workers on computer and network usage. Offers advice and instructions.	Bachelor's degree in Computer Science, Computer Engineering, or relevant field. CCENT/CCNA qualifications are strongly preferred.
PEGA Developer	The PEGA Developer 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.	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.
PEGA Lead Business Architect	The PEGA Lead Business Architect leads the business team in gathering requirements and choosing the best way to implement requirements by leveraging the Pegasystems software and DCO capabilities. Understands customer business processes and requirements and translates them to requirements artifacts such as BRD/Functional spec/Use stories. Helps to ensure that the requirements management and facilitation best practices are adhered to include management of artifacts through traceability, version control, and change control. Helps to document business rules and assists with work-type structure from the perspective of the business' needs. Designs and configures rules and flows and assist with the draft user interface and draft process flow development. Functions as an Information Technology Business Analyst by understanding business requirements and transforming those requirements into data mapping specs. Effectively communicates with internal teams and clients to deliver user interface requirements like Graphical User Interfaces, Screen, and Interface mock-ups. Understands interface /integration technologies and a good understanding of customers' needs so they can be translated into requirements.	Bachelor's degree or equivalent technical study. PEGA Senior Systems Architect Certification.

Job Title	Description	Preferred Qualifications
PeopleSoft DBA	The PeopleSoft DBA creates, configures, monitors, and administers the Oracle PeopleSoft database environment. Works independently to provide all aspects of database administration. Designs and supports the database. Performs capacity planning activities related to database storage. Assists in database performance monitoring, tuning, and optimization. Suggests and implements departmental standards and procedures for database administration. Works with database vendors and external support on issues such as upgrades, technical problems, and solutions. Installs and configures Oracle software. Identifies, performs, and maintains software release levels, database patches and fixes as needed. Assists with database upgrades as needed. Develops, tests, and implements backup and recovery strategy. Follows change control and application deployment and access control procedures. Develops database monitoring procedures and utilities. Coordinates with other DBA team members on infrastructure enhancement or large development projects.	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 as well as strong consultative and communication skills.
PeopleSoft Functional Analyst	The PeopleSoft Functional Analyst provides support for the development and implementation of the Oracle PeopleSoft Human Capital Management Modules.	Bachelor's degree. Expertise in required PeopleSoft modules and technologies.
PeopleSoft Functional SME	The PeopleSoft Functional SME provides support by acting as a subject matter expert and leading the organization through the entire system's development lifecycle and production support.	Bachelor's degree. Expertise in required PeopleSoft modules and technologies.
Product Manager	The Product Manager manages, plans, and coordinates the development of new products, enhancements of existing products, and technical solutions based on short- and long-term needs. Determines reasonable roadmaps and deadlines for new products and product enhancements considering priority, customer needs, financial limitations, staffing requirements, and availability of resources. Develops sales forecasts and implements pricing schedules that provide revenue and margins growth while remaining competitive in the market.	Degree in technical fields such as Engineering or Computer Science. An MBA and a complementary certification within product management is a plus
Product Specialist	The Product Specialist collaborates with business units to develop business plans and design, produce, launch, and advertise an organization'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. Assures the product meets specifications. Provides support for marketing sureties, advertising materials, marketing campaigns, tradeshows, television and radio ads, and other promotional activities. Ensures conformance to the imaging intended for promotion. Monitors short- and long-term product development and marketing.	Degree in technical fields such as Engineering or Computer Science. An MBA and a complementary certification within product management is a plus.
Program Manager	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. Exercises control over personnel responsible for specific functions or phases of programs.	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.

Job Title	Description	Preferred Qualifications
Project Manager	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.	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.
Quality Assurance Analyst	The Quality Assurance Analyst conducts routine and non-routine tests by using a 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. 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.	Degree in technical fields such as Engineering or Computer Science or related work experience.
Quality Assurance Engineer	The Quality Assurance Engineer plans and directs activities concerned with the 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.	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.
Robotic Process Engineer	The Robotic Process Engineer designs prototypes, builds, and tests machines, and maintains the software that controls them. Conducts 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, and services. Programs machines to do repetitive, hazardous, or unhealthy jobs.	Degree in technical fields such as Engineering, Computer Science, or related field. Excellent knowledge of CAD/CAM software.
