

**State of Utah Standard Job Titles and Descriptions
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APPLICATION DEVELOPMENT

1. Application Architect

Standard Job Duties:

- Design and develop scalable, high-performance application systems to meet business requirements.
- Create and maintain architectural blueprints for applications, ensuring alignment with enterprise standards.
- Collaborate with stakeholders, including business analysts and development teams, to gather and analyze requirements.
- Lead development teams in building, testing, and deploying applications.
- Ensure software solutions are secure, efficient, and maintainable.
- Research and recommend technology solutions, frameworks, and tools to improve application design and development processes.
- Troubleshoot and resolve complex technical issues related to application architecture and performance.
- Define and enforce coding standards, guidelines, and best practices across development teams.
- Stay updated with emerging technologies and industry trends to ensure applications remain innovative and competitive.

Required Skills:

- Proficiency in programming languages such as Java, C#, Python, or similar.
- Strong knowledge of application frameworks (e.g., Spring, .NET, Angular, React).
- Expertise in designing scalable and distributed systems.
- Hands-on experience with cloud platforms like AWS, Azure, or Google Cloud.
- Familiarity with DevOps practices and CI/CD pipelines.
- Strong understanding of database design and management (SQL and NoSQL).
- Excellent problem-solving and analytical skills.
- Effective communication and leadership abilities to work with cross-functional teams.

Recommended Education and Experience:

- Bachelor's degree in Computer Science, Software Engineering, or a related field (Master's degree preferred).
 - 7+ years of experience in software development, including 3+ years in application architecture or a similar role.
 - Proven track record of leading and delivering large-scale application projects.
 - Industry certifications in architecture frameworks (e.g., TOGAF) or cloud platforms (e.g., AWS Certified Solutions Architect) are a plus.
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2. Application Developer

Standard Job Duties:

- Develop, test, and deploy software applications in alignment with business requirements.
- Collaborate with business analysts, designers, and other developers to create innovative solutions.
- Write clean, efficient, and maintainable code following best practices.
- Debug and troubleshoot application issues to ensure optimal performance.
- Optimize applications for maximum speed, scalability, and security.
- Integrate third-party APIs and tools into applications as required.
- Maintain documentation for applications, including technical specifications and user guides.
- Participate in code reviews and provide constructive feedback to team members.
- Stay updated with the latest technologies, tools, and trends to continuously improve development processes.

Required Skills:

- Proficiency in programming languages such as Java, C#, Python, or JavaScript.
- Familiarity with front-end frameworks (e.g., Angular, React, Vue.js) and/or back-end frameworks (e.g., Spring, .NET).
- Experience with relational databases like MySQL, PostgreSQL, or SQL Server.
- Knowledge of version control tools like Git.
- Understanding of software development lifecycle (SDLC) methodologies, including Agile or Scrum.
- Ability to solve complex technical problems and debug issues effectively.
- Strong communication skills to work with team members and stakeholders.

Recommended Education and Experience:

- Bachelor's degree in Computer Science, Software Engineering, or a related field.
 - 3+ years of professional experience in application development or a similar role.
 - Familiarity with cloud platforms (e.g., AWS, Azure, Google Cloud) is a plus.
 - Certifications in programming languages, frameworks, or cloud technologies are desirable but not mandatory.
-

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3. DevOps Engineer

Standard Job Duties:

- Design and implement CI/CD pipelines to automate software build, testing, and deployment processes.
 - Collaborate with development, QA, and operations teams to ensure seamless integration of software and infrastructure.
 - Configure and manage cloud-based or on-premises infrastructure using Infrastructure as Code (IaC) tools such as Terraform or CloudFormation.
 - Monitor system performance, troubleshoot issues, and optimize application environments for scalability and reliability.
 - Automate routine operational tasks, such as server provisioning, patch management, and log analysis.
 - Maintain and enhance containerized application deployments using tools like Docker and Kubernetes.
 - Ensure secure, compliant, and efficient handling of application deployment and operations.
 - Conduct root cause analysis of system errors and implement fixes to prevent recurrence.
 - Stay updated on emerging DevOps tools and practices to continuously improve workflows.
-

Required Skills:

- Strong knowledge of scripting and programming languages (e.g., Bash, Python, Ruby).
 - Experience with CI/CD tools like Jenkins, GitLab CI/CD, Travis CI, or CircleCI.
 - Expertise in version control systems like Git.
 - Hands-on experience with cloud platforms (AWS, Azure, or Google Cloud) and their services.
 - Familiarity with containerization and orchestration tools (e.g., Docker, Kubernetes).
 - Solid understanding of monitoring tools such as Prometheus, Grafana, or Splunk.
 - Knowledge of configuration management tools like Ansible, Puppet, or Chef.
 - Strong problem-solving skills and attention to detail.
 - Ability to work in a collaborative, cross-functional team environment.
-

Recommended Education and Experience:

- Bachelor's degree in Computer Science, Information Technology, or a related field.
 - 3+ years of experience in DevOps, system administration, or software development.
 - Industry certifications such as AWS Certified DevOps Engineer, Docker Certified Associate, or Kubernetes Administrator are a plus.
 - Familiarity with Agile development methodologies is desirable.
-

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4. Product Analyst

Standard Job Duties:

- Gather and analyze business requirements to define product features and functionalities.
- Collaborate with stakeholders, including developers, designers, and business teams, to ensure product alignment with organizational goals.
- Develop detailed documentation, including user stories, workflows, and product specifications.
- Conduct market research and competitive analysis to identify product opportunities.
- Support development teams by clarifying requirements and addressing questions during the development cycle.
- Monitor product performance and user feedback to identify areas for improvement.
- Participate in product testing to ensure functionality and user satisfaction.
- Assist in prioritizing development tasks and managing product backlog.
- Stay updated with technology trends and industry standards to inform product strategies.

Required Skills:

- Strong analytical and problem-solving skills to interpret complex business needs.
- Excellent written and verbal communication skills.
- Proficiency in business analysis tools like JIRA, Confluence, or Trello.
- Familiarity with Agile methodologies and SDLC processes.
- Ability to work effectively in cross-functional teams.
- Basic understanding of software development principles and technologies.

Recommended Education and Experience:

- Bachelor's degree in Business Administration, Information Technology, or a related field.
 - 3+ years of experience as a Product Analyst, Business Analyst, or in a related role.
 - Certifications in product management or business analysis (e.g., Certified Scrum Product Owner, CBAP) are a plus.
 - Experience working with application development teams is highly desirable.
-

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5. Product Manager

Standard Job Duties:

- Define product vision, roadmap, and strategy in alignment with business objectives.
- Collaborate with stakeholders, including developers, designers, and business teams, to gather and prioritize requirements.
- Create detailed product documentation, including user stories, use cases, and feature specifications.
- Manage the product backlog and ensure clear communication of priorities to the development team.
- Monitor product performance, user feedback, and analytics to identify areas for improvement.
- Conduct market research and competitive analysis to inform product strategy.
- Lead cross-functional teams through product development cycles, ensuring timely delivery of high-quality solutions.
- Facilitate product demonstrations, reviews, and presentations to stakeholders.
- Stay updated with industry trends, emerging technologies, and best practices.

Required Skills:

- Strong understanding of Agile methodologies and SDLC processes.
- Excellent communication and leadership skills to manage cross-functional teams.
- Proficiency in product management tools like JIRA, Trello, or Aha!.
- Analytical skills to interpret data and derive actionable insights.
- Ability to prioritize tasks, manage deadlines, and adapt to changing requirements.
- Basic technical knowledge of software development and architecture is a plus.

Recommended Education and Experience:

- Bachelor's degree in Business Administration, Computer Science, or a related field.
 - 5+ years of experience in product management, preferably in IT or software development.
 - Certifications such as Certified Scrum Product Owner (CSPO) or Pragmatic Institute Product Management are desirable.
 - Proven track record of managing successful product launches and lifecycle management.
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6. Software Quality Engineer

Standard Job Duties:

- Develop, implement, and maintain test plans, test cases, and test scripts for software products.
 - Execute manual and automated testing to ensure functionality, performance, and security requirements are met.
 - Identify, document, and track software defects, working closely with development teams to resolve issues.
 - Perform regression testing to ensure new features don't disrupt existing functionality.
 - Collaborate with developers, product managers, and stakeholders to understand requirements and provide feedback on testability.
 - Design and maintain test automation frameworks using tools such as Selenium, Appium, or TestNG.
 - Monitor and report on software quality metrics, including defect rates, test coverage, and performance benchmarks.
 - Participate in code reviews and provide input on quality standards and best practices.
 - Stay updated on emerging testing tools, techniques, and technologies to continuously improve processes.
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Required Skills:

- Strong understanding of software testing methodologies (e.g., functional, performance, regression, and security testing).
 - Hands-on experience with test automation tools such as Selenium, JUnit, or Postman.
 - Proficiency in scripting languages like Python, JavaScript, or Java for test automation.
 - Familiarity with version control tools like Git and CI/CD workflows.
 - Strong analytical and problem-solving skills.
 - Excellent attention to detail and ability to multitask in a fast-paced environment.
 - Effective communication skills to collaborate with cross-functional teams.
-

Recommended Education and Experience:

- Bachelor's degree in Computer Science, Software Engineering, or a related field.
 - 3+ years of experience in software quality assurance or testing roles.
 - Experience with Agile development environments is highly desirable.
 - Certifications such as ISTQB, Certified Software Tester (CSTE), or equivalent are a plus.
 - Familiarity with cloud-based testing environments or tools is advantageous.
-

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7. Software Tester

Standard Job Duties:

- Review software requirements and specifications to design test plans and test cases.
 - Perform manual and automated testing to evaluate software functionality and performance.
 - Identify, document, and track software bugs and defects using issue tracking tools.
 - Collaborate with developers and product teams to clarify requirements and testability.
 - Execute regression testing to ensure new features or bug fixes don't disrupt existing functionality.
 - Participate in user acceptance testing (UAT) to validate software meets business expectations.
 - Provide detailed reports on testing results, defects, and recommendations for improvement.
 - Assist in maintaining and enhancing test automation scripts and frameworks.
 - Stay updated on testing tools, trends, and methodologies to continuously improve processes.
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Required Skills:

- Strong understanding of software testing principles, techniques, and tools.
 - Hands-on experience with manual testing and familiarity with automation tools like Selenium, TestNG, or Postman.
 - Proficiency in defect tracking and test management tools (e.g., JIRA, Bugzilla, or TestRail).
 - Ability to write and execute test cases with attention to detail.
 - Basic knowledge of programming or scripting languages (e.g., Python, Java, or JavaScript) for automation.
 - Strong analytical and problem-solving skills.
 - Effective communication and collaboration skills to work with development teams and stakeholders.
-

Recommended Education and Experience:

- Bachelor's degree in Computer Science, Information Technology, or a related field.
 - 2+ years of experience in software testing or quality assurance roles.
 - Certifications such as ISTQB Foundation Level or Certified Software Tester (CSTE) are a plus.
 - Experience working in Agile or Scrum environments is desirable.
-

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8. System Analyst

Standard Job Duties:

- Analyze business requirements to design and document system solutions that address organizational needs.
 - Evaluate existing systems and identify areas for improvement, optimization, or replacement.
 - Collaborate with stakeholders, including business teams, developers, and IT staff, to gather and clarify requirements.
 - Develop detailed documentation, such as system specifications, data flow diagrams, and functional workflows.
 - Perform system testing and validation to ensure solutions meet business and technical requirements.
 - Provide ongoing support for systems, troubleshooting issues, and recommending solutions.
 - Monitor system performance and suggest enhancements to improve efficiency and scalability.
 - Research and recommend new technologies and tools to support business objectives.
 - Act as a liaison between technical teams and business users to ensure seamless communication and project alignment.
-

Required Skills:

- Strong analytical and problem-solving skills to evaluate complex systems and processes.
 - Proficiency in system modeling techniques such as UML, ERD, or process flow diagrams.
 - Knowledge of SQL and database management for querying and analyzing data.
 - Familiarity with software development methodologies, including Agile and Waterfall.
 - Ability to manage multiple projects and prioritize tasks effectively.
 - Strong communication and interpersonal skills to work with diverse teams.
 - Basic understanding of programming languages (e.g., Python, Java, or .NET) is a plus.
-

Recommended Education and Experience:

- Bachelor's degree in Computer Science, Information Technology, or a related field.
 - 3+ years of experience in system analysis, business analysis, or a related role.
 - Experience working with enterprise-level systems and applications.
 - Certifications such as Certified Business Analysis Professional (CBAP) or ITIL Foundation are a plus.
 - Familiarity with ERP, CRM, or other enterprise software systems is desirable.
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CLOUD

9. Cloud Engineer

Standard Job Duties:

- Design and deploy cloud infrastructure solutions using platforms like AWS, Azure, or Google Cloud.
 - Manage cloud environments, ensuring high availability, scalability, and security.
 - Implement Infrastructure as Code (IaC) using tools such as Terraform, CloudFormation, or Pulumi.
 - Automate provisioning, configuration, and monitoring tasks to optimize operations.
 - Monitor and troubleshoot cloud systems to identify and resolve performance issues.
 - Collaborate with development teams to integrate cloud services into application architectures.
 - Ensure compliance with security standards and best practices for cloud environments.
 - Conduct regular cost analysis and optimization for cloud resources.
 - Stay updated on emerging cloud technologies and recommend solutions to improve processes.
-

Required Skills:

- Proficiency in cloud platforms such as AWS, Azure, or Google Cloud, including their core services.
 - Hands-on experience with IaC tools like Terraform, CloudFormation, or Ansible.
 - Strong knowledge of containerization and orchestration tools (e.g., Docker, Kubernetes).
 - Familiarity with monitoring tools like Prometheus, Grafana, or CloudWatch.
 - Solid understanding of networking concepts, including VPCs, DNS, and load balancing.
 - Ability to troubleshoot and resolve complex issues in cloud environments.
 - Knowledge of scripting languages (Python, Bash, or PowerShell) for automation.
 - Strong communication and collaboration skills to work with cross-functional teams.
-

Recommended Education and Experience:

- Bachelor's degree in Computer Science, Information Technology, or a related field.
 - 3+ years of experience in cloud engineering or a related field.
 - Certifications such as AWS Certified Solutions Architect, Microsoft Certified: Azure Administrator, or Google Cloud Professional Cloud Architect are highly desirable.
 - Experience in DevOps practices and CI/CD workflows is a plus.
 - Familiarity with security frameworks like CIS Benchmarks or NIST is advantageous.
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10. Cloud Security Engineer

Standard Job Duties:

- Design and implement security solutions for cloud environments (AWS, Azure, or Google Cloud).
 - Monitor and assess cloud systems for vulnerabilities, threats, and compliance risks.
 - Develop and enforce cloud security policies, standards, and best practices.
 - Implement Identity and Access Management (IAM) strategies to ensure secure user access.
 - Configure and manage firewalls, intrusion detection systems, and encryption protocols.
 - Collaborate with DevOps teams to integrate security into CI/CD pipelines and application development.
 - Conduct regular security audits and penetration tests to identify and resolve vulnerabilities.
 - Respond to security incidents and perform root cause analysis to prevent recurrence.
 - Stay updated on emerging cybersecurity threats and recommend proactive measures.
-

Required Skills:

- Strong knowledge of cloud platforms and their security features (e.g., AWS IAM, Azure Security Center, Google Cloud Security).
 - Experience with security frameworks like NIST, CIS Benchmarks, or ISO 27001.
 - Proficiency in vulnerability scanning and penetration testing tools (e.g., Nessus, Metasploit).
 - Hands-on experience with network security protocols, such as VPNs, SSL/TLS, and firewalls.
 - Familiarity with DevSecOps practices and security automation tools.
 - Ability to analyze and interpret security logs and monitoring tools (e.g., Splunk, CloudWatch, or Security Hub).
 - Strong problem-solving skills and attention to detail.
 - Effective communication skills to collaborate with teams and present findings.
-

Recommended Education and Experience:

- Bachelor's degree in Computer Science, Cybersecurity, or a related field.
 - 4+ years of experience in cloud security or cybersecurity roles.
 - Certifications such as AWS Certified Security – Specialty, Certified Information Systems Security Professional (CISSP), or Certified Cloud Security Professional (CCSP) are highly desirable.
 - Experience with security incident response and forensic analysis is a plus.
 - Familiarity with container security (e.g., Kubernetes, Docker) is advantageous.
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11. Cloud Solutions Architect

Standard Job Duties:

- Design and develop cloud solutions that meet business and technical requirements using platforms like AWS, Azure, or Google Cloud.
 - Collaborate with stakeholders to gather requirements and translate them into architectural designs.
 - Provide technical leadership and guidance to development and operations teams on cloud best practices.
 - Create and maintain architectural documentation, including diagrams and specifications.
 - Ensure solutions are secure, compliant, and optimized for performance and scalability.
 - Evaluate and recommend new cloud technologies, tools, and services to enhance business operations.
 - Conduct regular reviews of cloud environments to identify areas for improvement and cost optimization.
 - Support disaster recovery planning and ensure high availability of critical systems.
 - Stay updated on emerging cloud technologies and industry trends to inform architectural strategies.
-

Required Skills:

- In-depth knowledge of cloud platforms and services (AWS, Azure, Google Cloud).
 - Expertise in designing scalable, distributed systems and microservices architectures.
 - Proficiency in Infrastructure as Code (IaC) tools like Terraform, CloudFormation, or Pulumi.
 - Strong understanding of networking concepts, security protocols, and identity management in cloud environments.
 - Familiarity with containerization and orchestration tools (e.g., Docker, Kubernetes).
 - Excellent problem-solving skills and ability to troubleshoot complex architectural challenges.
 - Effective communication and leadership skills to work with cross-functional teams.
-

Recommended Education and Experience:

- Bachelor's degree in Computer Science, Information Technology, or a related field.
- 7+ years of experience in IT, including 3+ years in cloud architecture or a similar role.
- Certifications such as AWS Certified Solutions Architect, Microsoft Certified: Azure Solutions Architect, or Google Professional Cloud Architect are highly desirable.
- Experience in DevOps practices and CI/CD workflows is advantageous.
- Familiarity with security frameworks like NIST, CIS Benchmarks, or ISO 27001 is a plus.

