

COMPUTER AID, INC.

State of New Mexico MSP Program

IT Position Titles and Descriptions

The following positions and descriptions are available through CAI's Managed Service Provider (MSP) program for the State of New Mexico. Each entry summarizes the minimum qualifications and core duties associated with the role.

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

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5	Application Systems Analyst / Programmer	Full-time professional work experience in Information Technology. Prior experience with various technologies and roles, including prior analysis, requirements gathering and formal modeling experience, but typically also has some prior experience in Programming languages such as JAVA, .NET, COBLAT, etc. Substitutions: Accredited college training may substitute for the required work experience.	The Application System Analyst analyzes user requirements, procedures, and problems to automate processing or to improve existing computer system. They confer with personnel of organizational units involved to analyze current operational procedures, identify problems, and learn specific input and output requirements, such as forms of data input, how data is to be summarized, and formats for reports.
6	Application Technical Specialist	Could include advanced skills in technologies such as SharePoint, SAP, Curam, Service Now, HL7, PEGA, etc.	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.
7	Architect	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.	Responsible for designing, developing, and implementing application infrastructure to provide highly-complex, reliable, and scalable applications and systems to meet the organization's objectives and requirements. Applications Architects are familiar with a variety of the application technologies, frameworks, environments, concepts, methodologies, practices and procedures, and rely on experience and judgment to plan and accomplish goals.
8	Artificial Intelligence ("AI") Architect	Experience with machine learning programming languages such as: Python, C++, JavaScript, Java, C#, Julia, Shell, R, TypeScript, Scala.	Develops artificial intelligence, machine learning, deep learning, and natural language processing algorithms. Designs artificial intelligence solutions to solve business problems. Implements complex data systems.
9	Big Data Architect	Proficient understanding of distributed computing principles; Proficiency with Hadoop v2, MapReduce, HDFS; Experience with building stream-processing systems, using solutions such as Storm or Spark-Streaming; Good knowledge of Big Data querying tools, such as Pig, Hive, and Impala; Knowledge of various ETL techniques and frameworks, such as Flume.	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.
10	Big Data Engineer	Thorough understanding of the underlying technologies that make up cloud computing: IaaS, PaaS and SaaS implementation. Skilled in exploratory data analysis or EDA to ensure ETL/ELT work and skilled in working with tools like SSRS, Excel, PowerBI, Google Looker, PowerBI etc. A big data engineer should be familiar with Python's libraries SciPy, NumPy, sci-kit learn, pandas, etc.	Develops, engineers, maintains, runs tests, evaluates, and implements big data infrastructure, projects, tools, and solutions within an organization, working with the latest database technologies, in order to get results from vast amounts of data quickly. Selects and integrates big data tools and frameworks required to provide requested capabilities. Collects, stores, processes, manages,

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			analyzes, and visualizes large sets of data.
11	Business Analyst	• 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.	Responsible for the set of tasks and techniques used to work as a liaison among stakeholders in order to understand the structure, policies, and operations of an organization, and to recommend solutions that enable the organization to achieve its goals. A Business Analyst primarily reviews, analyzes, and evaluates business systems and user needs.
12	Business Intelligence Analyst/Developer	Bachelor's degree in business, economics, information science or a related field. A Certified Business Analysis Professional (CBAP) certification through the International Institute of Business Analysis (IIBA) is a plus.	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 conditions.
13	Business Intelligence Architect/Developer	Bachelor's degree in business, economics, information science or a related field. A Certified Business Analysis Professional (CBAP) certification through the International Institute of Business Analysis (IIBA) is a plus.	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.
14	Business Subject Matter Expert	Could include: various technologies and roles, including SME in product and software or functional areas. This role encompasses working with Mid and Senior management and stakeholders in an organization.	Business Subject Matter Experts bring proven experience from related businesses or organizations as well as system integration and technology experience. They consult with the client to define needs or problems, conduct research, perform studies and surveys to obtain data, and analyze problems to advise and make recommendations on business and technical solutions based on hands-on experience solving similar problems.
15	Cloud Architect	• 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.	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.