RPA Solution Architect/ Developer	The RPA Solution Architect/Developer 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. Defines the architecture of RPA solutions. Designs the flow diagram to simplify the understanding of architecture definition. Selects/suggests appropriate set of technology and tools to be used to build the solution. Understands the process end to end and document it as per understanding. Supports each phase of RPA lifecycle right from "Requirement Gathering" to "Hypercare". Makes sure the solution aligns with the enterprise guidelines.	Degree in technical fields such as Engineering, Computer Science, or related field. Minimum 2+ years of RPA Developer experience. Experience with .Net, C#, and VB.

Job Title	Description	Preferred Qualifications
Salesforce Developer	The Salesforce Developer designs, codes, and implements Salesforce applications. Develops customized solutions within the Salesforce platform to meet organizational objectives and provide scalable processes. Meets with project managers to determine CRM needs. Develops customized solutions within the Salesforce platform. Designs, codes, and implements Salesforce applications. Creates timelines and development goals. Tests the stability and functionality of the application. Troubleshoots and fixes bugs. Writes documents and provides technical training for Salesforce staff. Maintains the security and integrity of the application software.	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.
SAP Specialist	The SAP Specialist consults with organizational 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. Analyzes problems and advises or recommends solutions. Utilizes knowledge of theory, principles, and/or technology of SAP (Systems, Applications, and Products in data processing) and CRM (Customer Relationship Management) business software. Analyzes, designs, codes, and tests 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.	Experience with various technologies and roles including SAP Modules and technologies such as Human Resource Management V1 (SAP HRM), Production Planning (SAP PP), Financial Supply Chain Management V1 (SAP FSCM), Project System (SAP PS), Financial Accounting and Controlling (SAP FICO), etc.
Scrum Master	The Scrum Master 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. 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. Uses agile methodology values, principles, and practices to plan, manage, and deliver solutions. Trains, mentors, and supports scrum teams to follow agile values, principles, and practices. Determines and manages tasks, issues, risks, and action items. Schedules and facilitate scrum events, meetings, and decision-making processes. Monitors progress and performance and helps teams to make improvements. Plans and organizes demos and product/system testing. Ensures the proper use of collaborative processes and removing impediments for the scrum team. Tracks project processes, deliverables, and financials. Prepares and presents status reports to stakeholders.	Bachelor's degree in Computer Science, IT, or related field preferred. Certified Scrum Master, SAFe preferred. 3+ years' 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.
Security Administrator	The Security Administrator 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/applications. Designs and directs security audits and penetration tests to discover system vulnerabilities. Documents results and provides recommendations to minimize risks. Installs, administers, and troubleshoots organizational security solutions. Creates security policies and training documents.	Bachelor's degree or higher in Cybersecurity or Computer Science. Professional certification such as CompTIA's security+ or the EC-Council's certified ethical hacker is preferred.

Job Title	Description	Preferred Qualifications
Security Analyst	The Security Analyst 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 organization. Documents security breaches.	Bachelor's degree or higher in Cybersecurity or Computer Science. Professional certification such as CompTIA's security+ or the EC-Council's certified ethical hacker is preferred.
Security Engineer	The Security Engineer oversees security plans and details security policies. Designs and implements security countermeasures to be used 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.	Bachelor's degree or higher in Cybersecurity or Computer Science. Professional certification such as CompTIA's security+ or the EC-Council's certified ethical hacker is preferred.
Senior Consultant	The Senior Consultant is responsible for evaluating existing systems and/or new user needs to analyze, design, recommend, and implement information system (IS) changes. Familiar with a variety of IS concepts, methodologies, practices, and procedures and relies on experience and judgment to plan and accomplish goals. 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. May lead and direct the work of others. Typically reports to and/or receives strategic direction from an executive or a manager. A wide degree of creativity and latitude is expected.	Bachelor's degree or advanced degree or equivalent technical study. Certifications and degrees pertinent to the role being performed. Considered an SME in their field.
SharePoint Architect	The SharePoint Architect designs and implements Microsoft’s SharePoint collaboration platform. Provides guidance in the application lifecycle including engineering, project planning, project management, architecture, and design. Responsible for SharePoint Web Governance, testing, quality assurance, deployment, and operations. Successfully engages in the full lifecycle of Analysis, Design, Implementation, and Support. Supports the delivery of complex services, including supporting the work of colleagues. Identifies and develops new business opportunities and further develops existing client relationships.	Bachelor's degree in Computer Science, Information Systems, or related field plus extensive hands-on experience. 3+ years in SharePoint Administration and Architecture Design, Configuration, and Implementation.