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IT TECH / CS SUPPORT

12. Call Center Representative

Standard Job Duties:

- Handle incoming customer inquiries via phone, email, or chat in a professional and courteous manner.
 - Identify and resolve customer issues effectively, escalating complex problems to appropriate teams when necessary.
 - Provide accurate information about products, services, and policies.
 - Document customer interactions and maintain up-to-date records in the CRM system.
 - Follow up with customers to ensure their concerns are resolved and they are satisfied with the outcome.
 - Meet or exceed performance metrics, including response times, resolution rates, and customer satisfaction scores.
 - Stay informed about company products, services, and updates to provide accurate and timely assistance.
 - Collaborate with team members and other departments to improve customer experience and processes.
 - Maintain a positive and empathetic attitude when interacting with customers.
-

Required Skills:

- Excellent verbal and written communication skills.
 - Strong problem-solving and conflict resolution abilities.
 - Ability to multitask and manage time effectively in a fast-paced environment.
 - Proficiency in using customer relationship management (CRM) software and basic computer applications.
 - Patience, empathy, and a customer-first mindset.
 - Attention to detail and accuracy in capturing customer information.
-

Recommended Education and Experience:

- High school diploma or equivalent (Bachelor's degree preferred but not required).
 - Previous experience in a call center, customer service, or similar role is a plus.
 - Familiarity with CRM tools such as Salesforce, Zendesk, or HubSpot is desirable.
 - Strong understanding of the company's products and services is advantageous.
-

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13. Customer Service Manager

Standard Job Duties:

- Oversee daily operations of the technical support team, ensuring timely and effective resolution of customer inquiries.
 - Develop and implement strategies to improve service quality, efficiency, and customer satisfaction.
 - Monitor team performance against KPIs, including resolution time, customer satisfaction scores, and first-call resolution rates.
 - Train, mentor, and coach team members to enhance their skills and professional growth.
 - Handle escalated customer issues and complaints, ensuring a positive resolution.
 - Collaborate with other departments to address customer needs and improve processes.
 - Analyze customer feedback and support data to identify trends and areas for improvement.
 - Maintain up-to-date documentation of support processes, policies, and procedures.
 - Stay informed about industry trends, tools, and technologies to enhance support operations.
-

Required Skills:

- Strong leadership and team management skills.
 - Excellent communication and interpersonal abilities.
 - Proficiency in customer support tools and CRM systems (e.g., Salesforce, Zendesk, HubSpot).
 - Analytical skills to interpret data and drive strategic decisions.
 - Ability to handle escalations and resolve issues calmly under pressure.
 - Strong problem-solving and decision-making capabilities.
 - Familiarity with technical support processes and troubleshooting methodologies.
-

Recommended Education and Experience:

- Bachelor's degree in Business Administration, Information Technology, or a related field.
 - 5+ years of experience in customer service or technical support, with at least 2 years in a managerial role.
 - Certifications such as ITIL Foundation or Customer Service Management are desirable.
 - Experience managing teams in fast-paced environments is highly advantageous.
-

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14. Customer Support Representative

Standard Job Duties:

- Respond to customer inquiries via phone, email, or chat in a professional and timely manner.
 - Provide technical assistance and troubleshooting for issues related to products or services.
 - Document customer interactions and resolutions in the CRM system.
 - Escalate complex technical issues to appropriate teams while ensuring follow-up with the customer.
 - Guide customers through product features and functionality to maximize their experience.
 - Maintain up-to-date knowledge of company products, services, and updates.
 - Collaborate with team members and departments to improve customer experience.
 - Meet or exceed performance metrics, including resolution times and customer satisfaction scores.
 - Handle customer complaints with empathy and professionalism, ensuring a positive outcome.
-

Required Skills:

- Excellent communication skills, both verbal and written.
 - Strong problem-solving and conflict-resolution abilities.
 - Technical aptitude and ability to learn new systems and tools quickly.
 - Proficiency in CRM tools such as Salesforce, Zendesk, or HubSpot.
 - Ability to multitask and manage time effectively in a fast-paced environment.
 - Empathy and patience when dealing with customer concerns.
 - Basic understanding of technical products or software is a plus.
-

Recommended Education and Experience:

- High school diploma or equivalent (Bachelor's degree preferred but not required).
 - 1+ years of experience in customer service or technical support roles.
 - Familiarity with troubleshooting technical issues is advantageous.
 - Certifications in customer service or technical support tools are a plus.
-

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15. Customer Training Specialist

Standard Job Duties:

- Develop and deliver customer training programs, both in-person and virtual, to improve product understanding and usage.
 - Create training materials, including user guides, tutorials, videos, and presentations.
 - Assess customer needs and design customized training solutions to address specific challenges.
 - Collaborate with product teams to stay up-to-date on new features and ensure training content reflects the latest updates.
 - Provide post-training support to address customer questions and ensure continued learning.
 - Collect feedback from training sessions to refine content and improve delivery methods.
 - Assist in onboarding new customers by providing hands-on training and guidance.
 - Maintain a library of training resources that customers can access for self-paced learning.
 - Monitor training program effectiveness through customer satisfaction surveys and performance metrics.
-

Required Skills:

- Strong presentation and communication skills, with the ability to engage diverse audiences.
 - Proficiency in creating training materials using tools like PowerPoint, Canva, or video editing software.
 - Ability to simplify technical concepts and explain them clearly to non-technical users.
 - Familiarity with learning management systems (LMS) or e-learning platforms is a plus.
 - Strong organizational and time management skills to handle multiple training sessions and projects.
 - Customer-centric mindset with a focus on delivering value and building relationships.
 - Basic understanding of the company's technical products and services.
-

Recommended Education and Experience:

- Bachelor's degree in Education, Business, Information Technology, or a related field.
 - 2+ years of experience in customer training, technical support, or a similar role.
 - Certifications in instructional design or adult learning (e.g., ATD, CPTD) are desirable but not required.
 - Experience working with technical products or software applications is a plus.
-

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16. Desktop Support Specialist

Standard Job Duties:

- Respond to and resolve end-user technical issues related to desktops, laptops, printers, and other peripherals.
 - Install, configure, and maintain hardware, software, and operating systems for workstations.
 - Troubleshoot network connectivity issues, including LAN, WAN, and VPN setups.
 - Provide guidance and training to users on best practices for utilizing technology tools.
 - Document support requests and resolutions in the IT ticketing system.
 - Perform routine system maintenance, including updates, patches, and backups.
 - Assist in deploying new equipment, including setup, imaging, and testing.
 - Collaborate with other IT teams to address complex technical problems and escalate issues as necessary.
 - Maintain inventory of hardware and software assets, ensuring proper documentation and tracking.
 - Stay updated on emerging technologies and recommend improvements to systems and processes.
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Required Skills:

- Strong knowledge of Windows, macOS, and Linux operating systems.
 - Proficiency in troubleshooting hardware, software, and network issues.
 - Familiarity with Active Directory and user account management.
 - Ability to diagnose and resolve issues with printers, scanners, and other peripherals.
 - Basic understanding of networking concepts, including IP addressing, DHCP, and DNS.
 - Excellent problem-solving and communication skills.
 - Ability to manage multiple tasks and prioritize effectively in a fast-paced environment.
-

Recommended Education and Experience:

- Associate's or Bachelor's degree in Information Technology, Computer Science, or a related field.
 - 2+ years of experience in desktop support, IT helpdesk, or a similar role.
 - Certifications such as CompTIA A+, Microsoft Certified: Modern Desktop Administrator, or ITIL Foundation are highly desirable.
 - Experience with remote support tools and systems is a plus.
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17. Field Support Technician

Standard Job Duties:

- Provide on-site technical support and assistance to clients for hardware, software, and networking issues.
 - Troubleshoot and resolve issues with desktops, laptops, printers, and other peripherals.
 - Install, configure, and maintain computer systems, applications, and network equipment.
 - Perform routine system maintenance, including updates, backups, and patches.
 - Document all support activities, including issue resolution and system configuration, in the ticketing system.
 - Collaborate with remote support teams to address complex technical problems.
 - Assist with the deployment of new hardware, software, and IT systems for clients.
 - Educate end-users on best practices for using technology and maintaining system security.
 - Monitor and maintain inventory of tools, equipment, and spare parts for on-site support.
 - Travel to client locations as required to provide timely and effective support.
-

Required Skills:

- Strong knowledge of hardware, software, and networking troubleshooting.
 - Proficiency in operating systems such as Windows, macOS, and Linux.
 - Familiarity with Active Directory, user account management, and group policy.
 - Basic understanding of networking concepts, including TCP/IP, DNS, and VPNs.
 - Ability to diagnose and resolve issues with printers, scanners, and other peripherals.
 - Excellent communication and customer service skills.
 - Ability to work independently and manage multiple tasks effectively.
 - Strong organizational skills and attention to detail.
-

Recommended Education and Experience:

- Associate's or Bachelor's degree in Information Technology, Computer Science, or a related field.
 - 2+ years of experience in field support, desktop support, or a similar technical support role.
 - Certifications such as CompTIA A+, Network+, or Microsoft Certified: Modern Desktop Administrator are highly desirable.
 - Experience with IT ticketing systems is a plus.
-

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18. Helpdesk Manager

Standard Job Duties:

- Oversee daily operations of the helpdesk team, ensuring timely and effective resolution of support tickets.
 - Manage and mentor helpdesk staff, providing training, guidance, and performance evaluations.
 - Monitor team performance against KPIs, such as response times, resolution rates, and customer satisfaction scores.
 - Develop and implement helpdesk processes and policies to improve efficiency and service quality.
 - Handle escalated technical issues and collaborate with other teams to ensure resolution.
 - Maintain the helpdesk ticketing system and ensure accurate documentation of support activities.
 - Analyze support data to identify trends, recurring issues, and areas for improvement.
 - Ensure compliance with company policies and industry standards for data security and customer support.
 - Stay informed about new technologies and tools to enhance helpdesk operations.
 - Provide regular reports on helpdesk metrics and performance to management.
-

Required Skills:

- Strong leadership and team management abilities.
 - Excellent communication and interpersonal skills.
 - Proficiency in helpdesk tools and ticketing systems (e.g., Zendesk, Freshdesk, ServiceNow).
 - Technical expertise in troubleshooting hardware, software, and network issues.
 - Analytical skills to interpret support data and drive strategic decisions.
 - Ability to handle escalations and resolve complex technical issues under pressure.
 - Familiarity with ITIL best practices and frameworks is a plus.
-

Recommended Education and Experience:

- Bachelor's degree in Information Technology, Computer Science, Business Administration, or a related field.
 - 5+ years of experience in technical support or helpdesk roles, with at least 2 years in a managerial capacity.
 - Certifications such as ITIL Foundation, HDI Help Desk Manager, or Microsoft Certified: Modern Desktop Administrator are desirable.
 - Experience managing teams in fast-paced environments is highly advantageous.
-

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19. Helpdesk Technician

Standard Job Duties:

- Respond to end-user inquiries and issues via phone, email, or chat in a timely and professional manner.
 - Diagnose and troubleshoot hardware, software, and network problems.
 - Log and track all support requests in the helpdesk ticketing system.
 - Escalate complex issues to higher-level support teams as necessary.
 - Assist with software installations, updates, and system configurations.
 - Provide guidance to users on technology best practices and troubleshooting steps.
 - Document solutions and maintain an updated knowledge base for common issues.
 - Perform routine maintenance tasks, such as system patches and updates.
 - Collaborate with other IT teams to ensure seamless support and issue resolution.
 - Monitor and report on helpdesk metrics, including ticket resolution times and customer satisfaction.
-

Required Skills:

- Strong knowledge of operating systems (Windows, macOS, Linux) and common software applications.
 - Basic understanding of networking concepts, including TCP/IP, DNS, and VPNs.
 - Familiarity with helpdesk tools and ticketing systems (e.g., Zendesk, Freshdesk, or ServiceNow).
 - Ability to diagnose and resolve hardware and peripheral issues (e.g., printers, scanners).
 - Excellent problem-solving skills and attention to detail.
 - Strong communication skills to assist users effectively.
 - Ability to multitask and prioritize in a fast-paced environment.
-

Recommended Education and Experience:

- Associate's or Bachelor's degree in Information Technology, Computer Science, or a related field.
 - 1-2 years of experience in a helpdesk or technical support role.
 - Certifications such as CompTIA A+, ITIL Foundation, or Microsoft Certified: Modern Desktop Administrator are desirable.
 - Experience with remote support tools is a plus.
-

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20. IT Support Operations Manager

Standard Job Duties:

- Manage and oversee the day-to-day operations of the IT support team, ensuring timely and effective resolution of technical issues.
 - Develop and implement strategies to improve service delivery, team performance, and operational efficiency.
 - Monitor team metrics, such as ticket resolution time, customer satisfaction scores, and first-call resolution rates.
 - Train, mentor, and coach team members to enhance their technical skills and professional development.
 - Handle escalated technical issues and ensure proper resolution in a timely manner.
 - Collaborate with other departments to identify and address recurring issues and improve processes.
 - Ensure compliance with company policies and industry standards for IT support operations.
 - Maintain accurate documentation of support procedures, policies, and workflows.
 - Analyze support data and reports to identify trends and opportunities for improvement.
 - Stay updated on emerging technologies and best practices to continuously enhance IT support operations.
-

Required Skills:

- Strong leadership and team management abilities.
 - Excellent problem-solving and decision-making skills.
 - Proficiency in IT support tools and ticketing systems (e.g., Zendesk, ServiceNow, Freshdesk).
 - Technical knowledge of hardware, software, and networking troubleshooting.
 - Ability to analyze data and translate findings into actionable improvements.
 - Effective communication skills to collaborate with teams and stakeholders.
 - Familiarity with ITIL best practices and frameworks is desirable.
-

Recommended Education and Experience:

- Bachelor's degree in Information Technology, Computer Science, Business Administration, or a related field.
 - 5+ years of experience in IT support or technical support roles, with at least 2 years in a managerial capacity.
 - Certifications such as ITIL Foundation, HDI Support Center Manager, or CompTIA certifications are desirable.
 - Experience managing teams in fast-paced environments is highly advantageous.
-

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21. IT Support Specialist

Standard Job Duties:

- Respond to IT support requests from end-users via phone, email, or ticketing system.
 - Diagnose and troubleshoot hardware, software, and network issues across various systems.
 - Install, configure, and maintain desktops, laptops, mobile devices, and peripherals.
 - Provide support for operating systems (Windows, macOS, Linux) and common software applications.
 - Assist with user account management, including password resets and access permissions.
 - Monitor and maintain system performance, ensuring uptime and reliability.
 - Document support activities and resolutions in the IT ticketing system.
 - Collaborate with other IT teams to address complex technical issues.
 - Provide guidance to users on best practices for technology use and security.
 - Assist in deploying new hardware, software, and systems as required.
-

Required Skills:

- Strong knowledge of desktop and mobile operating systems.
 - Basic understanding of networking concepts (TCP/IP, DNS, VPN).
 - Familiarity with IT ticketing systems such as ServiceNow or Zendesk.
 - Ability to diagnose and resolve issues with hardware and peripherals.
 - Excellent communication and interpersonal skills.
 - Strong organizational skills and ability to multitask effectively.
 - Familiarity with Active Directory and basic user account management.
-

Recommended Education and Experience:

- Associate's or Bachelor's degree in Information Technology, Computer Science, or a related field.
 - 2+ years of experience in IT support or technical support roles.
 - Certifications such as CompTIA A+, ITIL Foundation, or Microsoft Certified: Modern Desktop Administrator are desirable.
 - Experience with remote support tools is a plus.
-

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PROJECT MANAGEMENT

22. Business Analyst

Standard Job Duties:

- Gather, document, and analyze business requirements through stakeholder interviews, workshops, and observations.
 - Translate business needs into clear and concise technical specifications for development teams.
 - Develop process flows, use cases, and data models to support solution design.
 - Collaborate with project managers, developers, and other stakeholders to ensure successful implementation of solutions.
 - Conduct gap analysis to identify areas for process improvement and optimization.
 - Assist in the development and execution of test plans to validate solutions meet business requirements.
 - Provide support during user acceptance testing (UAT) and ensure feedback is incorporated into final solutions.
 - Create and maintain documentation, including business requirements, functional specifications, and user manuals.
 - Monitor project progress and deliver updates to stakeholders.
 - Stay informed about industry trends, tools, and best practices to enhance business analysis processes.
-

Required Skills:

- Strong analytical and problem-solving skills to interpret business needs and create effective solutions.
 - Proficiency in business analysis tools such as JIRA, Confluence, or Microsoft Visio.
 - Excellent written and verbal communication skills for stakeholder engagement and documentation.
 - Familiarity with Agile, Scrum, or Waterfall project management methodologies.
 - Ability to manage multiple projects and deadlines effectively.
 - Basic technical knowledge of software development, databases, or systems integration is a plus.
-

Recommended Education and Experience:

- Bachelor's degree in Business Administration, Information Technology, or a related field.
 - 3+ years of experience as a Business Analyst or in a similar role.
 - Certifications such as Certified Business Analysis Professional (CBAP) or PMI-PBA are desirable.
 - Experience working with enterprise-level systems and applications is a plus.
-

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23. Project Coordinator

Standard Job Duties:

- Assist project managers in planning and coordinating project activities.
 - Maintain project schedules, timelines, and deliverables to ensure alignment with objectives.
 - Track and report on project progress, milestones, and risks.
 - Manage project documentation, including meeting minutes, status reports, and action items.
 - Coordinate meetings, calls, and communication between project teams and stakeholders.
 - Ensure that resources are assigned efficiently and assist with resource allocation as needed.
 - Monitor budgets and expenditures, flagging any discrepancies or concerns.
 - Support the resolution of issues or challenges that arise during project execution.
 - Provide administrative support to project teams, including logistics and scheduling.
 - Stay updated on project management tools and best practices to improve processes.
-

Required Skills:

- Strong organizational skills with the ability to manage multiple tasks and deadlines.
 - Excellent written and verbal communication skills for stakeholder engagement.
 - Proficiency in project management tools such as Microsoft Project, JIRA, or Trello.
 - Basic understanding of project management methodologies (Agile, Scrum, Waterfall).
 - Attention to detail and ability to identify risks or inefficiencies.
 - Problem-solving and critical-thinking abilities to address challenges effectively.
 - Ability to work collaboratively with cross-functional teams.
-

Recommended Education and Experience:

- Bachelor's degree in Business Administration, Project Management, or a related field.
 - 1-3 years of experience in project coordination, administrative support, or a related role.
 - Certifications such as Certified Associate in Project Management (CAPM) or Agile Project Management are desirable.
 - Familiarity with budgeting and financial tracking tools is a plus.
-

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24. Project Manager

Standard Job Duties:

- Lead projects end-to-end, assuming full ownership of scope, schedule, budget, quality, and delivery outcomes.
 - Define project objectives, scope, deliverables, success criteria, and governance in partnership with stakeholders and sponsors.
 - Develop, baseline, and maintain comprehensive project plans, including schedules, budgets, risk registers, communication plans, and resource plans.
 - Direct and manage cross-functional project teams, assigning tasks, setting priorities, and ensuring accountability for deliverables.
 - Serve as the primary point of contact for clients, sponsors, and stakeholders throughout the project lifecycle.
 - Proactively identify, manage, and mitigate project risks, issues, and dependencies; escalate as appropriate.
 - Manage project financials, including budget forecasting, variance analysis, and change control.
 - Control & manage scope through formal change management processes, ensuring impacts to time cost & quality are assessed & approved
 - Lead project status meetings and executive reviews; provide clear, accurate, and timely project reporting.
 - Ensure project deliverables meet defined business, technical, contractual, and quality requirements.
 - Drive project closure activities, including formal acceptance, documentation, lessons learned, and transition to operations/support.
 - Continuously improve project delivery processes by applying project management best practices and methodologies.
-

Required Skills:

- Strong leadership and decision-making skills with the ability to drive execution and maintain accountability.
 - Excellent written, verbal, and executive-level communication skills.
 - Proven ability to manage scope, schedule, budget, risks, and stakeholders simultaneously.
 - Proficiency in project management tools and technologies (e.g., Microsoft Project, Smartsheet, JIRA, Azure DevOps, or similar platforms).
 - Solid working knowledge of project management methodologies such as Agile, Scrum, Waterfall, and Hybrid approaches.
 - Strong analytical, problem-solving, and risk-management capabilities.
 - Ability to lead cross-functional teams in complex, fast-paced environments.
-

Recommended Education and Experience:

- Bachelor's degree in Business, Project Management, Information Systems, or a related field (or equivalent experience).
- 5+ years of experience managing projects with direct responsibility for scope, schedule, budget, and delivery outcomes.
- Demonstrated experience leading complex or multi-stakeholder initiatives is preferred.
- Professional certifications such as PMP (Project Management Professional), PRINCE2, or Agile certifications are strongly preferred.
- Experience with financial management, forecasting, and change control processes.

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25. Program Manager

Standard Job Duties:

- Develop and manage program plans, including objectives, timelines, budgets, and resource allocation.
 - Coordinate and oversee multiple interdependent projects to ensure alignment with program goals.
 - Monitor program progress and performance, addressing risks and issues proactively.
 - Collaborate with project managers and teams to ensure seamless execution of projects within the program.
 - Facilitate communication and reporting with stakeholders, providing regular updates on program status.
 - Ensure compliance with organizational policies, standards, and best practices.
 - Conduct program evaluations to gather insights and identify areas for improvement.
 - Manage stakeholder relationships, ensuring alignment with business objectives and expectations.
 - Stay updated on industry trends, tools, and methodologies to continuously improve program management practices.
-

Required Skills:

- Strong leadership and organizational skills to manage complex programs.
 - Excellent communication and interpersonal abilities to engage with stakeholders at all levels.
 - Proficiency in program management tools and techniques, such as Microsoft Project, JIRA, or Trello.
 - Analytical skills to evaluate program data and make informed decisions.
 - Ability to manage resources effectively and adapt to changing priorities.
 - Familiarity with project management methodologies, including Agile, Scrum, and Waterfall.
 - Problem-solving skills to address challenges and maintain program momentum.
-

Recommended Education and Experience:

- Bachelor's degree in Business Administration, Project Management, or a related field (Master's degree preferred).
 - 7+ years of experience in project or program management roles.
 - Program management certifications such as PgMP, PMP, or Certified Scrum Master (CSM) are highly desirable.
 - Experience leading cross-functional teams and large-scale initiatives is advantageous.
-

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26. Scrum Master

Standard Job Duties:

- Facilitate Scrum ceremonies, including sprint planning, daily stand-ups, sprint reviews, and retrospectives.
 - Act as a servant leader for Scrum teams, guiding them in the adoption and implementation of Agile practices.
 - Collaborate with Product Owners to ensure the product backlog is well-maintained and prioritized.
 - Monitor team progress and performance using Agile metrics, such as velocity and burndown charts.
 - Identify and resolve impediments that block team progress, escalating issues as necessary.
 - Foster a culture of continuous improvement by encouraging feedback and implementing action plans.
 - Ensure the team adheres to Scrum principles and stays aligned with organizational goals.
 - Provide guidance and coaching to team members on Agile practices and principles.
 - Facilitate communication and collaboration between Scrum teams and stakeholders.
 - Stay updated on Agile trends, tools, and best practices to enhance team productivity.
-

Required Skills:

- Strong understanding of Scrum, Agile, and Lean methodologies.
 - Excellent facilitation and communication skills to lead meetings and engage stakeholders.
 - Ability to resolve conflicts and remove obstacles that hinder team progress.
 - Proficiency in Agile project management tools, such as JIRA, Trello, or Rally.
 - Strong analytical skills to interpret Agile metrics and drive improvements.
 - Leadership skills to motivate and inspire teams to achieve their goals.
 - Familiarity with software development processes and lifecycles is a plus.
-

Recommended Education and Experience:

- Bachelor's degree in Business Administration, Project Management, Information Technology, or a related field.
 - 3+ years of experience as a Scrum Master or in a related Agile project management role.
 - Certification as a Scrum Master (CSM, PSM) or Agile Practitioner is highly desirable.
 - Experience working with cross-functional teams in an Agile environment.
 - Familiarity with scaled Agile frameworks, such as SAFe or LeSS, is a plus.
-

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DATA MANAGEMENT

27. Business Intelligence Developer

Standard Job Duties:

- Design and develop BI solutions, including dashboards, reports, and data visualizations, using tools like Power BI, Tableau, or QlikView.
 - Gather and analyze business requirements to translate them into technical specifications for BI solutions.
 - Create and optimize data models to support BI reporting and analytics.
 - Develop and maintain ETL processes to extract, transform, and load data from various sources into BI systems.
 - Ensure data integrity, accuracy, and consistency in BI outputs.
 - Collaborate with stakeholders to deliver insights and support data-driven decision-making.
 - Monitor and troubleshoot BI systems to address performance issues or errors.
 - Stay updated on industry trends and emerging technologies to improve BI practices.
-

Required Skills:

- Proficiency in BI tools (e.g., Power BI, Tableau, QlikView) for designing and developing dashboards and reports.
 - Strong knowledge of SQL for querying and managing databases.
 - Experience with ETL processes and tools, such as SSIS, Informatica, or Talend.
 - Familiarity with data modeling techniques (e.g., star schema, snowflake schema).
 - Knowledge of programming languages like Python, R, or DAX for advanced analytics.
 - Strong analytical and problem-solving skills to interpret complex data.
 - Effective communication skills to collaborate with stakeholders and present findings.
-

Recommended Education and Experience:

- Bachelor's degree in Computer Science, Data Analytics, Information Technology, or a related field.
 - 3+ years of experience in BI development, data analytics, or a similar role.
 - Certifications such as Microsoft Certified: Data Analyst Associate or Tableau Desktop Specialist are desirable.
 - Experience working with large datasets and data warehouses is highly advantageous.
-

28. Data Analyst

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Standard Job Duties:

- Collect, clean, and analyze data from various sources to support business objectives.
 - Develop reports and dashboards using tools like Tableau, Power BI, or QlikView.
 - Identify trends, patterns, and insights within data sets.
 - Collaborate with stakeholders to understand data requirements and provide recommendations.
 - Ensure data accuracy and integrity through validation and quality checks.
 - Monitor and report on key performance indicators (KPIs) and metrics.
 - Assist in the implementation of data collection systems to optimize efficiency.
 - Stay updated on industry trends and tools to improve data analysis processes.
-

Required Skills:

- Proficiency in data visualization tools such as Tableau, Power BI, or QlikView.
 - Strong SQL skills for querying and analyzing data.
 - Familiarity with data modeling techniques and statistical analysis.
 - Excellent problem-solving and critical-thinking abilities.
 - Effective communication skills to present findings to non-technical stakeholders.
 - Experience with Excel and other data analysis tools.
-

Recommended Education and Experience:

- Bachelor's degree in Data Science, Business Analytics, or a related field.
 - 2+ years of experience in data analysis or a similar role.
 - Certifications such as Microsoft Certified: Data Analyst Associate or Tableau Desktop Specialist are a plus.
 - Experience working with large datasets is advantageous.
-

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29. Data Architect

Standard Job Duties:

- Design and develop data architecture solutions to support business and technical objectives.
 - Create and maintain data models, including conceptual, logical, and physical models.
 - Collaborate with stakeholders to gather requirements and translate them into data architecture designs.
 - Ensure data security, compliance, and governance across systems.
 - Optimize database and data warehouse performance, including ETL workflows.
 - Implement cloud-based data solutions and integrate them with existing infrastructure.
 - Monitor and troubleshoot data systems to ensure reliability and scalability.
 - Stay updated on emerging technologies and recommend improvements to data architecture.
-

Required Skills:

- In-depth knowledge of database management systems (e.g., SQL Server, PostgreSQL, Oracle).
 - Proficiency in data modeling tools like ERwin, Visio, or Lucidchart.
 - Expertise in cloud platforms (AWS, Azure, or Google Cloud) and data solutions.
 - Familiarity with ETL tools and processes.
 - Understanding of data governance and compliance standards (e.g., GDPR, HIPAA).
 - Strong analytical and problem-solving skills.
 - Effective communication skills to collaborate with stakeholders and present designs.
-

Recommended Education and Experience:

- Bachelor's degree in Computer Science, Data Engineering, or a related field.
 - 5+ years of experience in data architecture or a similar role.
 - Certifications such as AWS Certified Big Data Specialty, Microsoft Certified: Azure Data Engineer Associate, or Google Cloud Data Engineer are highly desirable.
 - Experience with large-scale data systems and enterprise-level architecture is advantageous.
-

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30. Data Engineer

Standard Job Duties:

- Develop, maintain, and optimize data pipelines and ETL processes to manage large-scale datasets.
 - Design and implement data storage solutions, including relational databases and big data platforms.
 - Collaborate with stakeholders to understand data requirements and provide scalable solutions.
 - Monitor and troubleshoot data systems to ensure reliability, security, and performance.
 - Build and maintain APIs for data access and integration with applications.
 - Implement data quality checks and validation processes to ensure accuracy and consistency.
 - Support data scientists and analysts by providing clean, well-structured datasets.
 - Research and recommend new tools and technologies to improve data engineering practices.
 - Document data workflows, system architecture, and processes to ensure knowledge sharing.
-

Required Skills:

- Proficiency in programming languages such as Python, Java, or Scala.
 - Strong knowledge of relational databases (e.g., MySQL, PostgreSQL, SQL Server) and NoSQL databases (e.g., MongoDB, Cassandra).
 - Experience with big data tools such as Hadoop, Spark, or Kafka.
 - Familiarity with cloud data platforms like AWS Redshift, Azure Synapse, or Google BigQuery.
 - Knowledge of data modeling, warehousing, and architecture design.
 - Hands-on experience with ETL tools like Informatica, Talend, or Apache Nifi.
 - Strong problem-solving skills and attention to detail.
 - Ability to collaborate effectively with cross-functional teams.
-