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16	Cloud Engineer	• 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.	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.
17	COBOL Programmer	Knowledge and expertise of the following technical skills: Databases: MS SQL Server, Oracle RDB, and DB2 Languages: Java, COBOL, TSO, JCSL, and CICS	A COBOL programmer is one who writes and works hands-on with a large-scale computer developing code in COBOL. A COBOL programmer will develop and maintain COBOL applications, test COBOL programs to catch errors and apply solutions to the faulty lines of the computer code responsible, document and file systems and enhance programs that are developed and implemented, gather and document system requirements.
18	Content Management Administration	BS degree in Journalism, Marketing or relevant field. Proven work experience as a Content manager. Hands on experience with MS Office and WordPress. Basic technical knowledge of HTML and web publishing. Knowledge of SEO and web traffic metrics. Familiarity with social media.	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.
19	CRM Architect	Bachelors degree in Information Systems, Software Engineering or a related field. Experience with some or all of the following: C#, .NET, Competitors Business processes in BSS and OSS areas, CRM SDK, Defining CRM architecture and integration points in BSS environment, ETOM and framework.	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.
20	Cyber Security Analyst	Proven work experience as a Cybersecurity Analyst or similar role. Experience in information security or related field. Experience with computer network penetration testing and techniques. Understanding of firewalls, proxies, SIEM, antivirus and IDPS concepts.	A trained cyberprofessional who specializes in network and IT infrastructure security. The cybersecurity analyst thoroughly understands cyberattacks, malware, and the behavior of cybercriminals, and actively seeks to anticipate and prevent these attacks. Develops and implements advanced cyber defense solutions and changes for organizations, safeguards the corporate infrastructure from infiltrations or exfiltration.
21	Cyber/Information Security Engineer	A degree in computer science, IT, systems engineering, or related qualification. Must have an excellent understanding of technology infrastructures using Firewalls, VPN,	Cybersecurity engineers, sometimes called information security engineers, identify threats and vulnerabilities in systems and software, then apply their skills to developing and implementing

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		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++.	high-tech solutions to defend against hacking, malware and ransomware, insider threats and all types of cybercrime.
22	Data Administrator	Full-time professional Information Technology Project Development work experience and/or Function/Business Process Analysis work experience. Substitutions: Accredited college training may substitution for the required work experience. Two (2) years of work experience as a Database Analyst-Senior; Data Warehousing Administrator; Data Architect; Database Analyst.	It is the data administrator's responsibility to implement and execute data mining projects and make reports to provide understanding into sales, marketing, and purchasing opportunities and business trends. The role would also include updating information to the company's database and official company website. Moreover, they also do reports about data analysis, forecasting, and other research activities.
23	Data Analyst	Strong mathematical skills to help collect, measure, organize and analyze data; Knowledge of programming languages like SQL, Oracle, R, MATLAB, and Python; Technical proficiency regarding database design development, data models, techniques for data mining, and segmentation; Experience in handling reporting packages like Business Objects, programming (Javascript, XML).	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.
24	Data Architect	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.	Builds and maintains a company's database by identifying structural and installation solutions. Works with database administrators and analysts to secure easy access to company data. Responsibilities include: translating business requirements into technical specifications, including data streams, integrations, transformations, databases, and data warehouses.
25	Data Center Operation Control	Experience with various technologies and roles, including Mainframe, COBOL, tape archiving, JCL, IDMS, MVS/TSO, ISPF, NOC monitoring software.	Oversees the day-to-day management of all data center operations, policies, and procedures. Manages supervisors and operators engaged in inputting data into various storage media, manipulating existing data, editing data, and proofing new entries into database for accuracy. Interprets company policy to employees, and enforces company policies and practices. Analyzes and resolves work problems.
26	Data Center Operations/Administrator	Experience with various technologies and roles, including Mainframe, COBOL, tape archiving, JCL, IDMS, MVS/TSO, ISPF, NOC monitoring software.	Supports data center operations, working directly with the equipment, and utilizing knowledge of networking concepts, networking implementation, software concepts, and requirements in the testing and analysis of all elements of a data center facility. Maintains continuous operation of the equipment, including troubleshooting and repairing equipment failures, upgrading hardware, configuring new equipment.