SharePoint Developer	The SharePoint Developer configures and customizes SharePoint systems according to company specifications. Builds scalable web applications. Writes and modifies code. Debugs software. Trains staff. Meets with the design team to review website and application requirements. Sets tasks and development goals. Configures the SharePoint systems to specified requirements. Develops new web components using XML, .NET, SQL, and C#. Designs, codes, and implements scalable applications. Extends SharePoint functionality with forms, web parts, and application technologies. Tests and debugs code. Reviews website interface and software stability. Troubleshoots software issues. Maintains and updates SharePoint applications. Provides systems training to staff and customers.	Bachelor’s degree in Computer Science or Software Engineering. Previous experience as a SharePoint developer. Extensive knowledge of C#, ASP.NET, and .NET Frameworks. Familiar with JavaScript, HTML5, CSS, XML, jQuery, SQL Server, and Web Services.

Job Title	Description	Preferred Qualifications
Solutions Architect	The Solutions Architect manages IT 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. Gathers requirements and functional specifications, assessing the current software systems in place to identify areas in need of improvement. Oversees development teams. Builds and integrates information systems to meet the organization's needs. Assesses the systems architecture currently in place and works with technical staff to recommend solutions to improve it. Resolves technical problems as they arise. Provides supervision and guidance to development teams. Continually researches current and emerging technologies and proposes changes where needed. Informs various stakeholders about any problems with the current technical solutions being implemented. Assesses the business impact that certain technical choices have. Provides updates to stakeholders on product development processes, costs, and budgets.	Bachelor's degree in IT, Software Engineering, Computer Science, or related field. Proven experience in engineering and software architecture design. Previous project management experience is advantageous. In-depth understanding of coding languages such as Java and JavaScript.
System Administrator	The System Administrator is responsible for effective provisioning, installation, configuration, operation, and maintenance of computer hardware and software and related infrastructure. Ensures system hardware, operating systems, software systems, and related procedures adhere to organizational policies, standards, and guidelines. Responsibilities include systems administration engineering and provisioning, operations and support, maintenance and research, and development to ensure continual innovation. Installs new and rebuilds existing servers. Configures hardware, peripherals, services, settings, directories, storage, etc. in accordance with standards and project/operational requirements. Performs daily system monitoring. Verifies the integrity and availability of all hardware, server resources, systems, and key processes. Reviews system and application logs. Verifies completion of scheduled jobs such as backups. Performs regular security monitoring to identify any possible intrusions. Performs daily backup operations and regular file archival and purge as necessary. Creates, changes, and deletes user accounts, upon request. Provides Tier III/other support per request from various constituencies. Investigates and troubleshoots issues. Diagnoses and recovers hardware or software failures. Coordinates and communicates with impacted constituencies. Applies OS patches and upgrades on a regular basis. Upgrades administrative tools and utilities. Configures/adds new services as necessary. Upgrades and configures system software that supports GIS infrastructure applications or Asset Management applications, as per project or operational needs. Maintains operational, configuration, or other procedures. Performs periodic performance reporting to support capacity planning. Performs ongoing performance tuning, hardware upgrades, and resource optimization as required. Configure CPU, memory, and disk partitions, as required.	Bachelor's degree in IT, Software Engineering, Computer Science, or related field or relevant work experience.

Job Title	Description	Preferred Qualifications
System Engineer	The System Engineer 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.	Bachelor's degree in IT, Software Engineering, Computer Science, or related field or relevant work experience.
Technical Writer	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 can put procedures in a logical sequence. 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.	Bachelor's degree in IT, Software Engineering, Computer Science, or related field or relevant work experience. Exceptional proficiency in Microsoft Office tools.
Telecom Administrator	The Telecom Administrator teams up with customers, departments, and other technical staff to ensure the highest possible quality and efficiency from their networks. Manages and supports telecommunications systems and networks. Configures and deploys equipment. Manages user access and rights. Monitors network performance and reliability. Implements and maintains security protocols. Possesses a broad understanding of TCP/IP, UDP, FTP, VoIP, telephony systems, and general networking hardware and software. Works independently and as a member of a team, with excellent organizational and time management skills. Uses effective communication and interpersonal skills to support clients, stakeholders, and team members.	Bachelor's degree in Computer Science, IT, or related field. Current CCNA CCNP Collaboration certifications. 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.