Recommended Education and Experience:

- Bachelor's degree in Computer Science, Data Engineering, Information Technology, or a related field.
 - 3+ years of experience in data engineering, data architecture, or software development.
 - Certifications such as AWS Certified Big Data Specialty, Microsoft Certified: Azure Data Engineer Associate, or Google Cloud Data Engineer are desirable.
 - Experience working with large datasets and real-time data processing is highly advantageous.
-

31. Data Governance Specialist

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Standard Job Duties:

- Establish and maintain data governance policies, standards, and best practices.
 - Develop and implement procedures to ensure data quality, integrity, and security.
 - Collaborate with stakeholders to define data ownership and stewardship roles.
 - Monitor compliance with data regulations, including GDPR, HIPAA, or CCPA.
 - Identify and resolve data quality issues, conducting root cause analysis and implementing corrective actions.
 - Provide training and guidance to teams on data governance practices and policies.
 - Work with IT teams to configure and maintain tools that support governance activities.
 - Conduct regular audits and assessments to ensure adherence to governance standards.
 - Document and communicate governance processes, policies, and metrics across the organization.
 - Stay updated on industry trends and emerging regulations to enhance governance practices.
-

Required Skills:

- Strong understanding of data governance frameworks and principles.
 - Knowledge of regulatory requirements such as GDPR, HIPAA, or CCPA.
 - Proficiency in data quality tools and techniques.
 - Analytical skills to identify and address data-related issues.
 - Excellent communication and collaboration skills to engage with cross-functional teams.
 - Familiarity with data management tools like Informatica, Collibra, or Talend is desirable.
 - Attention to detail and ability to ensure compliance with governance standards.
-

Recommended Education and Experience:

- Bachelor's degree in Data Management, Information Systems, Computer Science, or a related field.
 - 3+ years of experience in data governance, data management, or a related role.
 - Certifications such as DAMA Certified Data Management Professional (CDMP) are highly desirable.
 - Experience working with large datasets and enterprise-level data systems is advantageous.
-

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32. Data Scientist

Standard Job Duties:

- Analyze large, structured, and unstructured datasets to identify trends, correlations, and patterns.
 - Develop predictive models, machine learning algorithms, and statistical methods to support business objectives.
 - Create and maintain data pipelines to process and prepare data for analysis.
 - Collaborate with stakeholders to understand business challenges and provide data-driven recommendations.
 - Visualize data insights using tools like Tableau, Power BI, or Matplotlib.
 - Implement and test machine learning models in production environments.
 - Monitor model performance and refine algorithms based on new data or feedback.
 - Stay updated on emerging data science technologies and methodologies to improve practices.
 - Document workflows, processes, and findings to ensure transparency and reproducibility.
-

Required Skills:

- Proficiency in programming languages such as Python, R, or Scala.
 - Strong knowledge of machine learning frameworks (e.g., TensorFlow, PyTorch, Scikit-learn).
 - Expertise in data manipulation using SQL and databases like MySQL, PostgreSQL, or MongoDB.
 - Experience with big data tools such as Spark, Hadoop, or AWS S3.
 - Familiarity with statistical methods, regression analysis, and classification techniques.
 - Strong problem-solving and critical-thinking skills.
 - Ability to communicate complex findings to non-technical stakeholders effectively.
 - Knowledge of cloud platforms (AWS, Azure, or Google Cloud) is a plus.
-

Recommended Education and Experience:

- Master's degree or PhD in Data Science, Computer Science, Statistics, or a related field.
 - 3+ years of experience in data science, machine learning, or advanced analytics roles.
 - Certifications such as TensorFlow Developer Certificate, AWS Machine Learning Specialty, or Microsoft Certified: Data Scientist are desirable.
 - Experience with data visualization tools and libraries is advantageous.
-

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33. Data Strategy Consultant

Standard Job Duties:

- Collaborate with stakeholders to understand business goals and align them with data strategies.
 - Assess current data capabilities and identify gaps or opportunities for improvement.
 - Develop and implement data governance frameworks and policies to ensure data quality and compliance.
 - Design and execute data strategies that optimize business operations and decision-making.
 - Provide guidance on data architecture, tools, and technologies to support strategic objectives.
 - Conduct market research and competitive analysis to identify emerging data trends and technologies.
 - Deliver presentations, reports, and recommendations to executive teams and stakeholders.
 - Monitor the effectiveness of data strategies and recommend adjustments as necessary.
 - Stay updated on industry best practices, regulatory requirements, and emerging technologies.
-

Required Skills:

- Strong analytical and problem-solving skills to interpret business needs and develop data strategies.
 - Knowledge of data governance, data quality, and compliance standards (e.g., GDPR, CCPA).
 - Familiarity with data visualization tools like Tableau, Power BI, or QlikView.
 - Proficiency in data management platforms and tools (e.g., Snowflake, AWS, or Azure).
 - Excellent communication skills to present findings and recommendations to non-technical audiences.
 - Strategic thinking and ability to connect data initiatives to business outcomes.
 - Experience with data modeling and architecture design is a plus.
-

Recommended Education and Experience:

- Bachelor's degree in Business Analytics, Data Science, Information Systems, or a related field.
 - 5+ years of experience in data consulting, strategy, or analytics roles.
 - Certifications such as DAMA Certified Data Management Professional (CDMP) or Microsoft Certified: Data Analyst Associate are desirable.
 - Experience working with enterprise-level data systems and tools is highly advantageous.
-

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34. Database Analyst

Standard Job Duties:

- Design, develop, and maintain database systems to store and retrieve data efficiently.
 - Perform data analysis to identify trends, patterns, and actionable insights.
 - Optimize database performance by identifying bottlenecks and implementing improvements.
 - Monitor database health and troubleshoot issues to minimize downtime.
 - Implement and enforce data security protocols to ensure confidentiality and integrity.
 - Collaborate with IT and business teams to understand data requirements and provide effective solutions.
 - Generate reports and dashboards to support data-driven decision-making.
 - Conduct regular audits to ensure compliance with data governance policies.
 - Develop and maintain documentation for database structures, processes, and procedures.
 - Assist in data migration and integration projects.
 - Stay updated with emerging database technologies and implement best practices.
-

Required Skills:

- Proficiency in SQL and database management systems such as MySQL, Oracle, or Microsoft SQL Server.
 - Strong analytical and problem-solving skills.
 - Knowledge of database optimization techniques and performance tuning.
 - Familiarity with data modeling principles and database schemas design.
 - Proficiency in data visualization tools like Tableau or Power BI.
 - Hands-on experience with ETL (Extract, Transform, Load) processes and tools.
 - Effective communication skills to convey technical concepts to non-technical stakeholders.
 - Strong organizational and time management skills for handling multiple tasks simultaneously.
 - Knowledge of data governance, security, and compliance best practices.
-

Recommended Education and Experience:

- Bachelor's degree in Computer Science, Information Systems, Data Management, or a related field.
- 2+ years of proven experience as a Database Analyst or in a related data management role.
- Hands-on experience with database backup, recovery, and security measures.
- Familiarity with cloud-based database platforms (e.g., Amazon RDS, Microsoft Azure) is a plus.
- Experience with data warehousing tools and concepts is beneficial.
- Certifications in database management (e.g., Oracle Certified Professional, MySQL) are advantageous.

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35. ETL Developer

Standard Job Duties:

- Design, develop, and implement ETL workflows to extract, transform, and load data from various sources into target systems (e.g., data warehouses, databases).
 - Collaborate with business and IT teams to gather data requirements and implement solutions that meet organizational needs.
 - Ensure data integrity, accuracy, and consistency throughout ETL processes.
 - Optimize ETL processes for performance, scalability, and reliability.
 - Monitor ETL pipelines and troubleshoot issues to ensure timely data delivery.
 - Develop and maintain technical documentation for ETL processes, data mappings, and workflows.
 - Perform regular data quality checks and implement validation rules to identify and resolve discrepancies.
 - Support data migration, integration, and transformation projects.
 - Stay updated with ETL tools and technologies to apply best practices in the field.
-

Required Skills:

- Proficiency in ETL tools such as Informatica, Talend, SSIS (SQL Server Integration Services), or similar platforms.
 - Strong knowledge of SQL and database management systems (e.g., MySQL, Oracle, PostgreSQL).
 - Experience with scripting languages (e.g., Python, Shell scripting) for automation tasks.
 - Familiarity with data warehousing concepts, data modeling, and schema design.
 - Understanding of data integration, data quality, and data governance principles.
 - Strong problem-solving and debugging skills for troubleshooting ETL processes.
 - Effective communication and collaboration skills to work with cross-functional teams.
 - Ability to manage multiple tasks and prioritize effectively in a fast-paced environment.
-

Recommended Education and Experience:

- Bachelor's degree in Computer Science, Information Systems, Data Management, or a related field.
- 3+ years of experience in ETL development, data integration, or a similar role.
- Hands-on experience with data transformation techniques and ETL pipeline creation.
- Knowledge of cloud-based data integration tools or platforms (e.g., AWS Glue, Azure Data Factory, Google Cloud Dataflow) is a plus.
- Experience with big data tools (e.g., Hadoop, Spark) is advantageous.
- Certifications in ETL tools or data management (e.g., Informatica Certified Specialist) are beneficial.

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36. Master Data Management (MDM) Specialist

Standard Job Duties:

- Develop and implement MDM strategies, processes, and standards to ensure data accuracy and integrity.
 - Manage the master data lifecycle, including creation, updates, and deactivation of data records.
 - Collaborate with stakeholders to define data governance policies and ensure adherence.
 - Monitor and resolve data quality issues by conducting root cause analysis and implementing corrective actions.
 - Work with IT teams to configure and maintain MDM tools and systems.
 - Perform data profiling and analysis to identify inconsistencies, redundancies, or gaps in master data.
 - Create and maintain documentation for MDM processes, policies, and data models.
 - Provide training and support to business users on data governance and MDM best practices.
 - Stay updated on industry trends and emerging technologies to improve MDM practices.
-

Required Skills:

- Strong knowledge of MDM tools such as Informatica MDM, SAP Master Data Governance, or IBM InfoSphere.
 - Proficiency in SQL for data querying and analysis.
 - Familiarity with data governance frameworks and best practices.
 - Ability to identify and resolve data quality issues effectively.
 - Strong analytical and problem-solving skills.
 - Excellent communication and collaboration skills to work with cross-functional teams.
 - Attention to detail and a commitment to maintaining data integrity.
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Recommended Education and Experience:

- Bachelor's degree in Data Management, Information Systems, Computer Science, or a related field.
 - 3+ years of experience in MDM, data governance, or data quality roles.
 - Certifications such as DAMA Certified Data Management Professional (CDMP) are highly desirable.
 - Experience working with large datasets in enterprise environments is advantageous.
-

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37. Systems Administrator

Standard Job Duties:

- Install, configure, and maintain servers, databases, and other data systems.
 - Monitor system performance and troubleshoot issues to ensure minimal downtime.
 - Implement and enforce system security measures to protect data and infrastructure.
 - Perform regular backups and recovery operations to safeguard organizational data.
 - Ensure compliance with data governance policies and industry standards.
 - Manage user access, permissions, and roles across systems to maintain security and efficiency.
 - Collaborate with development teams to support system upgrades and integrations.
 - Maintain detailed system documentation, including configurations, procedures, and troubleshooting guides.
 - Apply patches and updates to systems and software as needed.
 - Evaluate and recommend new technologies to improve system operations and data management.
 - Provide technical support and training to end users regarding data systems and infrastructure.
-

Required Skills:

- Strong knowledge of operating systems (e.g., Windows Server, Linux) and system administration tools.
 - Experience with database systems such as SQL Server, MySQL, or Oracle.
 - Proficiency in scripting languages (e.g., PowerShell, Bash, Python) for automation and task management.
 - Familiarity with virtualization technologies (e.g., VMware, Hyper-V) and cloud platforms (e.g., AWS, Azure, Google Cloud).
 - Understanding of network protocols, firewalls, and security measures.
 - Ability to troubleshoot and resolve hardware and software issues efficiently.
 - Knowledge of backup/recovery tools and disaster recovery planning.
 - Excellent communication and collaboration skills for working with cross-functional teams.
 - Strong organizational and time management skills to handle multiple tasks simultaneously.
-

Recommended Education and Experience:

- Bachelor's degree in Computer Science, Information Technology, Systems Administration, or a related field.
 - 3+ years of experience in systems administration or a similar role.
 - Hands-on experience with system monitoring tools (e.g., Nagios, SolarWinds).
 - Familiarity with database administration and management is advantageous.
 - Certifications like CompTIA Server+, Microsoft Certified Solutions Expert (MCSE), or AWS Certified SysOps Admin are beneficial.
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CYBERSECURITY

38. Cybersecurity Architect

Standard Job Duties:

- Design and implement robust security architecture frameworks to protect systems, networks, and data.
- Conduct risk assessments to identify vulnerabilities and recommend mitigation strategies.
- Develop and enforce security policies, standards, and best practices across the organization.
- Evaluate and deploy security tools and technologies, such as firewalls, intrusion detection systems (IDS), and endpoint security solutions.
- Monitor systems for security breaches and respond to incidents promptly.
- Collaborate with IT teams to ensure secure system configurations and infrastructure.
- Lead security audits and assessments to ensure compliance with regulations like GDPR, HIPAA, or ISO 27001.
- Provide training and guidance to employees on cybersecurity awareness and protocols.
- Stay updated on emerging cybersecurity threats and trends to proactively enhance security measures.
- Document security processes, procedures, and incident response plans.
- Support business continuity and disaster recovery planning from a cybersecurity perspective.

Required Skills:

- Expertise in cybersecurity concepts, including threat modeling, penetration testing, and vulnerability management.
- Strong knowledge of security technologies such as firewalls, encryption, SIEM (Security Information and Event Management) tools, and antivirus solutions.
- Familiarity with cloud security frameworks (e.g., AWS, Azure, Google Cloud).
- Proficiency in security protocols like SSL/TLS, VPNs, and PKI (Public Key Infrastructure).
- Knowledge of identity and access management (IAM) principles and tools.
- Experience with compliance standards (e.g., NIST, ISO 27001, PCI DSS).
- Strong analytical and problem-solving skills for identifying and addressing security risks.
- Excellent communication skills for conveying technical concepts to non-technical stakeholders.
- Ability to work independently and lead cross-functional teams in security initiatives.

Recommended Education and Experience:

- Bachelor's degree in Cybersecurity, Computer Science, Information Technology, or a related field.
- Advanced degrees or certifications are a plus.