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27	Data Scientist	Bachelor's degree (or equivalent) in statistics, applied mathematics, or related discipline. Proficiency with data mining, mathematics, and statistical analysis. Advanced experience in pattern recognition and predictive modeling. Experience with Excel, PowerPoint, Tableau, SQL, and programming languages (ex: Java/Python).	The Data Scientist collects and analyzes statistics and information from multiple sources to spot trends and to gain maximum insight that can give the company a competitive advantage, and communicates informed conclusions and recommendations across an organization's leadership structure. Strategizes and identifies unique opportunities to locate and collect new data, explores and mines data from many angles.
28	Database Administrator	Experience in various technologies and roles, including Oracle, SQL Server, DB2 and other technologies related to Database administration and management. May require a bachelor's degree in a related area and 2–4 years of relevant experience.	The Database Administrator is responsible for data analysis and database management. Involved in maintenance, enhancement, designing of data dictionaries, physical and logical database models, and performance tuning. Knowledge of the utilities and production tools used for data storage management to support the Application Team. Coordinates physical changes to computer databases; codes, tests.
29	Database Analyst	May require a bachelor's degree in a related area and 0–2 years of relevant experience. Full-time professional work experience in Software Development, Maintenance, or Implementation. Substitutions: Accredited college training may substitute for the required work experience. Successfully completion of an Information Technology Certification program may substitute for required experience.	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.
30	Database Architect	Possess extensive knowledge of specific database systems, and is capable of hands-on work in all phases of database design and management. Experience in various technologies and roles, including database systems of any type and size.	Responsible for designing, developing, and implementing infrastructure to provide highly-complex, reliable, and scalable databases to meet the organization's objectives and requirements. The Database Architect is familiar with a variety of the database technologies, concepts, methodologies, practices, and procedures and relies on experience and judgment to plan and accomplish goals.
31	Desktop Support Technician	Experience with various technologies and roles, including PC/laptop break/fix, HW/SW installation and configuration, scripting (i.e. PERL, SHELL).	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, and applications.
32	Developer	Full-time professional work experience in the development and support of Information Technology applications. Successful completion of an Information Technology Certification program,	Responsible for analysis, design, coding, and component and assembly testing of all application code owned by the Application Team. Developers typically are involved in maintenance (including

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		accredited college and/or graduate training may substitute for the required work experience.	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 Application Team.
33	EDI Specialist	Bachelor's degree in computer science or information technology and/or at least two years of hands-on experience working with EDI technologies.	Responsible for the design, development, and implementation of all EDI-related processes in a company or organization. EDI Specialist is tasked with continuously checking the quality of EDI programs and applications, enhancing processes relating to electronic data interchange, and ensuring that processes are customized to flow within a company's business system.
34	Enterprise Architect	Mastery level of experience that includes the capabilities of experienced Application Developers and Technical Specialists who have the knowledge, skills, education and prior experience that involves the full and complete design of software solutions. Experience in various technologies and roles, including work across Application Development, Service Delivery and Infrastructure.	Works across Application Development, Service Delivery and Infrastructure to identify, research, discuss, design, and implement key architecture standards. Other responsibilities include research, design, document, build, and pilot prioritized topics for standards. Manages the list of potential standards and works with the application development management to prioritize efforts.
35	Help Desk Analyst	Experience with various technologies and roles, including Tier 1-2 support, ticket/issue tracking software (i.e. Remedy), Automated Call Distribution (ACD) software, VPN, remote login software.	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.
36	Information Security Analyst	Possess industry experience in the field of IT security. The ISA should possess working knowledge of IT Security Best Practices regarding networks and networking including protocol analysis, anomaly detection, and troubleshooting, and/or working knowledge of IT Security Best Practices regarding Windows and *nix Servers and workstations required.	The IT Security Analyst monitors and advises on information security issues related to the systems and workflow at an agency to ensure the internal IT security controls for an agency are appropriate and operating as intended. Coordinates and executes IT security-related projects for the agency. Coordinates response to information security incidents. Develops and publishes Information Security policies.
37	Infrastructure Technical Architect	Could Include: various technologies and roles, including designing, developing, and implementing application infrastructure to provide highly-complex, reliable, and scalable applications and systems to meet the organization's objectives and requirements.	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. Infrastructure Technical Architects are familiar with a variety of the application technologies, frameworks, environments, concepts,