Telecom Engineer	The Telecom Engineer 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.	Bachelor's degree in Computer Science, IT, Electronics or Telecommunications. CCNA or CCNP certification a plus.

Job Title	Description	Preferred Qualifications
Telecom Technician	The Telecom Technician creates, implements, 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.	Bachelor's degree in Computer Science, Electrical/Electronic Engineering, IT, or related field. Associate's 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.
Tester	The Tester designs, pilots, and implements the software quality assurance review processes. Possesses a background in software development and testing. Works with Application Teams during pre- and post-assessment periods. Plans, schedules, executes, and documents review findings. Has 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. 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.	Bachelor's Degree in IT, 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, and Test Studio. Experience with manual testing activities.
UI Developer/ Designer	The UI Developer/Designer translates high-level requirements into interaction flows and artifacts, and transforms them into intuitive and functional user interfaces. Collaborates with product management and engineering to define and implement innovative solutions for the product direction, visuals, and experience. Executes all visual design stages from concept to final hand-off to engineering. Conceptualizes original ideas that bring simplicity and user friendliness to complex design roadblocks. Creates wireframes, storyboards, user flows, process flows, and site maps to effectively communicate interaction and design ideas. Presents and defends designs and key milestone deliverables to peers and executive level stakeholders. Conducts user research and evaluates user feedback. Establishes and promotes design guidelines, best practices, and standards.	Bachelor's/Master's degree in Human-Computer Interaction, Interaction Design, or related field. Proficient in Photoshop, Illustrator, OmniGraffle, or other visual design and wire-framing tools. Proficient in HTML, CSS, and JavaScript for rapid prototyping.
UX Developer	The UX Developer makes 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. Understands product specifications and user psychology. Conducts concept and usability testing and gathers feedback. Creates personas through user research and data. Defines the right interaction model and evaluates its success. Develops wireframes and prototypes around customer needs. Finds creative ways to solve UX problems (e.g., usability, findability). Works with UI designers to implement attractive designs. Communicates design ideas and prototypes to developers. Keeps abreast of competitor products and industry trends.	Bachelor's/Master's degree in Human-Computer Interaction, Interaction Design, or related field. Proficient in design software (e.g., UXPin, Balsamiq). Knowledge of HTML/CSS and JavaScript is a plus.

Non-IT Roles: CAI State of Idaho Non-IT Workforce Services Program

Job Title	Description
Administrative Assistant 1	Administrative Assistant 1 performs a wide variety of secretarial support functions. Applies detailed program knowledge in developing and/or maintaining program records systems and/or in collecting information, preparing reports, and providing liaison between management, other organizational units, and external customers. Performs related work.
Administrative Assistant 2	Administrative Assistant 2 performs complex secretarial, office administration, and public relations assignments. Handles highly sensitive, confidential, and/or political issues. Coordinates administrative office functions, committees, and special projects. Performs related work.
Business Analyst (Non-IT)	The Non-IT Business Analyst analyzes business processes, workflows, and data to identify needs and recommend improvements. Gathers and documents business requirements from program staff and stakeholders. Prepares process maps, requirements documents, gap analyses, and written recommendations. Evaluates alternatives and supports cost/benefit analysis. Assists with testing, user acceptance, and implementation of new or revised processes. Develops reports and presents findings to management. Performs related work.
Central Intake Family Services Worker	The Central Intake Family Services Worker serves as the initial point of contact for individuals and families seeking services. Receives and screens referrals, reports, and inquiries received by phone, in person, or in writing. Gathers and records intake information, determines urgency and appropriate program response, and assigns or refers cases according to established criteria. Explains program eligibility requirements, services, and processes to clients and community partners. Documents all contacts in a case management or records system. Maintains confidentiality of sensitive client information. Performs related work.
Consulting and Advisory Staffing	Consulting and Advisory Staffing assists with gathering and organizing data, preparing background materials, and helping compile reports or presentations. Supports project coordination by tracking tasks, scheduling meetings, and maintaining documentation. Conducts light research, summarizes findings, and helps ensure stakeholders have the information and materials needed for informed decision-making. Focuses on providing structured, reliable support so consultants can concentrate on strategic analysis and recommendations. Performs related work.