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- 5+ years of experience in cybersecurity roles, with at least 2 years in security architecture or design.
 - Familiarity with cybersecurity tools and technologies across various platforms.
 - Certifications such as CISSP (Certified Information Systems Security Professional), CEH (Certified Ethical Hacker), or CISM (Certified Information Security Manager) are highly recommended.
 - Hands-on experience with incident response and security operations.
-

39. Cybersecurity Engineer

Standard Job Duties:

- Develop, implement, and manage security tools and protocols to protect systems and networks.
 - Monitor systems and networks for suspicious activities, vulnerabilities, and breaches.
 - Conduct penetration testing and vulnerability assessments to identify and mitigate risks.
 - Implement and maintain firewalls, intrusion detection systems (IDS), and antivirus solutions.
 - Develop and enforce security policies and procedures to ensure compliance with industry standards.
 - Respond to security incidents and conduct forensic investigations to determine root causes.
 - Collaborate with IT teams to secure applications, databases, and cloud environments.
 - Conduct regular security audits and risk assessments to evaluate and strengthen defenses.
 - Stay up-to-date on emerging cyber threats and recommend appropriate countermeasures.
 - Educate employees on cybersecurity best practices to minimize human error and insider risks.
 - Support the implementation of identity and access management (IAM) solutions.
-

Required Skills:

- Strong understanding of cybersecurity principles, including threat analysis, risk management, and incident response.
 - Expertise in security tools such as firewalls, IDS/IPS, and endpoint security solutions.
 - Proficiency in programming or scripting languages (e.g., Python, Java, Bash) for automating tasks.
 - Knowledge of operating systems (Windows, Linux) and network protocols (TCP/IP, DNS, VPNs).
 - Familiarity with cloud security frameworks (AWS, Azure, Google Cloud).
 - Experience with compliance standards (e.g., NIST, PCI DSS, ISO 27001).
 - Analytical and problem-solving skills for identifying and addressing security challenges.
 - Strong communication skills for collaborating with teams and explaining technical concepts to non-technical staff.
 - Ability to work under pressure and adapt to evolving cybersecurity threats.
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Recommended Education and Experience:

- Bachelor's degree in Cybersecurity, Computer Science, Information Technology, or a related field.
 - 3+ years of experience in cybersecurity roles, such as security engineering or analysis.
 - Hands-on experience with security tools and frameworks.
 - Familiarity with penetration testing tools (e.g., Metasploit, Kali Linux) is advantageous.
 - Certifications such as CEH (Certified Ethical Hacker), CISSP (Certified Information Systems Security Professional), or CompTIA Security+ are highly recommended.
 - Experience with incident response and security operations is beneficial.
-

40. Cybersecurity Technician

Standard Job Duties:

- Monitor network activity and security systems for suspicious activities and threats.
 - Perform routine checks on firewalls, antivirus software, and intrusion detection systems (IDS).
 - Respond to security alerts and assist in incident resolution.
 - Conduct basic vulnerability scans and report findings to senior security staff.
 - Implement and maintain endpoint security measures.
 - Assist in setting up and configuring security tools and technologies.
 - Document security incidents and prepare reports for analysis.
 - Ensure proper patch management and system updates to reduce vulnerabilities.
 - Educate employees on basic cybersecurity practices and protocols.
 - Support compliance efforts by maintaining logs and records for audits.
-

Required Skills:

- Basic understanding of cybersecurity principles and best practices.
 - Familiarity with security tools like firewalls, antivirus software, and IDS/IPS systems.
 - Knowledge of operating systems (Windows, Linux) and network fundamentals (TCP/IP, DNS).
 - Strong analytical and troubleshooting skills for addressing incidents.
 - Good communication skills to collaborate with teams and report security findings.
 - Ability to follow detailed instructions and work under supervision.
-

Recommended Education and Experience:

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- Associate or Bachelor's degree in Cybersecurity, Information Technology, or a related field.
 - 1-2 years of experience in IT or cybersecurity-related roles is preferred.
 - Entry-level certifications such as CompTIA Security+, Certified Network Defender (CND), or CompTIA CySA+ are highly recommended.
-

41. IT Security Specialist

Standard Job Duties:

- Design and implement security measures to protect systems, networks, and data.
 - Conduct risk assessments and vulnerability analyses to identify weaknesses.
 - Develop and enforce security policies, standards, and procedures.
 - Configure, maintain, and monitor advanced security tools and technologies.
 - Perform regular security audits and ensure compliance with industry regulations (e.g., NIST, GDPR, HIPAA).
 - Respond to security breaches and lead investigations to determine root causes.
 - Collaborate with IT teams to secure applications, databases, and cloud environments.
 - Create and maintain documentation for security processes and incident response plans.
 - Stay informed about emerging threats and proactively recommend countermeasures.
-

Required Skills:

- Strong knowledge of cybersecurity concepts, including risk management and incident response.
 - Expertise in security technologies such as firewalls, encryption, SIEM tools, and endpoint security solutions.
 - Familiarity with cloud security frameworks and tools (e.g., AWS, Azure, Google Cloud).
 - Proficiency in security protocols (SSL/TLS, VPNs) and identity/access management (IAM).
 - Excellent analytical and problem-solving skills for identifying and resolving security issues.
 - Effective communication and collaboration skills for working with cross-functional teams.
-

Recommended Education and Experience:

- Bachelor's degree in Cybersecurity, Information Technology, Computer Science, or a related field.
- 3-5 years of experience in IT security roles, such as security analysis or engineering.
- Advanced certifications like CISSP (Certified Information Systems Security Professional), CEH (Certified Ethical Hacker), or CISM (Certified Information Security Manager) are strongly recommended.
- Hands-on experience with incident response, forensic investigations, and compliance audits.
- Certifications such as CEH (Certified Ethical Hacker), CISSP (Certified Information Systems Security Professional), or CompTIA Security+

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are highly recommended.

- Experience with incident response and security operations is beneficial.
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42. Penetration Tester

Standard Job Duties:

- Conduct penetration tests on systems, networks, and web applications to identify security vulnerabilities.
 - Perform reconnaissance and gather information about potential attack vectors.
 - Use tools and techniques such as vulnerability scanners, Metasploit, and manual testing to exploit weaknesses.
 - Document findings and provide detailed reports with remediation recommendations.
 - Collaborate with IT teams to address vulnerabilities and enhance security measures.
 - Test the effectiveness of security controls, such as firewalls, IDS/IPS, and anti-malware solutions.
 - Stay updated on the latest hacking techniques, tools, and security trends.
 - Ensure compliance with industry regulations and standards during testing activities.
 - Assist in developing policies and procedures to strengthen the organization's security posture.
-

Required Skills:

- Proficiency in penetration testing tools (e.g., Kali Linux, Metasploit, Burp Suite).
 - Strong knowledge of networking protocols, system vulnerabilities, and attack methodologies.
 - Experience with scripting languages like Python, Bash, or PowerShell.
 - Familiarity with security frameworks (e.g., OWASP, MITRE ATT&CK).
 - Analytical and problem-solving skills to identify and exploit vulnerabilities.
 - Ability to clearly document findings and explain technical concepts to non-technical stakeholders.
 - Strong ethical standards and knowledge of laws and regulations regarding penetration testing.
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Recommended Education and Experience:

- Bachelor's degree in Cybersecurity, Computer Science, or a related field.
 - 2-4 years of experience in cybersecurity or a related field.
 - Certifications such as CEH (Certified Ethical Hacker), OSCP (Offensive Security Certified Professional), or GPEN (GIAC Penetration Tester) are highly recommended.
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43. SOC Analyst

Standard Job Duties:

- Monitor security systems and tools (e.g., SIEM platforms) for threats and anomalies.
- Analyze security alerts to determine the severity and potential impact of threats.
- Respond to incidents by containing threats and mitigating risks.
- Conduct log analysis to investigate suspicious activities and identify attack patterns.
- Maintain and update incident response plans and playbooks.
- Collaborate with other IT and security teams to remediate vulnerabilities and improve defenses.
- Provide detailed incident reports and recommend preventive measures.
- Stay current on emerging threats, vulnerabilities, and attack techniques.
- Participate in threat-hunting activities to identify potential risks proactively.

Required Skills:

- Experience with SIEM tools (e.g., Splunk, ArcSight, QRadar) for monitoring and analysis.
- Knowledge of intrusion detection/prevention systems (IDS/IPS) and endpoint security tools.
- Familiarity with network protocols (TCP/IP, DNS, HTTP) and system logs.
- Understanding of malware analysis, threat intelligence, and incident response processes.
- Strong analytical skills for correlating data and identifying attack patterns.
- Effective communication and documentation skills for reporting incidents and findings.
- Ability to work in a fast-paced, team-oriented environment.

Recommended Education and Experience:

- Bachelor's degree in Cybersecurity, Information Technology, or a related field.
 - 1-3 years of experience in a security monitoring or incident response role.
 - Certifications such as CompTIA CySA+, GCIH (GIAC Certified Incident Handler), or CISSP (Certified Information Systems Security Professional) are highly recommended.
-

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44. Threat Analyst

Standard Job Duties:

- Analyze and investigate emerging cyber threats, attack patterns, and indicators of compromise (IoCs).
- Monitor threat intelligence feeds, forums, and reports to stay ahead of evolving risks.
- Conduct research on adversary tactics, techniques, and procedures (TTPs).
- Develop threat profiles and assess the potential impact on organizational assets.
- Collaborate with Security Operations Center (SOC) teams to support incident response efforts.
- Provide detailed threat reports and recommendations for proactive security measures.
- Utilize tools such as SIEM platforms, threat intelligence platforms, and forensic analysis tools.
- Liaise with external threat intelligence communities and share relevant insights.
- Assist in testing security controls against known threats to validate their effectiveness.

Required Skills:

- Strong knowledge of cyber threat intelligence frameworks (e.g., MITRE ATT&CK, Diamond Model).
- Proficiency in tools for threat monitoring and analysis (e.g., Splunk, Recorded Future, ThreatConnect).
- Understanding of malware analysis, phishing attacks, and social engineering tactics.
- Ability to correlate data across multiple sources to identify patterns and trends.
- Excellent analytical and problem-solving skills for assessing risks and recommending actions.
- Strong written and verbal communication skills for preparing threat intelligence reports.

Recommended Education and Experience:

- Bachelor's degree in Cybersecurity, Information Systems, Computer Science, or a related field.
 - 2-4 years of experience in threat analysis, cybersecurity, or incident response.
 - Certifications such as CompTIA CySA+, GCTI (GIAC Cyber Threat Intelligence), or CISSP (Certified Information Systems Security Professional) are highly recommended.
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45. Vulnerability Analyst

Standard Job Duties:

- Perform regular vulnerability scans using tools like Nessus, Qualys, or OpenVAS.
- Analyze scan results to prioritize vulnerabilities based on severity and impact.
- Collaborate with IT and security teams to remediate identified vulnerabilities.
- Assess patch management processes and ensure timely updates for systems and applications.
- Conduct penetration testing to validate vulnerability findings and test system defenses.
- Track and report vulnerability trends to support proactive risk management efforts.
- Maintain detailed documentation of vulnerability assessments and remediation efforts.
- Research and stay updated on emerging vulnerabilities and exploits.
- Develop strategies and workflows to improve the organization's vulnerability management program.

Required Skills:

- Proficiency in vulnerability scanning tools and techniques.
- Strong understanding of system and network security principles.
- Knowledge of common vulnerabilities and exposures (CVEs) and risk scoring systems (CVSS).
- Ability to prioritize vulnerabilities based on business risk and technical impact.
- Experience with penetration testing tools (e.g., Metasploit, Burp Suite, Wireshark).
- Strong analytical and problem-solving skills for identifying and mitigating risks.
- Effective communication skills for explaining technical findings to non-technical stakeholders.

Recommended Education and Experience:

- Bachelor's degree in Cybersecurity, Information Technology, Computer Science, or a related field.
 - 2-4 years of experience in vulnerability analysis, penetration testing, or security roles.
 - Certifications such as CompTIA Security+, CEH (Certified Ethical Hacker), or GIAC Vulnerability Assessment (GVAC) are highly recommended.
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TELECOM

46. Telecom Infrastructure Architect

Standard Job Duties:

- Design and develop telecommunications architecture, including voice, data, and video systems.
 - Assess current infrastructure and recommend upgrades or new technologies to improve performance.
 - Collaborate with IT teams to integrate telecom systems with other organizational platforms.
 - Analyze system requirements and ensure compliance with security standards.
 - Create documentation for telecom designs, policies, and procedures.
 - Monitor system performance and troubleshoot issues related to telecom infrastructure.
 - Stay updated on emerging telecom technologies and trends.
-

Required Skills:

- Expertise in telecom systems design and implementation.
 - Knowledge of networking protocols (VoIP, SIP, TCP/IP) and telecom equipment.
 - Strong analytical and problem-solving skills.
 - Effective communication and technical documentation skills.
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Recommended Education and Experience:

- Bachelor's degree in Telecommunications, Electrical Engineering, or a related field.
 - 5+ years of experience in telecom architecture or engineering.
 - Certifications like Cisco CCNP Collaboration or Avaya Certified Expert are advantageous.
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47. Telecom Operations Manager

Standard Job Duties:

- Manage the installation, configuration, and maintenance of telecom systems.
- Supervise telecom staff and coordinate with vendors and stakeholders.
- Monitor system performance and ensure minimal downtime.
- Develop operational policies and procedures for telecom systems.
- Evaluate and approve new telecom technologies and upgrades.

Required Skills:

- Strong organizational and leadership skills.
- Familiarity with telecom systems and technologies (VoIP, wireless, fiber optics).
- Budget management and vendor negotiation skills.

Recommended Education and Experience:

- Bachelor's degree in Telecommunications, Business Administration, or a related field.
 - 5+ years of experience in telecom operations or management roles.
-

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48. Telecom Engineer

Standard Job Duties:

- Configure and maintain telecom equipment, such as PBX systems, routers, and switches.
- Troubleshoot and resolve network connectivity and telecom system issues.
- Assist in the deployment of VoIP and other communication solutions.
- Monitor system performance and recommend improvements.

Required Skills:

- Proficiency in telecom protocols (VoIP, SIP, TCP/IP).
- Hands-on experience with telecom hardware and software.
- Strong technical troubleshooting skills.

Recommended Education and Experience:

- Bachelor's degree in Telecommunications or Electrical Engineering.
 - 3-5 years of experience in telecom engineering.
 - Certifications like Cisco CCNA Collaboration are beneficial.
-

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49. Telecom Technician

Standard Job Duties:

- Install and configure telecom equipment, such as routers, switches, and VoIP systems.
- Conduct routine maintenance and system upgrades.
- Diagnose and resolve issues with telecom systems.
- Document technical procedures and system configurations.

Required Skills:

- Familiarity with telecom hardware and software.
- Basic understanding of networking protocols.
- Strong problem-solving and communication skills.

Recommended Education and Experience:

- Associate or Bachelor's degree in Telecommunications or a related field.
 - 1-3 years of experience in telecom technical roles.
-

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50. VoIP Engineer

Standard Job Duties:

- Configure and maintain VoIP systems, including call routing and call quality optimization.
- Collaborate with IT teams to integrate VoIP systems with existing infrastructure.
- Troubleshoot and resolve VoIP-related issues.
- Monitor VoIP system performance and recommend improvements.

Required Skills:

- Proficiency in VoIP protocols (SIP, RTP) and related technologies.
- Experience with VoIP platforms like Cisco Call Manager or Avaya.
- Strong analytical and troubleshooting skills.

Recommended Education and Experience:

- Bachelor's degree in Telecommunications or Computer Science.
 - 3-5 years of experience in VoIP engineering.
-

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51. VoIP Specialist

Standard Job Duties:

- Set up and configure VoIP systems and devices.
- Monitor call quality and troubleshoot VoIP issues.
- Conduct routine maintenance and updates for VoIP systems.
- Document system configurations and provide training to users.

Required Skills:

- Knowledge of VoIP technologies and protocols.
- Experience with VoIP troubleshooting tools.
- Strong communication and customer service skills.

Recommended Education and Experience:

- Associate or Bachelor's degree in Telecommunications or a related field.
 - 2-4 years of experience in VoIP systems support.
-

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INFRASTRUCTURE/NETWORK

52. Network Engineer

Standard Job Duties:

- Design, implement, and maintain network infrastructure to ensure optimal performance and reliability.
- Monitor network performance and troubleshoot network-related issues to minimize downtime.
- Configure and manage network hardware such as routers, switches, firewalls, and wireless devices.
- Ensure network security by implementing and maintaining security protocols, firewalls, and VPNs.
- Collaborate with cross-functional teams to support infrastructure needs for business applications and services.
- Perform regular maintenance tasks, including software updates, patches, and hardware upgrades.
- Document network configurations, processes, and troubleshooting guidelines.
- Assist in disaster recovery planning and execution, ensuring business continuity in case of network failures.
- Analyze network traffic and optimize systems for peak performance.
- Stay updated on industry trends and emerging technologies to enhance network capabilities.

Required Skills:

- Proficiency in network protocols such as TCP/IP, DNS, DHCP, and VLANs.
- Strong knowledge of network hardware, including routers, switches, and firewalls.
- Experience with network monitoring tools and troubleshooting methodologies.
- Solid understanding of network security principles and practices (e.g., firewalls, IDS/IPS, VPNs).
- Familiarity with cloud networking and virtualization technologies.
- Ability to configure and manage wireless networks and related devices.
- Excellent problem-solving skills and attention to detail.
- Strong communication skills for working with stakeholders and team members.