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			methodologies, practices, and procedures.
38	Java Developer	4-year college degree or equivalent technical study. Additional Qualifications and Skills: • Web development using JSF framework. • Coding in JAVA/J2EE, Servlets, EJB, JDBC, JPA, JSF, JSP, JNDI, JAX-WS, JAX-RS, JAX-B • JAVA / J2EE Patterns	Responsible for analysis, design, coding, and component and assembly testing of all Java application code owned by the Application Team. Java Developers typically are involved in maintenance (including production support), enhancement, and development work. Java Developers have a range of skills and knowledge of the technologies used and applications supported by the Application Team.
39	Machine Learning Developer	Bachelor's degree in computer science or information technology or equivalent work experience.	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.
40	Mainframe Systems Programmer	Bachelor's degree in computer science, electrical/electronic engineering, information technology, or another related field.	Installs, customizes, and maintains the operating system for the mainframe, and also installs or upgrades products that run on the system. Responsible for managing the mainframe hardware configuration, and installing, customizing, and maintaining the mainframe operating system.
41	Mobile applications developer	A bachelor's degree in Computer Science or relevant field and/or 3 years of demonstrable experience for mobile developers.	Designs, writes, develops, and implements innovative and advanced mobile applications. Maintains and enhances existing applications. Responsible for translating 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.
42	Mobile Specialist	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.	The Mobile Specialist serves in many capacities, including Developer, Engineer, Technical Architect, and Analyst for Mobile Projects. The Mobile Specialist often guides and mentors the technical team in all phases of the SDLC including requirement validation, detail design, development, and implementation. Serves as the Designer, Developer, and/or Engineer on Mobile Projects.
43	Network Administrator	Bachelor's degree in Computer Science or a related field. 2+ years experience in a network administration role. MCSE certification a plus. CISSP, CCNA, or CCNP certification a plus.	The Network Administrator installs, configures, and supports an organization's local area network (LAN), wide area network (WAN), and Internet system or a segment of a network system. Maintains network hardware and software. Monitors network to ensure network availability to all system users and perform necessary

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			maintenance to support network availability. May supervise other network support and client server specialists.
44	Network Engineer	Experience with various technologies and roles, including Cisco, Avayya, Nortel, Routers, Switches, TCP/IP, BGP, Storage Area Network (SAN), CCNA/CCNP/CCIE certifications.	The Network Engineer is responsible for installing networking technologies and supporting networks. Assesses existing network configurations and makes recommendations based on product specifications. Configures equipment and software to meet business needs, trains others on the solution, and documents the solution for ongoing support. Functions as part of a team on larger projects, or individually provides support.
45	Network Security Administrator	Bachelor's degree in Information Technology, Information Systems, or Computer Science. Previous network security experience and professional certification, such as the Certified Information Systems Security Professional (CISSP) are a plus.	Helps secure computer systems for a company, organization, or agency. Job duties may involve creating or updating security infrastructure and continually monitoring networks for unauthorized access or suspicious activities. 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.
46	Network Security Architect	Windows and Unix system security experience. Experience using Intrusion Detection Systems (IDS) and hardware and software firewalls. Implementing various network access control systems such as Active Directory. A bachelor's degree in computer science or a related field is also required and a master's degree preferred.	Responsible for designing and overseeing the building and configuration of secure enterprise network systems. Responsible for analyzing network data and systems to select the most appropriate control mechanism for the security required. May also have a hand in selecting software and hardware used to apply the control system. Defines policies and procedures appropriate to the systems.
47	Network Security Engineer	Complete and in-depth knowledge of network management & security technologies and approaches. (DMZ design, IPSec, proxies, RADIUS, Network intrusion detection sensors). 4 year college degree or equivalent technical study or advanced degree. Certifications such as CISSP, GISP, and CISM.	Responsibility for designing, implementing, and supporting network security solutions for the organization. In collaboration with members of the Architecture and Engineering, Systems Administration, Database Administration, IT Development, and Application Support teams, the Network Security Engineer will implement practical solutions to secure the States network infrastructure and ensure regulatory compliance.
48	Network Technician	BS/BA in computer science, computer engineering or relevant field. CCENT/CCNA qualifications are strongly preferred.	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. Responsibilities: designs and installs well-functioning computer networks, connections and cabling.
49	Oracle/PeopleSoft DBA	• Oracle DBA experience in all phases of Oracle/PeopleSoft DBA support and	The Oracle DBA will create, configure, monitor, and administer the Oracle