Cook	The Cook prepares, cooks, and serves meals in quantity according to established menus, recipes, portion controls, and special dietary requirements. Receives, inspects, stores, and rotates food and supplies. Operates and cleans commercial kitchen equipment such as ovens, ranges, steamers, mixers, and dish machines. Maintains kitchen, serving, and storage areas in a clean and sanitary condition, in compliance with food safety and health regulations. Records temperatures, meal counts, and inventory. May direct the work of kitchen helpers. Able to stand and walk for an eight-hour shift and to lift and carry items up to fifty pounds. Performs related work.
Creative and Marketing Staffing	Creative and Marketing Staffing helps with drafting and proofreading content. Prepares simple graphics or marketing assets. Updates campaign calendars. Organizes shared files. Gathers basic research. Provides light logistical support for small productions or events. Performs related work.
Custodial Staffing	Custodial Staffing is physically able to perform duties associated with commercial cleaning including, but not limited to, offices, classrooms and common areas. Available to work Dawn/Day/Evening/Swing shift schedules, as assigned. Moves staff office furniture and sets up rooms for conferences, meetings, and presentations. Delivers, moves, sets up, stacks, and stores heavy items, i.e. chairs, tables, and bleachers. Changes light bulbs. Cleans floors (emergency basis), checks restrooms, and completes appropriate housekeeping. Performs other forms of custodial cleaning, i.e. walls, floors, wastebaskets, classrooms, halls, furniture, window cleaning, carpet care, and trash disposal. Operates industrial-type cleaning equipment (high speed buffer and vacuum cleaners). Cleans restrooms, bath facilities, locker rooms, swimming pools, and similar facilities. Repairs equipment and related devices. Performs related work.
Customer Service Representative	The Customer Service Representative answers phones, screens and channels calls, and takes messages. Schedules appointments for staff members. Produces labels, forms, and routine letters. Composes and signs routine correspondence. Receives money, makes change, and issues receipts. Verifies completeness of applications and forms. Maintains record keeping systems by adding, deleting, or updating information. Compiles data and prepares reports. Questions customers to obtain detailed information in a business setting. Explains policies, procedures, or rules. Independently handles complaints and upset individuals in a business setting. Answers a business telephone using knowledge of business telephone procedures and etiquette. Reviews documents and records for accuracy and completeness. Accesses data using a computerized records system. Performs related work.

Job Title	Description
Education Staffing	Education Staffing helps keep administrative and program activities running smoothly. Assists with organizing student or school records. Prepares and distributes communications. Supports scheduling or coordination for trainings, meetings, or educational events. Helps with basic data entry, tracking program information, assembling reports, and maintaining files or resource materials. May also provide front-line support by answering general inquiries, directing stakeholders to appropriate departments, and helping educators or administrators with routine logistical needs. Performs related work.
Engineering Staffing	Engineering Staffing supports basic technical tasks such as updating drawings, preparing documentation, organizing project files, and assisting with routine data entry or analysis. Helps with quality checks, coordinate with vendors or internal teams, track project progress, and support testing or inspections under supervision. Focuses on easing workload by handling foundational and process-oriented tasks that help engineers. Performs related work.
Epidemiologist Project Manager	The Epidemiologist Project Manager plans, organizes, and manages public health epidemiology projects, studies, and surveillance activities from initiation through closeout. Defines scope, deliverables, schedule, budget, and resource requirements and maintains project plans, risk and issue logs, and status reports. Directs the design of studies and the collection, analysis, and interpretation of disease surveillance, outbreak, and other health data. Ensures data quality, confidentiality, and compliance with applicable laws, rules, and grant requirements. Coordinates the work of epidemiologists, analysts, vendors, and external partners such as health districts, laboratories, and federal agencies. Prepares and presents technical reports, epidemiological summaries, and recommendations to management, stakeholders, and the public. Performs related work.
Facility Surveyor 1	Facility Surveyor 1 conducts on-site inspections and surveys of facilities to determine compliance with applicable laws, rules, regulations, licensing standards, and contract requirements. Reviews records, observes operations, and interviews staff and clients. Prepares written survey reports that document findings, cite deficiencies, and detail the required corrective action that must be taken. Explains standards and compliance requirements to facility operators and staff. Conducts follow-up reviews to verify correction of deficiencies. Travels to facility locations and able to move throughout facility sites. Performs related work.
Facility Surveyor 2	Facility Surveyor 2 performs many of the same tasks as the Facility Surveyor 1 and generally has more years of experience and/or greater responsibility, often serving in a supervisory or managerial role.