Recommended Education and Experience:

- Bachelor's degree in Computer Science, Information Technology, or a related field.
 - Certifications such as Cisco Certified Network Associate (CCNA), CompTIA Network+, or equivalent.
 - 3-5 years of experience in network engineering or related roles.
 - Hands-on experience with network design, implementation, and troubleshooting in enterprise environments.
-

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53. Network Infrastructure Architect

Standard Job Duties:

- Design and develop scalable network architecture to support organizational goals and ensure high availability.
- Evaluate existing network infrastructure and implement improvements to optimize performance and reliability.
- Collaborate with IT leadership to align network strategies with overall business objectives.
- Lead the implementation of advanced networking solutions, including cloud and hybrid environments.
- Plan and oversee network expansion projects, including hardware upgrades and new installations.
- Conduct comprehensive network risk assessments and implement robust security measures to protect data integrity.
- Document architecture frameworks, designs, and configurations for future reference and compliance.
- Serve as a technical advisor for network-related projects across departments.
- Research emerging technologies to recommend innovative solutions for future network needs.
- Ensure compliance with industry standards and regulatory requirements for network infrastructure.

Required Skills:

- Expertise in network protocols and technologies such as TCP/IP, BGP, OSPF, MPLS, and SD-WAN.
- Advanced knowledge of network security, including firewalls, encryption, and intrusion detection/prevention systems (IDS/IPS).
- Proficiency with networking tools and platforms such as Cisco, Juniper, and Palo Alto.
- Experience with cloud networking architecture (AWS, Azure, Google Cloud).
- Strong understanding of virtualization technologies and software-defined networking (SDN).
- Ability to manage large-scale network projects and lead cross-functional teams.
- Excellent analytical and problem-solving skills for network troubleshooting and optimization.
- Strong communication and leadership skills to interact effectively with stakeholders and technical teams.

Recommended Education and Experience:

- Bachelor's degree in Computer Science, Information Technology, or a related field (Master's degree preferred).
 - Industry certifications such as Cisco Certified Internetwork Expert (CCIE), Certified Information Systems Security Professional (CISSP), or AWS Certified Advanced Networking.
 - Minimum 8-10 years of experience in network engineering or architecture roles.
 - Proven experience designing and implementing enterprise-level network solutions.
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54. Network Infrastructure Engineer

Standard Job Duties:

- Design, deploy, and manage network infrastructure to meet business requirements and ensure system stability.
- Install and configure network hardware such as routers, switches, firewalls, and wireless access points.
- Monitor network performance and analyze data to identify and resolve issues promptly.
- Optimize network traffic flow and implement solutions to improve efficiency.
- Perform regular system maintenance tasks, including software updates, patches, and hardware upgrades.
- Ensure network security by configuring firewalls, managing VPNs, and monitoring for potential threats.
- Document network configurations, processes, and troubleshooting procedures for future reference.
- Assist in disaster recovery planning and ensure redundancy and failover mechanisms are in place.
- Collaborate with IT teams to support infrastructure requirements for applications, systems, and services.
- Stay current with emerging technologies and trends in networking to recommend innovative solutions.

Required Skills:

- Strong understanding of networking protocols such as TCP/IP, DNS, DHCP, and VLANs.
- Experience with network hardware configuration and management (e.g., Cisco, Juniper, Palo Alto).
- Proficiency in network monitoring tools and diagnostics.
- Knowledge of network security principles and best practices, including firewalls and intrusion detection/prevention systems (IDS/IPS).
- Familiarity with cloud networking environments and virtualization technologies (AWS, Azure, VMware).
- Ability to troubleshoot complex network issues and perform root cause analysis.
- Solid communication and teamwork skills to collaborate with technical and non-technical stakeholders.
- Strong organizational skills for managing multiple projects and tasks simultaneously.

Recommended Education and Experience:

- Bachelor's degree in Computer Science, Information Technology, or a related field.
 - Industry certifications such as Cisco Certified Network Associate (CCNA), CompTIA Network+, or similar.
 - 5-7 years of experience in network engineering or infrastructure roles.
 - Hands-on experience managing and optimizing network systems in enterprise environments.
-

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55. Network Infrastructure Technician

Standard Job Duties:

- Design and install well-functioning computer networks, including connections and cabling.
 - Perform routine maintenance and troubleshooting of Local Area Networks (LANs), Wide Area Networks (WANs), and wireless systems.
 - Monitor network performance and resolve bottlenecks or issues to maintain optimal uptime.
 - Configure, test, and maintain network software, hardware, and peripheral devices.
 - Install and upgrade network hardware components, such as routers, switches, and firewalls.
 - Document and track system configurations, repairs, and upgrades.
 - Perform scheduled backups and disaster recovery operations to secure organizational data.
 - Collaborate with IT team members to ensure network security and compliance with organizational standards.
 - Provide technical support to end-users and resolve hardware/software issues.
 - Maintain up-to-date knowledge of emerging networking technologies.
-

Required Skills:

- Strong diagnostic and problem-solving abilities.
 - In-depth knowledge of LAN/WAN networks, TCP/IP protocols, and network technologies.
 - Proficiency with network equipment such as routers, switches, and firewalls.
 - Familiarity with wireless systems and network cabling.
 - Hands-on experience with operating systems (Windows, Linux, etc.) and virtualization tools.
 - Understanding of network security principles and VPNs.
 - Excellent communication and collaboration skills.
 - Ability to prioritize and manage multiple tasks effectively.
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Recommended Education and Experience:

- Bachelor's Degree in Information Technology, Computer Science, or a related field (preferred).
 - Associate Degree in a similar field with relevant experience is acceptable for entry-level positions.
 - CompTIA Network+ (Networking Fundamentals).
 - Cisco Certified Network Associate (CCNA) (Highly recommended).
 - Cisco Certified Network Professional (CCNP) (Optional but beneficial for advanced roles).
 - Certified Network Infrastructure Technician (CNIT) (Specialized for infrastructure roles).
 - Hands-on experience in desktop support or IT infrastructure roles.
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56. Network Operations Manager

Standard Job Duties:

- Manage and oversee all aspects of the organization's network operations, including LAN, WAN, wireless, and cloud-based systems.
- Lead a team of network engineers and technicians, providing guidance, mentorship, and performance evaluations.
- Monitor network performance to identify and resolve issues, ensuring optimal uptime and reliability.
- Develop and enforce network policies, procedures, and security protocols to maintain compliance with industry standards and organizational requirements.
- Plan and execute network upgrades, expansions, and maintenance activities to support business growth.
- Collaborate with other IT teams and departments to align network operations with organizational objectives.
- Oversee the deployment and management of network hardware, including routers, switches, firewalls, and other devices.
- Manage vendor relationships and procurement of network equipment and services.
- Ensure disaster recovery and backup systems are in place and tested regularly.
- Prepare and present reports on network performance, incidents, and improvement initiatives to senior management.

Required Skills:

- Strong leadership and team management abilities.
- In-depth knowledge of networking concepts, including TCP/IP, DNS, DHCP, VPNs, and VLANs.
- Expertise with network hardware, such as routers, switches, firewalls, and wireless access points.
- Familiarity with network monitoring tools (e.g., SolarWinds, PRTG, Nagios).
- Experience with network security principles and technologies, including firewalls, intrusion detection/prevention systems, and encryption.
- Excellent problem-solving and critical-thinking skills.
- Strong communication skills to effectively convey technical information to non-technical stakeholders.
- Ability to manage multiple projects and prioritize tasks in a fast-paced environment.

Recommended Education and Experience:

- Bachelor's Degree in Computer Science, Information Technology, or a related field (required).
- Master's Degree in IT Management or Business Administration (preferred but optional).
- Cisco Certified Network Professional (CCNP) (Highly recommended).
- Cisco Certified Internetwork Expert (CCIE) (Optional for advanced expertise).
- CompTIA Network+ or CompTIA Security+ (Foundational certifications).
- ITIL Foundation Certification (For IT service management).

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- Minimum of 5 years of experience in network operations or infrastructure roles, with at least 2 years in a managerial or leadership capacity.
 - Proven track record in managing large-scale network systems and implementing operational best practices.
 - Experience working with enterprise-level network environments and cloud-based solutions is a plus.
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57. Network Security Specialist

Standard Job Duties:

- Monitor network systems for security breaches, threats, and anomalies.
- Conduct vulnerability assessments and penetration testing to identify and address weaknesses.
- Implement and manage security measures, including firewalls, intrusion detection systems (IDS), and intrusion prevention systems (IPS).
- Develop and enforce network security policies, procedures, and protocols.
- Investigate security incidents, analyze logs, and document findings to prevent future occurrences.
- Ensure compliance with industry regulations and standards, such as GDPR, HIPAA, or PCI-DSS.
- Deploy and manage encryption technologies to protect sensitive data.
- Collaborate with IT teams to design and implement secure network architectures.
- Stay updated on emerging cybersecurity threats and technologies to continuously improve defenses.
- Train employees on best practices for network security and awareness.
- Participate in disaster recovery planning and testing to ensure business continuity.

Required Skills:

- Extensive knowledge of network security principles, protocols, and technologies.
- Proficiency with security tools such as firewalls, IDS/IPS, antivirus software, and SIEM platforms.
- Strong understanding of TCP/IP, DNS, DHCP, VPNs, and other networking protocols.
- Experience with penetration testing tools (e.g., Metasploit, Nessus) and vulnerability scanners.
- Familiarity with operating systems (Windows, Linux) and cloud security platforms.
- Analytical and problem-solving skills to identify and mitigate risks.
- Excellent communication skills to explain technical concepts to non-technical users.
- Ability to work under pressure and respond quickly to security incidents.

Recommended Education and Experience:

- Bachelor's Degree in Cybersecurity, Information Technology, Computer Science, or a related field (required).
- Master's Degree in Cybersecurity or Information Assurance (optional but beneficial).
- Certified Information Systems Security Professional (CISSP) (Highly recommended).
- CompTIA Security+ (Entry-level security certification).
- Certified Ethical Hacker (CEH) (For penetration testing expertise).
- Cisco Certified CyberOps Associate or Cisco Certified Network Associate Security (CCNA Security).
- GIAC Security Essentials (GSEC) (Optional but valuable for broader security knowledge).

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- 3-5 years of experience in network security, cybersecurity, or related IT roles.
 - Hands-on experience with securing enterprise network systems and responding to security incidents.
 - Experience working with regulatory compliance standards is a plus.
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58. Network Solutions Architect

Standard Job Duties:

- Design and develop customized network solutions that align with organizational objectives and business requirements.
- Evaluate existing network systems and recommend improvements or upgrades to optimize performance and scalability.
- Collaborate with IT teams and stakeholders to gather requirements and deliver solutions that meet technical and operational needs.
- Develop network architecture diagrams, documentation, and workflows for implementation and troubleshooting purposes.
- Oversee the deployment and configuration of network hardware, including routers, switches, firewalls, and wireless systems.
- Ensure network solutions are secure, compliant with industry standards, and adaptable to future needs.
- Perform capacity planning and analysis to support network growth and performance optimization.
- Research and integrate emerging technologies, such as SD-WAN, cloud networking, and virtualization, into the network infrastructure.
- Provide technical leadership during projects, including migrations, expansions, and disaster recovery operations.
- Train and mentor IT staff on best practices for network management and architecture.

Required Skills:

- Strong understanding of network architecture principles, protocols, and technologies.
- Proficiency in designing and implementing complex network infrastructures, including LAN, WAN, VPN, and wireless systems.
- Expertise with network hardware (e.g., routers, switches, firewalls) and software-defined networking (SDN) technologies.
- In-depth knowledge of TCP/IP, DNS, DHCP, VLANs, and other networking protocols.
- Experience with virtualization platforms (e.g., VMware, Hyper-V) and cloud networking solutions (e.g., AWS, Azure).
- Exceptional problem-solving skills to address complex network challenges.
- Excellent communication and presentation skills to explain technical solutions to stakeholders.
- Ability to manage multiple projects and deadlines effectively.

Recommended Education and Experience:

- Bachelor's Degree in Computer Science, Information Technology, or a related field (required).
- Master's Degree in Network Engineering or IT Management (optional but beneficial).
- Cisco Certified Network Professional (CCNP) (Highly recommended).
- Cisco Certified Design Expert (CCDE) or Cisco Certified Internetwork Expert (CCIE) (Advanced certifications for architecture roles).
- AWS Certified Solutions Architect (For cloud-focused roles).
- CompTIA Network+ and CompTIA Security+ (Foundational certifications).
- Juniper Networks Certified Specialist (JNCS) (Optional for specialized expertise).
- Minimum of 5-7 years of experience in network engineering or architecture roles.

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- Proven track record in designing and deploying complex network systems for large-scale environments.
 - Experience with cloud networking, virtualization, and software-defined networking is a plus.
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ARTIFICIAL INTELLIGENCE

59. AI Compliance Manager

Standard Job Duties:

- Ensure compliance with global and regional AI regulations, standards, and ethical guidelines.
- Develop and implement internal policies and procedures for AI governance and risk management.
- Conduct audits and assessments of AI systems to identify and mitigate potential compliance risks.
- Collaborate with legal teams to ensure adherence to applicable laws related to AI technologies, data privacy, and security.
- Monitor AI advancements and regulatory changes to maintain up-to-date compliance practices.
- Train teams and stakeholders on ethical AI use and compliance best practices.
- Provide guidance on responsible AI development, deployment, and usage across the organization.
- Investigate and resolve compliance-related incidents or breaches involving AI systems.
- Maintain documentation and reporting for compliance processes and outcomes.
- Act as the primary liaison with regulatory bodies and external auditors regarding AI compliance matters.

Required Skills:

- Solid understanding of AI technologies, machine learning, and data science principles.
- Expertise in regulatory frameworks, such as GDPR, CCPA, and AI-specific guidelines (e.g., EU AI Act).
- Strong analytical skills to assess risks and identify compliance gaps.
- Excellent communication skills to explain complex technical and legal concepts to non-technical stakeholders.
- Proficiency in risk management and ethical AI practices.
- Ability to draft clear policies, guidelines, and compliance documentation.
- Collaborative mindset to work across teams such as legal, IT, and operations.
- Project management skills to lead compliance initiatives effectively.

Recommended Education and Experience:

- Bachelor's or Master's degree in Computer Science, Data Science, Law, Ethics, or a related field.
- Advanced certifications in compliance, risk management, or AI ethics (e.g., Certified Compliance and Ethics Professional - CCEP).
- 5+ years of experience in compliance, legal, or risk management roles, preferably in the technology or AI sector.
- Familiarity with AI model development and deployment processes is a plus.
- Experience working with regulatory bodies or conducting audits is highly beneficial.

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60. AI Engineer

Standard Job Duties:

- Design, develop, and deploy machine learning models and AI systems.
 - Collaborate with data scientists to preprocess and analyze large datasets for AI applications.
 - Build and optimize AI algorithms for performance, scalability, and accuracy.
 - Integrate AI systems into existing platforms and infrastructure.
 - Conduct research to identify and implement state-of-the-art AI solutions.
 - Troubleshoot, debug, and maintain AI models in production environments.
 - Implement and monitor AI system performance metrics to ensure quality outcomes.
 - Stay updated on the latest advancements in AI technologies and tools.
 - Collaborate with cross-functional teams to understand business needs and deliver AI-driven solutions.
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Required Skills:

- Proficiency in programming languages such as Python, R, or Java.
 - Strong understanding of machine learning frameworks like TensorFlow, PyTorch, or Scikit-learn.
 - Knowledge of cloud platforms (AWS, Azure, or Google Cloud) and AI-as-a-Service tools.
 - Experience with data engineering and preprocessing techniques.
 - Familiarity with natural language processing (NLP), computer vision, or deep learning.
 - Ability to analyze and solve complex technical problems.
 - Strong teamwork and communication skills to work effectively with multidisciplinary teams.
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Recommended Education and Experience:

- Bachelor's or Master's degree in Computer Science, Artificial Intelligence, Data Science, or a related field.
 - 3+ years of experience in AI development, software engineering, or similar roles.
 - Hands-on experience with AI model training, testing, and deployment.
 - Certifications in AI or machine learning (e.g., Google ML Engineer, AWS Certified Machine Learning).
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61. AI Governance Analyst

Standard Job Duties:

- Develop and maintain policies and frameworks for ethical AI governance.
- Ensure AI systems align with organizational values and regulatory requirements.
- Conduct assessments to evaluate AI systems for fairness, transparency, and accountability.
- Monitor AI usage and flag any potential risks or ethical concerns.
- Collaborate with technical and legal teams to establish AI governance best practices.
- Stay informed on global AI governance trends and regulatory changes.
- Provide recommendations to leadership on responsible AI strategies.
- Document governance processes and create reports for stakeholders.