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		Oracle/PeopleSoft release upgrades. • Experience supporting Oracle Exadata is preferred. • Experience with Oracle 11g RAC, ASM and DataGuard is required.	database environment. The DBA must be able to work independently to provide all aspects of Oracle database administration. Activities: responsible for Oracle database design and support.
50	PEGA Developer	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.	Designs and maintains applications using PEGA to solve company needs. Collaborates with Business Analysts to develop new systems and/or enhanced functionality utilizing the PEGA BPM platform and PEGA Cloud.
51	PEGA Lead Business Architect	4-year college degree or equivalent technical study; PEGA Senior Systems Architect Certification.	Leads the business team in gathering requirements and choosing the best way to implement requirements leveraging the Pegasystem software and DCO capabilities. Understands business process and business requirements of the customers 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 followed.
52	PeopleSoft Functional Analyst	4-year college degree. Expertise in required PeopleSoft Modules and Technologies.	Provides support for the development and implementation of the Oracle PeopleSoft Human Capital Management Modules for the program.
53	PeopleSoft Functional SME	4-year college degree. Expertise in required PeopleSoft Modules and Technologies.	Responsible for providing PeopleSoft functional support by acting as subject matter expert and leading the organization through the entire systems development lifecycle and production support.
54	Product Manager	Degree in technical fields such as engineering or computer science. An MBA and a complementary certification within product management is a plus.	Manages, plans, and coordinates the development of new products and enhancements of existing products and technical solutions based on short-term 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.
55	Product Specialist	Degree in technical fields such as engineering or computer science. An MBA and a complementary certification within product management is a plus.	Collaborates with business units in developing business plans and in designing, producing, launching, and advertising a company's products. Coordinates with engineering, manufacturing, marketing, and other cross-functional teams to provide marketing strategies, product development, management, and sales solutions. Oversees the materials, timelines, budgets, employees, and equipment needs.

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56	Program Manager	Experience in various technologies and roles, including Agile, Waterfall or other SDLC methodologies. PMP/PMI certifications are preferred. Expertise with project management tools such as MS Project.	The Program Manager manages programs to ensure that implementation and prescribed activities are carried out in accordance with specified objectives. Plans and develops methods and procedures for implementing programs, directs and coordinates program activities to ensure project goals are achieved, and exercises control over personnel responsible for specific functions or phases of programs.
57	Project Manager	Experience in various technologies and roles, including Agile, Waterfall or other SDLC methodologies. PMP/PMI certifications are preferred. Expertise with project management tools such as MS Project.	The Project Manager designs, plans, and coordinates work teams. Follows standard project management industry practices such as the PMI's framework. Understands business and technical objectives of a project and works closely with project sponsor. Creates project charter and work plan and tracks budget and schedule progress via appropriate metrics. Establishes project organization and methodologies.
58	Quality Assurance Analyst	Degree in technical fields such as engineering or computer science or related work experience.	Conducts routine and non-routine tests using variety of testing devices and procedures to maintain product quality. Constructs and alters quality assurance test plans according to product specifications. Assists in the creation and maintenance of testing standard, processes, and systems that align with industry standards. Develops, publishes, and implements test plans. Writes and maintains test scripts.
59	Quality Assurance Engineer	Degree in technical fields such as engineering or computer science or related work experience. Solid knowledge of SQL and scripting. Experience working in an Agile/Scrum development process.	Plans and directs activities concerned with development, application, and maintenance of quality standards for manufacturing processes, materials, products, and/or business systems. Develops and implements standards and methods for inspection, testing, and evaluation relative to the organization's quality management system. Assures compliance of organization's products and processes.
60	Robotic Process Engineer	Degree in technical fields such as engineering or computer science or similar field. Excellent knowledge of CAD/CAM software.	Designs prototypes, builds and tests machines, and maintains the software that controls them. They also conduct research to find the most cost-efficient and safest process to manufacture their robotic systems. Creates applications or autonomous machines (aka robots) for industries such as mining, manufacturing, automotive, services, and more. Often, the goal is to program machines to do repetitive, hazardous tasks.
61	RPA Solution Architect/Developer	Degree in technical fields such as engineering or computer science or similar field. Minimum 2+ years of RPA Developer experience. Experience with .Net, C#, and VB.	Writes and programs computer code and logic that can be processed by a computer and form the foundation of a robot's essential functions. Provides technical support when necessary to troubleshoot machine and software