Financial Data Consultant	The Financial Data Consultant compiles, reconciles, and analyzes financial and accounting data to support budgeting, reporting, and decision-making. Reviews financial transactions, statements, and reports for accuracy and compliance with laws, rules, regulations, and policies. Prepares financial schedules, forecasts, variance analyses, and ad-hoc reports. Researches and resolves discrepancies. Advises program and fiscal staff on financial data, methods, and reporting requirements. Performs related work.
Financial Technician	The Financial Technician processes and records vendor invoices and payments through the Statewide Accounting System. Reconciles P-Card transactions. Reviews and processes travel reimbursement. Provides excellent customer service to internal and external customers. Researches financial transactions and statements to provide resolution to stakeholders. Manages, distributes, and organizes accounts payable communication channels. Reviews, completes, and processes financial documents to ensure compliance with laws, regulations, and policies for recommended approval. Performs related work.
Grader	The Grader grades and sorts agricultural products according to established size, quality, and condition standards. Visually examines and measures product on grading lines, tables, or in containers and removes culls, defects, and foreign material. Records grading results, counts, and weights. Assists inspectors with sampling and grade determination. Keeps grading areas and equipment clean and sanitary. Works at packing sheds, warehouses, or processing facilities during seasonal operations, which may include extended or shift hours. Requires standing for long periods, using repetitive hand motions, bending, and lifting items up to fifty pounds. Performs related work.
Inspector	The Inspector inspects agricultural commodities, products, and facilities to determine grade, quality, condition, and compliance with applicable state and federal standards, rules, and regulations. Examines samples for defects, size, maturity, damage, and contamination. Records inspection results and issues certificates or reports. Verifies labeling, packing, and shipping requirements. Explains standards and inspection findings to growers, packers, shippers, and facility personnel. May work at packing sheds, warehouses, processing plants, or field locations during seasonal operations, including extended or shift hours. Requires standing for long periods, bending, and lifting items up to fifty pounds. Performs related work.
Janitorial/ Housekeeping Staffing	Janitorial/Housekeeping Staffing collects trash and recycling, and sorts, as directed. Cleans-up spills and removes stains. Bags waste materials and moves them to designated dumpsters and recycling bins. Vacuums and cleans carpets. Cleans restrooms. Removes snow. Must be capable of performing cleaning operations in foul weather conditions. Performs related work.

Job Title	Description
Landscaper	The Landscaper performs grounds maintenance and landscaping work including mowing, trimming, edging, pruning, planting, weeding, watering, fertilizing, and applying mulch. Maintains irrigation systems, walkways, parking areas, and planting beds. Removes leaves, litter, debris, and snow and applies ice melt as assigned. Operates and performs routine maintenance on hand tools and power equipment such as mowers, trimmers, blowers, and small tractors. May apply pesticides and herbicides in accordance with label requirements and applicable licensing. Works outdoors in all weather conditions. Bends, stoops, climbs ladders, and repetitively lifts and carries items up to 50 pounds. Performs related work.
Legal Staffing	Legal Staffing supports routine and foundational tasks that help attorneys and legal teams stay focused on higher-level work. Assists with organizing case files, maintaining document libraries, and performing data entry for legal records or databases. Helps prepare, format, and proofread legal documents. Gathers publicly available information for basic research. Coordinates schedules, manages correspondence, and supports filing or administrative processes. Performs related work.
Maintenance/ Laborer	The Maintenance/Laborer performs light and medium maintenance. Moves furniture and equipment. Repetitively lifts and carries items up to sixty pounds. Stands and walks for an eight-hour shift. Bends, stoops, and climbs stairs and ladders. Operates forklifts. Works dawn, day, evening, and swing shift schedules, as assigned. Performs related work.
Office Specialist 1	Office Specialist 1 performs routine office support duties which require knowledge of office policies and procedures. Performs related work of recurring tasks by following established guidelines and procedures involving clerical, word processing, or postal work. Operates some basic office equipment, including photocopier, fax machine, etc. Performs related work.
Office Specialist 2	Office Specialist 2 provides a variety of office support or secretarial functions involving clerical, secretarial, or word processing work, as well as more complex computer operation. Performs office support or secretarial duties such as composing correspondence. Creates, reviews, and processes documents and records. Identifies and corrects errors and omissions on documents received from staff, States, and/or public. Maintains records. May schedule appointments or services. May make meeting and travel arrangements. Performs related work.