Required Skills:

- Strong understanding of AI ethics, data privacy, and compliance frameworks (e.g., GDPR, AI Act).
- Analytical skills to assess risks and identify gaps in AI governance.
- Knowledge of AI technologies and their societal impact.
- Ability to communicate complex governance concepts to non-technical stakeholders.
- Proficiency in creating governance frameworks and documentation.
- Experience with risk management and compliance tools is a plus.

Recommended Education and Experience:

- Bachelor's degree in Ethics, Law, Computer Science, or a related field.
 - Advanced degree (e.g., Master's in Artificial Intelligence or Public Policy) is a plus.
 - 3+ years of experience in governance, compliance, or AI-related roles.
 - Certifications in AI ethics or governance (e.g., Responsible AI Certification).
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62. AI Governance Lead

Standard Job Duties:

- Establish and oversee the organization's AI governance framework, ensuring ethical AI practices.
- Lead cross-functional teams to design policies and protocols for responsible AI development and usage.
- Monitor compliance with AI laws, regulations, and ethical standards across the organization.
- Conduct risk assessments and audits of AI systems for fairness, transparency, and accountability.
- Advise leadership on AI governance strategies and emerging regulatory requirements.
- Stay informed on global developments in AI policies, ethical guidelines, and legal standards.
- Provide training and guidance to teams on AI governance practices.
- Collaborate with legal, technical, and operational teams to ensure seamless integration of governance protocols.
- Represent the organization in discussions with regulatory bodies or external stakeholders regarding AI governance.

Required Skills:

- Deep understanding of AI ethics, governance frameworks, and regulatory requirements (e.g., GDPR, AI Act).
- Strong leadership and project management skills to drive governance initiatives.
- Ability to analyze and mitigate risks associated with AI systems.
- Excellent communication and stakeholder management skills.
- Proficiency in policy development and documentation for governance practices.
- Familiarity with AI technologies, machine learning, and data privacy tools.

Recommended Education and Experience:

- Bachelor's or Master's degree in Artificial Intelligence, Ethics, Law, Public Policy, or a related field.
 - 5+ years of experience in governance, compliance, or leadership roles in the technology sector.
 - Certifications in AI governance, compliance, or ethics (e.g., Responsible AI Certification).
 - Proven experience in leading teams and implementing governance frameworks.
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63. AI Interaction Developer

Standard Job Duties:

- Design and build user interfaces (UI) and experiences for AI-powered applications and systems.
- Develop conversational AI models for chatbots, virtual assistants, and other interactive tools.
- Collaborate with UX/UI designers to create intuitive AI interactions.
- Optimize AI systems for responsive and natural user engagement.
- Test and refine AI interaction models to improve accuracy and user satisfaction.
- Integrate AI tools into platforms using APIs and software development frameworks.
- Stay up-to-date with advancements in AI interaction design and conversational AI technologies.
- Analyze user feedback and behavior to improve AI interaction quality.
- Work closely with stakeholders to align AI interaction designs with business goals.

Required Skills:

- Proficiency in programming languages such as Python, JavaScript, or C#.
- Experience with natural language processing (NLP) tools and frameworks (e.g., Dialogflow, GPT models, Rasa).
- Strong understanding of human-computer interaction principles.
- Knowledge of UX/UI design practices and tools (e.g., Figma, Adobe XD).
- Ability to analyze user behavior and optimize AI systems accordingly.
- Familiarity with AI frameworks and cloud platforms (e.g., AWS, Azure, Google Cloud).
- Excellent problem-solving and debugging skills.

Recommended Education and Experience:

- Bachelor's degree in Computer Science, Human-Computer Interaction, Artificial Intelligence, or a related field.
 - 3+ years of experience in AI development, interaction design, or related roles.
 - Certifications in NLP, conversational AI, or UX/UI design are a plus.
 - Hands-on experience in developing AI-powered applications or tools.
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64. AI Platform Administrator

Standard Job Duties:

- Oversee the deployment, maintenance, and optimization of AI platforms and tools.
- Manage infrastructure and cloud services supporting AI operations (e.g., AWS, Azure, Google Cloud).
- Monitor system performance and troubleshoot issues related to AI platforms.
- Ensure the security and scalability of AI systems and their underlying infrastructure.
- Collaborate with AI developers and data scientists to support model deployment and testing.
- Implement platform upgrades and configurations to improve operational efficiency.
- Maintain documentation for AI platform processes, configurations, and workflows.
- Provide technical support to teams using the AI platform.
- Stay up-to-date with advancements in AI platform technologies and recommend upgrades.

Required Skills:

- Proficiency in cloud services and infrastructure management tools (e.g., Kubernetes, Docker, Terraform).
- Strong understanding of AI and machine learning workflows.
- Experience with data pipelines and storage solutions (e.g., SQL, NoSQL, data lakes).
- Knowledge of security protocols and best practices for AI systems.
- Ability to troubleshoot and resolve technical issues quickly.
- Excellent communication skills for cross-team collaboration.
- Familiarity with scripting languages like Python, Bash, or PowerShell.

Recommended Education and Experience:

- Bachelor's degree in Computer Science, Information Systems, or a related field.
 - 3+ years of experience in system administration, cloud management, or AI platform roles.
 - Certifications in cloud platforms (e.g., AWS Certified Solutions Architect, Google Cloud Professional Engineer).
 - Hands-on experience with AI tools and frameworks is a plus.
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65. AI Policy Analyst

Standard Job Duties:

- Research and analyze existing and emerging policies related to AI technologies.
- Draft organizational policies and guidelines for responsible AI use.
- Monitor regulatory developments in AI and assess their impact on the organization.
- Advise leadership on compliance with AI-related laws, standards, and ethical guidelines.
- Collaborate with legal and technical teams to align AI policies with business objectives.
- Conduct impact assessments of AI systems on privacy, ethics, and society.
- Prepare reports and presentations on AI policy trends and recommendations.
- Engage with external stakeholders and policymakers regarding AI governance.

Required Skills:

- Strong understanding of AI ethics, policy frameworks, and regulatory standards (e.g., GDPR, AI Act).
- Ability to analyze legal documents and translate them into actionable policies.
- Exceptional research and analytical skills to assess policy impacts.
- Effective communication skills to engage with stakeholders and policymakers.
- Knowledge of AI technologies and their societal implications.
- Familiarity with risk management practices and tools is a plus.

Recommended Education and Experience:

- Bachelor's degree in Computer Science, Business Administration, Artificial Intelligence, or a related field.
 - Advanced degree (e.g., MBA or Master's in AI/Technology Management) is a plus.
 - 5+ years of experience in product management, preferably in AI or technology-based products.
 - Certifications in product management or AI (e.g., Certified Scrum Product Owner, AI Product Management Certification).
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66. AI Product Manager

Standard Job Duties:

- Define the vision, strategy, and roadmap for AI-based products and services.
- Collaborate with stakeholders to identify business needs and translate them into AI solutions.
- Manage the product lifecycle from ideation to deployment, ensuring timely delivery.
- Work closely with AI engineers and data scientists to develop and refine AI models.
- Conduct market research to identify opportunities for AI-driven innovation.
- Monitor product performance and user feedback to continuously improve AI functionalities.
- Ensure compliance with ethical AI practices and relevant regulations in product development.
- Create detailed product documentation and communicate updates to stakeholders.
- Serve as the bridge between technical teams and business leaders to align goals.

Required Skills:

- Strong understanding of AI technologies, machine learning, and data analytics.
- Excellent project management and organizational skills.
- Familiarity with Agile methodologies and product management tools (e.g., Jira, Trello).
- Ability to analyze market trends and user needs to shape product strategies.
- Exceptional communication and collaboration skills for cross-functional teamwork.
- Knowledge of ethical AI practices and relevant regulations (e.g., GDPR, AI Act).
- Technical expertise to understand and guide AI development processes.

Recommended Education and Experience:

- Bachelor's degree in Computer Science, Business Administration, Artificial Intelligence, or a related field.
 - Advanced degree (e.g., MBA or Master's in AI/Technology Management) is a plus.
 - 5+ years of experience in product management, preferably in AI or technology-based products.
 - Certifications in product management or AI (e.g., Certified Scrum Product Owner, AI Product Management Certification).
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67. AI Research Engineer

Standard Job Duties:

- Conduct research to develop innovative AI algorithms and technologies.
- Experiment with advanced techniques in machine learning, deep learning, NLP, or computer vision.
- Collaborate with teams to prototype and validate AI models for various applications.
- Publish research findings and contribute to scientific advancements in AI.
- Stay informed on the latest AI research and integrate cutting-edge methods into projects.
- Optimize AI models for efficiency, scalability, and accuracy.
- Test and debug AI systems to ensure high performance and reliability.
- Work closely with academic institutions and industry partners on joint AI research initiatives.

Required Skills:

- Expertise in machine learning and AI frameworks (e.g., TensorFlow, PyTorch, or Scikit-learn).
- Strong programming skills in Python, R, or similar languages.
- Knowledge of advanced AI topics like reinforcement learning, GANs, or transfer learning.
- Ability to conduct research and publish findings in academic journals or conferences.
- Familiarity with data preprocessing and engineering techniques.
- Strong problem-solving skills and the ability to work with complex algorithms.
- Excellent teamwork and communication skills to collaborate effectively with multidisciplinary teams.

Recommended Education and Experience:

- Ph.D. or Master's degree in Artificial Intelligence, Computer Science, or a related field.
 - 3+ years of experience in AI research or development roles.
 - Proven track record of published research in AI-related fields.
 - Experience with large-scale data processing and model optimization.
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68. AI Risk Manager

Standard Job Duties:

- Identify and assess risks associated with the development, deployment, and use of AI systems.
- Develop and implement frameworks for AI risk management and mitigation strategies.
- Monitor AI systems for ethical, operational, and compliance-related risks.
- Collaborate with technical, legal, and business teams to align risk management practices with organizational goals.
- Conduct regular audits and impact assessments of AI systems.
- Stay informed on regulatory changes and advancements in AI risk management methodologies.
- Report on AI risks, mitigation plans, and outcomes to leadership and stakeholders.
- Train teams on AI risk awareness and best practices for responsible AI use.

Required Skills:

- Strong understanding of AI technologies, machine learning frameworks, and data privacy principles.
- Expertise in risk management frameworks and tools.
- Knowledge of ethical AI practices and regulatory standards (e.g., GDPR, AI Act).
- Exceptional analytical and problem-solving skills to identify and manage risks.
- Excellent communication and stakeholder engagement skills.
- Familiarity with compliance and governance processes for AI systems.
- Ability to draft clear documentation and risk mitigation plans.

Recommended Education and Experience:

- Bachelor's or Master's degree in Risk Management, Computer Science, Artificial Intelligence, or a related field.
 - Certifications in risk management or AI governance (e.g., Certified Risk Manager, Responsible AI Certification).
 - 5+ years of experience in risk management, compliance, or governance roles.
 - Familiarity with AI model development and deployment processes is a plus.
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69. AI Solutions Architect

Standard Job Duties:

- Design and implement scalable, efficient AI architecture solutions for business applications.
- Collaborate with stakeholders to identify requirements and translate them into AI system designs.
- Choose appropriate AI technologies, frameworks, and platforms based on project needs.
- Integrate AI models into existing systems, ensuring compatibility and performance optimization.
- Lead technical teams through the end-to-end process of AI solution development.
- Ensure the security, scalability, and reliability of AI architectures.
- Stay updated on the latest advancements in AI tools, technologies, and methodologies.
- Provide guidance and mentorship to engineering teams on AI architecture best practices.

Required Skills:

- Expertise in AI frameworks and platforms (e.g., TensorFlow, PyTorch, AWS SageMaker).
- Strong programming and software development skills (e.g., Python, Java, or C++).
- Knowledge of cloud services and infrastructure (AWS, Azure, Google Cloud).
- Solid understanding of data engineering, machine learning, and deep learning principles.
- Strong problem-solving and analytical skills for designing complex AI systems.
- Excellent communication skills to collaborate with stakeholders and technical teams.
- Familiarity with DevOps practices and tools for AI deployment.

Recommended Education and Experience:

- Bachelor's or Master's degree in Computer Science, Artificial Intelligence, or a related field.
 - Advanced certifications in AI development or cloud architecture (e.g., AWS Certified Solutions Architect, Google Cloud AI Engineer).
 - 5+ years of experience in AI development, software engineering, or architecture roles.
 - Proven experience in designing and deploying large-scale AI solutions.
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70. AI Support Engineer

Standard Job Duties:

- Provide technical support for AI systems, applications, and tools.
- Troubleshoot and resolve issues related to AI models, algorithms, and deployment processes.
- Collaborate with development teams to address bugs and optimize AI system performance.
- Monitor AI system functionality and ensure operational reliability.
- Conduct regular maintenance and updates for AI platforms and tools.
- Document support processes, issue resolutions, and system changes.
- Train users and teams on how to effectively use AI tools and systems.
- Stay up-to-date with the latest AI technologies and proactively suggest improvements.

Required Skills:

- Proficiency in programming languages such as Python, Java, or R.
- Strong knowledge of machine learning frameworks (e.g., TensorFlow, PyTorch).
- Familiarity with cloud platforms and tools supporting AI systems (e.g., AWS, Azure).
- Excellent troubleshooting and problem-solving skills.
- Knowledge of data management and preprocessing techniques.
- Strong communication skills for interacting with non-technical users and stakeholders.
- Ability to work collaboratively with cross-functional teams.

Recommended Education and Experience:

- Bachelor's degree in Computer Science, Artificial Intelligence, or a related field.
 - 3+ years of experience in technical support, software engineering, or AI-related roles.
 - Certifications in AI technologies or cloud platforms (e.g., Google Cloud AI, AWS Machine Learning Certification).
 - Experience with debugging and maintaining AI systems is a plus.
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71. AI Trainer

Standard Job Duties:

- Train machine learning models using curated datasets to achieve desired outcomes.
- Prepare and preprocess data for model training, including cleaning, labeling, and augmentation.
- Monitor and evaluate model performance, making adjustments to improve accuracy.
- Collaborate with AI developers and data scientists to refine training methodologies.
- Design and implement workflows for large-scale model training.
- Document training processes, datasets, and results for future reference.
- Stay informed on advancements in AI training techniques and tools.
- Provide expertise in developing training programs for AI systems tailored to organizational needs.

Required Skills:

- Strong understanding of machine learning algorithms and training processes.
- Expertise in data preprocessing, feature engineering, and dataset preparation.
- Proficiency with AI frameworks and libraries (e.g., TensorFlow, Scikit-learn, PyTorch).
- Knowledge of data labeling tools and techniques.
- Familiarity with cloud-based AI platforms (e.g., AWS SageMaker, Azure ML).
- Analytical skills to measure and improve model performance.
- Excellent organizational and documentation skills.