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			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.
62	Salesforce Developer	Bachelor's degree in computer science or software engineering. Extensive experience working with Salesforce CRM platforms. Advanced knowledge of Salesforce CRM platforms. Proficient in MYSQL, Apex, JavaScript, Native, and VisualForce. Working knowledge of mavenMate or eclipse.	Designs, codes, and implements Salesforce applications. Salesforce Developers are responsible for developing customized solutions within the Salesforce platform to meet company objectives and provide scalable processes. Responsibilities: meeting with project managers to determine CRM needs.
63	SAP Specialist	Experience with various technologies and roles, including various SAP Modules and technologies such as: Human Resource Management (SAP HRM), Production Planning (SAP PP), Financial Supply Chain Management (SAP FSCM), Project System (SAP PS), Financial Accounting and Controlling (SAP FICO), etc.	Consults with client or management to solve complex business issues with a combination of packaged software, more efficient processes, and deep industry experience. Defines marketing, sales, and/or service needs or problems; acquires data through research, studies, and surveys; and analyzes problems and advises or recommend solutions, utilizing knowledge of theory, principles, and/or technology of SAP.
64	Scrum Master	Bachelor's degree in computer science, information technology, or a relevant field preferred. Certified scrum master, SAFe preferred. 3+ years of experience as a scrum master or in a similar role. Working knowledge of agile methodology, techniques, and frameworks, such as Scrum or Kanban, to deliver solutions.	Facilitates and guides a software development product owner, team, and organization on how to use Agile/Scrum concepts, values, practices, and principles focusing on improving team effectiveness. Encourages getting work done without coercion, assigning, or dictating the work. Facilitates discussions and decision making, and assists in mediation of conflict resolution. Leads the team and guides them.
65	Security Administrator	Bachelor's degree or higher in Cybersecurity or Computer Science. A professional certification such as CompTIA's security+ or the EC-Council's certified ethical hacker is preferred.	Develops, implements, and maintains security standards, policies, and procedures. Manages security user system, data entitlements, authorizations, access rights, account creation, and modifications across multiple platforms and applications. Designs and directs security audits and penetration tests to discover system vulnerabilities, documents results, and provides recommendations to minimize risks.
66	Security Analyst	Bachelor's degree or higher in Cybersecurity or Computer Science. A professional certification such as CompTIA's security+ or the EC-Council's certified ethical hacker is preferred.	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 software.

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67	Security Engineer	Bachelor's degree or higher in Cybersecurity or Computer Science. A professional certification such as CompTIA's security+ or the EC-Council's certified ethical hacker is preferred.	Oversees security plans and details security policies. Implements and designs security counter-measures to respond in the event of a security breach. Coordinates security rules and internal access authorization with IT Operations leadership and management. Configures and maintains user access and accounts.
68	Senior Consultant	4 year college degree or equivalent technical study or advanced degree. Certifications and degrees pertinent to the role being performed. Considered an SME in their field.	The Senior Consultant is responsible for evaluating existing systems and/or new user needs to analyze, design, recommend, and implement information system changes. Consultants typically are familiar with a variety of the field's concepts, methodologies, practices, and procedures and rely on experience and judgment to plan and accomplish goals. Consultants are able to perform a variety of complicated tasks.
69	SharePoint Architect	Bachelor's degree in Computer Science, Information Systems or another field plus extensive hands-on experience. 3+ years in SharePoint Administration and Architecture Design, Configuration and Implementation.	Responsible for design and implementation of Microsoft's SharePoint collaboration platform. Providing guidance in the application lifecycle including engineering, project planning, project management, architecture and design. SharePoint Web Governance, testing and quality assurance, deployment and operations.
70	SharePoint Developer	Bachelor's degree in computer science or software engineering. Previous experience as a SharePoint developer. Extensive knowledge of C#, ASP.NET, and .NET Frameworks. Familiarity with JavaScript, HTML5, CSS, XML, jQuery, SQL Server, and Web Services.	Responsible for configuring and customizing SharePoint systems according to company specifications, building scalable web applications, writing and modifying code, debugging software, and training staff. Responsibilities: meeting with the design team to review website and application requirements.
71	Solutions Architect	Bachelor's degree in information technology, 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 (Java, JavaScript).	Manages Information Technology applications projects, including the design, development, and implementation of components of the IT architecture. Develops and explicates IT solutions based on the enterprise's strategic business or technical requirements. Develops and communicates architectural proposals for various projects and initiatives. Defines the approach for structuring each application.
72	System Administrator	Bachelor's degree in information technology, software engineering, computer science, or related field or relevant work experience.	The System Administrator is responsible for effective provisioning, installation/configuration, operation, and maintenance of computer hardware and software and related infrastructure. This individual ensures that system hardware, operating systems, software systems, and related procedures adhere to organizational policies, standards, and guidelines. Responsibilities include systems administration.