Program Specialist	The Program Specialist researches, develops, and interprets rules, policies, and procedures. Makes recommendations for program design and improvement. Performs related work.
Project Manager (Non-IT)	The Non-IT Project Manager plans, organizes, and manages assigned projects from initiation through closeout. Defines scope, deliverables, schedule, budget, and resource requirements. Develops and maintains project plans, schedules, risk and issue logs, and status reports. Coordinates the work of project team members, vendors, and stakeholders. Monitors progress against baselines and takes corrective action when necessary. Manages change control and communicates status to management and sponsors. Ensures deliverables meet requirements and contractual obligations. Performs related work.
Research Analyst	The Research Analyst conducts research and statistical analysis in support of assigned programs. Collects, compiles, verifies, and analyzes data from internal and external sources. Prepares tables, charts, and written summaries of findings. Assists with survey design, sampling, and data collection instruments. Responds to requests for data and information. Documents research methods and data sources. Performs related work under general supervision. Performs related work.
Research Analyst Principal	The Research Analyst Principal performs advanced research and statistical analysis on complex program, policy, and fiscal questions with a high degree of independence. Designs research methodologies, surveys, and data models. Analyzes and interprets large or complex data sets and evaluates data reliability and limitations. Prepares technical reports, policy briefs, and presentations for management, stakeholders, and governing bodies. Advises program staff on research design, measurement, and interpretation of results. May provide technical direction and review the work of other analysts. Performs related work.
Sampler	The Sampler collects representative samples of agricultural commodities and products from trucks, bins, conveyors, storage, or packing lines, following prescribed sampling methods and frequencies. Labels, documents, and maintains chain of custody for samples. Prepares and delivers samples to inspectors or laboratories. Records lot, load, and shipment information. Maintains sampling tools and equipment in clean working order. Follows safety and sanitation procedures. Works indoors and outdoors, in all weather conditions during seasonal operations. Requires climbing onto trucks and/or equipment, bending, stooping, and lifting items up to fifty pounds. Performs related work.
Secretary/ Reception	Secretary/Reception performs skilled to complex work requiring typing skills and routine administrative and technical work. Composes routine correspondence. Acts as a receptionist, answers incoming calls, and maintains mailing lists and files. Reviews and processes documents and records. Identifies and corrects errors and omissions on documents. Schedules appointments and/or makes meeting arrangements. Possesses experience in clerical work and may be required to type up to 55 wpm with a low error rate. Possesses knowledge of business telephone procedures and etiquette. Performs related work.

Job Title	Description
Technical Records Specialist 1	Technical Records Specialist 1 provides a variety of high-level program support functions. Reviews and processes documents. Determines and explains compliance with laws, rules, regulations, and policies and takes appropriate action. Maintains a manual or computerized records system. Performs related work.
Technical Records Specialist 2	Technical Records Specialist 2 provides technical support for programs and organizational activities by conveying information, determining compliance, and resolving controversial situations. Acts as a resident expert in the implementation and maintenance of technical program guidelines. Performs related work.
Training Specialist	The Training Specialist assesses training needs and develops, coordinates, and delivers training programs and materials for staff and external customers. Prepares curricula, participant guides, job aids, and evaluation instruments. Schedules and facilitates classroom, field, and virtual training sessions. Tracks attendance, completion, and certification records. Evaluates training effectiveness and revises content to reflect changes in laws, rules, policies, and procedures. Performs related work.
Warehouse/ Shipping and Receiving	Warehouse/Shipping and Receiving receives, unpacks, and stores goods. Organizes stock and maintains inventory. Performs quality checks and safe activities in the warehouse. Communicates with internal and external customers. Operates and maintains warehouse vehicles and equipment. Properly lifts inventory that may exceed fifty pounds. Complies with all state and federal procedures, rules, and regulations. Performs related work.
Warehouse Associate	The Warehouse Associate performs general warehouse duties including receiving, unpacking, staging, storing, picking, packing, and loading goods and supplies. Verifies shipments against packing lists and purchase orders and reports discrepancies or damage. Labels, organizes, and rotates stock. Assists with cycle counts and physical inventories. Enters transactions into an inventory or warehouse management system. Operates pallet jacks, hand trucks, and, when certified, forklifts. Maintains a clean, organized, and safe work area, in compliance with safety procedures. Requires standing and walking for an eight-hour shift and repetitive lifting and carrying of items that may exceed fifty pounds. Performs related work.