Recommended Education and Experience:

- Bachelor's degree in Computer Science, Data Science, Artificial Intelligence, or a related field.
 - Advanced degree (e.g., Master's in AI or Machine Learning) is preferred.
 - 3+ years of experience in AI model training or data science roles.
 - Hands-on experience with large-scale data processing and model optimization.
 - Certifications in AI or machine learning (e.g., TensorFlow Developer Certification).
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72. AI Transformation Lead

Standard Job Duties:

- Drive the organization-wide adoption and integration of AI technologies.
- Develop and execute strategic plans for AI transformation aligned with business goals.
- Identify opportunities for AI-driven innovation across departments and processes.
- Collaborate with cross-functional teams to implement AI systems and solutions.
- Provide leadership and guidance to teams during AI deployment and change management.
- Monitor the performance and impact of AI initiatives on organizational outcomes.
- Ensure compliance with ethical AI standards and regulatory requirements.
- Advocate for AI education and awareness across the organization.
- Stay informed on advancements in AI technologies and their potential applications.

Required Skills:

- Strong leadership and project management skills to drive transformation initiatives.
- Deep understanding of AI technologies, machine learning, and data analytics.
- Excellent communication skills to engage stakeholders and lead change management efforts.
- Strategic thinking and problem-solving abilities to identify AI opportunities and risks.
- Knowledge of ethical AI practices and regulatory compliance.
- Familiarity with business process optimization and AI integration strategies.

Recommended Education and Experience:

- Bachelor's or Master's degree in Artificial Intelligence, Business Administration, or a related field.
 - Advanced certifications in AI or technology management (e.g., Certified AI Transformation Leader).
 - 5+ years of experience in leadership roles driving technology adoption or transformation.
 - Proven track record of managing large-scale AI implementation projects.
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73. AI UX Designer

Standard Job Duties:

- Design user-centered interfaces and experiences for AI-powered applications.
- Conduct user research to understand behavior and preferences related to AI systems.
- Collaborate with developers and data scientists to integrate AI features into products.
- Create wireframes, prototypes, and mockups to test and refine AI system designs.
- Optimize AI interfaces for usability, accessibility, and intuitive interaction.
- Analyze user feedback to improve the design and functionality of AI tools.
- Stay informed on advancements in AI and UX design principles.
- Document design processes and share insights with stakeholders and technical teams.

Required Skills:

- Expertise in UX/UI design tools (e.g., Figma, Adobe XD, Sketch).
- Strong understanding of human-computer interaction principles and user-centered design.
- Familiarity with AI technologies and how they impact user experience.
- Knowledge of usability testing methodologies and data-driven design approaches.
- Excellent problem-solving skills to address complex design challenges.
- Strong communication and collaboration skills to work with cross-functional teams.

Recommended Education and Experience:

- Bachelor's degree in Human-Computer Interaction, UX Design, Artificial Intelligence, or a related field.
 - 3+ years of experience in UX/UI design, preferably with AI-powered products.
 - Certifications in UX design or human-computer interaction are a plus.
 - Hands-on experience with designing interfaces for AI systems is highly desirable.
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74. Federal AI Program Manager

Standard Job Duties:

- Lead and manage AI projects within federal programs, ensuring they align with government regulations and objectives.
- Collaborate with federal agencies to identify opportunities for AI-driven solutions.
- Oversee the development, deployment, and monitoring of AI systems within government environments.
- Ensure compliance with federal standards, policies, and ethical guidelines for AI technologies.
- Develop strategic plans for AI program implementation and scaling.
- Manage budgets, timelines, and resources for AI initiatives.
- Coordinate with cross-functional teams, including technical staff, policymakers, and external contractors.
- Prepare reports and presentations for federal stakeholders and decision-makers.
- Stay informed on advancements in AI and their implications for federal programs.

Required Skills:

- Strong understanding of AI technologies, machine learning, and government regulations.
- Expertise in project management methodologies and tools (e.g., Agile, PMP frameworks).
- Knowledge of federal compliance standards (e.g., NIST guidelines, FISMA).
- Excellent leadership and organizational skills to manage complex programs.
- Ability to analyze risks, budgets, and resource allocation effectively.
- Strong communication skills for engaging with federal stakeholders and agencies.
- Familiarity with ethical AI practices and responsible implementation.

Recommended Education and Experience:

- Bachelor's or Master's degree in Artificial Intelligence, Public Administration, Computer Science, or a related field.
 - Certifications in project management or AI (e.g., PMP, Certified AI Program Manager).
 - 5+ years of experience managing technology programs, preferably in a government setting.
 - Proven experience in leading large-scale AI initiatives with federal agencies.
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State of Utah Standard Job Titles and Descriptions
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75. Machine Learning Engineer

Standard Job Duties:

- Design, develop, and implement machine learning models and algorithms for various applications.
- Collaborate with data scientists to preprocess and analyze datasets for ML training.
- Optimize ML models for accuracy, efficiency, and scalability.
- Deploy ML models into production environments and monitor their performance.
- Conduct research to identify advancements in machine learning techniques.
- Debug and troubleshoot issues with machine learning systems.
- Develop tools and frameworks to streamline the machine learning pipeline.
- Maintain documentation for machine learning processes, models, and results.

Required Skills:

- Proficiency in programming languages such as Python, R, or Java.
- Strong knowledge of machine learning frameworks like TensorFlow, PyTorch, or Scikit-learn.
- Experience with data preprocessing, feature engineering, and model validation.
- Familiarity with cloud computing platforms and tools for ML deployment (e.g., AWS SageMaker, Azure ML).
- Excellent problem-solving skills for optimizing algorithms and debugging code.
- Knowledge of advanced ML techniques, such as reinforcement learning, neural networks, or ensemble methods.
- Strong teamwork and communication skills to collaborate with diverse teams.

Recommended Education and Experience:

- Bachelor's or Master's degree in Computer Science, Data Science, Artificial Intelligence, or a related field.
 - Advanced certifications in machine learning or AI (e.g., TensorFlow Developer Certification, AWS Machine Learning Certification).
 - 3+ years of experience in machine learning, data science, or AI development roles.
 - Hands-on experience building and deploying ML models in real-world applications.
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State of Utah Standard Job Titles and Descriptions
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76. Machine Learning Operations Engineer

Standard Job Duties:

- Deploy, monitor, and maintain machine learning models in production environments.
- Build and optimize automated pipelines for ML model training, testing, and deployment.
- Collaborate with data scientists and engineers to ensure seamless integration of ML workflows.
- Monitor performance and reliability of ML models, addressing issues as they arise.
- Automate model retraining processes based on updated datasets and performance metrics.
- Implement robust monitoring and logging systems to track model behavior in production.
- Ensure compliance with data security and privacy standards in ML operations.
- Document processes and best practices for ML deployment and maintenance.

Required Skills:

- Proficiency in programming languages such as Python, R, or Scala.
- Experience with machine learning frameworks (e.g., TensorFlow, PyTorch) and MLOps tools (e.g., MLflow, Kubeflow).
- Familiarity with cloud platforms (AWS, Azure, GCP) and containerization tools (Docker, Kubernetes).
- Strong understanding of CI/CD pipelines for deploying ML models.
- Knowledge of data engineering concepts and tools for ETL (Extract, Transform, Load) processes.
- Analytical skills to troubleshoot and optimize ML systems in production.
- Familiarity with model monitoring tools and performance metrics.

Recommended Education and Experience:

- Bachelor's degree in Computer Science, Data Science, or a related field.
 - Advanced certifications in MLOps, machine learning, or cloud platforms (e.g., AWS Certified Machine Learning).
 - 3+ years of experience in machine learning, DevOps, or software engineering roles.
 - Hands-on experience deploying and managing ML systems in production environments.
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State of Utah Standard Job Titles and Descriptions
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77. Machine Learning Platform Engineer

Standard Job Duties:

- Design and build scalable platforms to support machine learning workflows.
- Develop infrastructure for data ingestion, processing, and storage to support ML models.
- Optimize performance and reliability of ML platforms for high-volume workloads.
- Collaborate with data scientists and engineers to enable seamless model deployment.
- Integrate ML frameworks and tools into the platform architecture.
- Implement security measures to protect data and model integrity.
- Maintain platform documentation and provide technical support to users.
- Research and adopt emerging technologies to enhance platform performance and capabilities.

Required Skills:

- Proficiency in programming languages such as Python, Java, or Go.
- Expertise in distributed computing and frameworks (e.g., Spark, Hadoop).
- Experience with cloud-based ML services (e.g., AWS SageMaker, Google AI Platform).
- Knowledge of containerization and orchestration tools (e.g., Docker, Kubernetes).
- Familiarity with data storage systems (e.g., SQL, NoSQL, data lakes).
- Strong problem-solving skills and ability to design scalable solutions.
- Excellent collaboration and communication skills for working with cross-functional teams.

Recommended Education and Experience:

- Bachelor's or Master's degree in Computer Science, Data Engineering, or a related field.
 - 3+ years of experience in platform engineering, software development, or AI/ML roles.
 - Certifications in cloud platforms or AI (e.g., AWS Certified Solutions Architect, Google Cloud AI Engineer).
 - Experience building and managing large-scale data and ML infrastructure.
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State of Utah Standard Job Titles and Descriptions
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78. Machine Learning Product Manager

Standard Job Duties:

- Define and manage the roadmap for machine learning products, ensuring alignment with business goals.
- Collaborate with stakeholders to understand requirements and translate them into product features.
- Work closely with data scientists and ML engineers to develop and refine machine learning models.
- Conduct market research to identify opportunities for machine learning innovation.
- Manage the lifecycle of ML products, from ideation to deployment and optimization.
- Monitor product performance and user feedback to ensure high-quality outcomes.
- Advocate for ethical and responsible use of machine learning in product development.
- Communicate progress, results, and challenges to leadership and key stakeholders.

Required Skills:

- Strong understanding of machine learning concepts and applications.
- Excellent project management and organizational skills.
- Familiarity with Agile methodologies and product management tools (e.g., Jira, Trello).
- Exceptional communication and collaboration skills for cross-functional teams.
- Knowledge of ethical AI practices and compliance regulations.
- Technical expertise to understand ML development processes and challenges.

Recommended Education and Experience:

- Bachelor's degree in Computer Science, Business Administration, Artificial Intelligence, or a related field.
 - Advanced degree (e.g., MBA or Master's in AI/Technology Management) is a plus.
 - 5+ years of experience in product management, preferably with machine learning products.
 - Certifications in product management or AI (e.g., Certified Scrum Product Owner, AI Product Management Certification).
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79. Machine Learning Solutions Architect

Standard Job Duties:

- Design and develop scalable architectures for machine learning solutions tailored to business needs.
- Collaborate with stakeholders to identify requirements and translate them into technical designs.
- Select appropriate machine learning frameworks, tools, and platforms for specific applications.
- Integrate machine learning models into existing systems, ensuring compatibility and performance optimization.
- Lead technical teams through the development, deployment, and monitoring of machine learning solutions.
- Ensure the security, scalability, and reliability of ML architectures.
- Research and implement emerging technologies and methodologies to enhance ML solutions.
- Provide technical guidance and mentorship to engineering teams on ML best practices.

Required Skills:

- Expertise in machine learning frameworks and platforms (e.g., TensorFlow, PyTorch, AWS SageMaker).
- Strong programming skills in Python, R, or Java, and familiarity with data engineering tools.
- Knowledge of cloud platforms (AWS, Azure, Google Cloud) and containerization tools (Docker, Kubernetes).
- Solid understanding of data preprocessing, feature engineering, and algorithm optimization.
- Excellent problem-solving skills to design and debug complex ML solutions.
- Familiarity with DevOps practices for deploying machine learning models in production.
- Strong communication skills to collaborate with stakeholders and technical teams.

Recommended Education and Experience:

- Bachelor's or Master's degree in Computer Science, Artificial Intelligence, or a related field.
 - Advanced certifications in machine learning or cloud architecture (e.g., AWS Certified Solutions Architect, Google Cloud AI Engineer).
 - 5+ years of experience in designing and deploying machine learning solutions.
 - Proven experience leading teams and projects involving ML systems in production environments.
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80. Predictive Modeling Specialist

Standard Job Duties:

- Design and implement predictive models to forecast trends and outcomes.
- Analyze datasets and develop features for training models.
- Utilize advanced statistical techniques and machine learning algorithms for prediction accuracy.
- Collaborate with data scientists and business analysts to align modeling efforts with organizational goals.
- Test, validate, and optimize predictive models for performance improvements.
- Interpret model results and provide actionable insights to stakeholders.
- Document modeling processes and findings for future reference.
- Stay updated on advancements in predictive modeling techniques and tools.

Required Skills:

- Bachelor's or Master's degree in Data Science, Statistics, Artificial Intelligence, or a related field.
- 3+ years of experience in predictive modeling or data analysis roles.
- Certifications in machine learning or data science (e.g., TensorFlow Developer, SAS Certified Data Scientist).
- Proven experience in developing and deploying predictive models in production environments.

Recommended Education and Experience:

- Bachelor's degree in Computer Science, Business Administration, Artificial Intelligence, or a related field.
 - Advanced degree (e.g., MBA or Master's in AI/Technology Management) is a plus.
 - 5+ years of experience in product management, preferably with machine learning products.
 - Certifications in product management or AI (e.g., Certified Scrum Product Owner, AI Product Management Certification).
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81. Prompt Engineer

Standard Job Duties:

- Design and optimize prompts to improve the performance of AI models, including large language models (LLMs).
- Experiment with prompt structures to elicit desired behaviors and outputs from AI systems.
- Collaborate with developers and data scientists to integrate prompts into AI workflows.
- Test and refine prompt designs for accuracy, relevance, and contextual understanding.
- Document prompt engineering processes and best practices for future use.
- Analyze AI model behavior to identify areas for improvement through prompt adjustments.
- Stay informed on advancements in generative AI and prompt engineering techniques.
- Provide training to teams on effective prompt engineering strategies.

Required Skills:

- Strong understanding of natural language processing (NLP) and large language models (LLMs).
- Proficiency in working with AI frameworks like OpenAI, GPT models, or similar technologies.
- Analytical skills to evaluate and improve prompt performance.
- Creativity and problem-solving abilities to design effective prompts.
- Familiarity with programming languages like Python and tools for AI testing.
- Excellent communication skills for documenting and sharing insights.

Recommended Education and Experience:

- Bachelor's degree in Computer Science, Linguistics, Artificial Intelligence, or a related field.
 - Certifications or hands-on experience with NLP tools and frameworks (e.g., GPT, OpenAI Certification).
 - 2+ years of experience in NLP or AI-related roles.
 - Proven track record of working with generative AI systems and optimizing their outputs.
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SPECIALTY

82. Consultant

Standard Job Duties:

- Provide expert advice and solutions tailored to clients' IT needs and challenges.
- Analyze existing IT systems and processes to identify areas for improvement.
- Collaborate with clients to understand business requirements and align IT strategies.
- Develop and implement technical solutions, including software, systems, and infrastructure.
- Conduct risk assessments and recommend best practices for IT security and compliance.
- Lead workshops and training sessions to upskill client teams on relevant IT tools and methodologies.
- Manage and oversee technology projects, ensuring they are completed on time and within budget.
- Stay informed about emerging technologies and trends to provide innovative solutions.
- Document findings, recommendations, and processes for client reference.
- Serve as a liaison between technical teams and business stakeholders to ensure clear communication and alignment.

Required Skills:

- Deep expertise in one or more IT domains, such as cloud computing, cybersecurity, data analytics, or software development.
- Strong analytical and problem-solving skills to assess and address complex IT challenges.
- Excellent communication skills for interacting with clients and presenting solutions.
- Familiarity with project management methodologies (e.g., Agile, Scrum, Waterfall).
- Knowledge of industry standards and compliance frameworks (e.g., ISO, NIST, GDPR).
- Ability to work collaboratively with cross-functional teams and adapt to diverse environments.
- Proficiency in relevant programming languages, tools, or platforms depending on specialization (e.g., Python, AWS, SQL).

Recommended Education and Experience:

- Bachelor's or Master's degree in Information Technology, Computer Science, or a related field.
 - Certifications specific to the consultant's area of expertise (e.g., AWS Certified Solutions Architect, CISSP, PMP).
 - 5+ years of experience in IT consulting or relevant technical roles.
 - Proven track record of delivering successful IT projects or solutions to clients.
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