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73	System Engineer	Bachelor's degree in information technology, software engineering, computer science, or related field or relevant work experience.	Responsibilities: 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.
74	Technical Writer	Bachelor's degree in information technology, software engineering, computer science, or related field or relevant work experience. Exceptionally proficient in the use of Microsoft Office tools.	The Technical Writer develops and maintains user and technical documentation and project process documentation for Application Teams. Understands the user's view of applications and/or technology and is able to put procedures in a logical sequence. The experienced Technical Writer provides expertise on technical concepts of applications and/or user groups and structuring procedures in a logical sequence.
75	Telecom Administrator	Bachelor's Degree in Computer Science, Information Technology or related field; Current CCNA; CCNP Collaboration; Experience supporting Cisco Unified Contact Center Express; Experience with installation, implementation, and support of SIP and PTSN services through ISP or other carriers; Experience with Cisco Emergency Responder.	Voice systems specialists who team up with customers, departments, and other technical staff to ensure the highest possible quality and efficiency from their networks. Manages and supports telecommunications systems and networks, with duties that include configuring and deploying equipment, managing user access and rights, monitoring network performance and reliability.
76	Telecom Engineer	Bachelor's Degree in Computer Science, Information Technology, Electronics or Telecommunications. CCNA or CCNP are a plus.	Researches, develops, designs, and evaluates communications systems and equipment. Studies communications systems and equipment, such as present and projected volume of communications, effectiveness and adequacy of system, and estimated equipment costs. Performs engineering studies to obtain data on new equipment and systems developments in communications field.
77	Telecom Technician	Bachelor's degree in computer science, electrical/electronic engineering, information technology, or another related field. Associate degree in a related technical discipline, or the equivalent combination of education, technical training or work experience. One to three years of related IT/telecommunications experience. Data Center/PoP/Central Office installation experience.	Creates, starts implementation, installs, repairs, and maintains data, voice, and network communications systems, using hand tools and software and hardware testing instruments and techniques. Implements recommended equipment modifications and enhancements in accordance with user request and business objectives.
78	Tester	Bachelor's degree in information technology, software engineering, computer science, or related field or relevant work experience. Experience with various technologies and roles, such as HP UFT, HP Quality Center, Telerik, eggPlant, Selenium, TestingWhiz, TestComplete, Ranorex, Test Studio, along with manual testing activities.	Responsible for the design, pilot, and implementation of the software quality assurance review processes. They typically have a background in software development and testing. The Quality Assurance Tester will work with Application Teams during pre- and post-assessment periods. The Quality Assurance Tester is responsible to plan,

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			schedule, execute, and document findings of the review.
79	UI Developer-Designer	BS/MS in Human-Computer Interaction, Interaction Design, or related. Proficiency in Photoshop, Illustrator, OmniGraffle, or other visual design and wire-framing tools. Proficiency in HTML, CSS, and JavaScript for rapid prototyping.	Translates high-level requirements into interaction flows and artifacts, and transforms them into intuitive and functional user interfaces. Responsibilities: collaborates with product management and engineering to define and implement innovative solutions for the product direction, visuals, and experience.
80	UX Developer	BS/MS in Human-Computer Interaction, Interaction Design, or related. Proficient in design software (e.g. UXPin, Balsamiq). Knowledge of HTML/CSS; JavaScript is a plus.	Responsible for making applications user-friendly and intuitive to attract and retain customers. Studies the user experience and measures how easy it is to complete tasks in an efficient manner while improving ease-of-use capabilities through many different approaches. Responsibilities: understands product specifications and user psychology.