

Exhibit H

JOB FAMILY DESCRIPTIONS

JOB FAMILY: APPLICATIONS DEVELOPMENT

Job Title: Director, Systems and Programming

Job#: 1200

General Characteristics

Responsible for the full systems development life cycle management of projects/programs. Provides direction for technical and business resources. Actively participates in long-range strategy planning and manages policy development to address complex business issues, provides leadership to cross-functional teams. Serves as the primary point of contact from project/program inception to delivery. Defines and develops project management infrastructure, manages a methodology driven quality plan, monitors and controls the quality of the deliverable, as well as manages the project completion process through customer acceptance. Works with business unit managers and forms alliances on projects, operational decisions, scheduling requirements/conflicts and vendor contract clarification.

Dimensions

Education:

Bachelor's or Master's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience:

A minimum of 10 years of IT and business/industry work experience, with at least 3 years of leadership experience in managing multiple, large, cross-functional teams or projects, and influencing senior level management and key stakeholders. Requires advanced technical and business knowledge in software development life cycle, quality assurance, project management and other related disciplines/processes.

Breadth:

Senior level management in systems analysis and applications development. Has overall responsibility for department decisions and management. Provides strategic direction, coaches and mentors more junior management staff and/or senior technical staff. Accountable for IT functional/departmental results. Frequently reports to a Chief Information Officer or Chief Technology Officer.

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JOB FAMILY DESCRIPTIONS

JOB FAMILY: APPLICATIONS DEVELOPMENT

Job Title: Manager, Applications Development

Job#: 1210

General Characteristics

Coordinates systems analysis and applications development activities through direct and indirect staff. Directs development teams in the areas of scheduling, technical direction, future planning and standard development practices. Participates in budgeting and capital equipment processes and quality improvement activities for the development organization. Meets scheduled milestones to ensure project/ program objectives are met in a timely manner and has an in-depth knowledge of the principles, theories, practices and techniques for managing the activities related to planning, managing and implementing systems analysis and applications development projects and programs.

Dimensions

Education:

Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience:

A minimum of 7 years of IT and business work experience including managing team(s) in systems analysis and/or programming functions.

Breadth:

Middle level management in systems analysis and programming functions. Typically manages and mentors supervisors, project leads and/or technical staff. Works under general direction of senior level management. Frequently reports to a Director, Systems and Programming, Departmental IT Executive or Operating Unit IT Executive.

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JOB FAMILY DESCRIPTIONS

JOB FAMILY: APPLICATIONS DEVELOPMENT

Job Title: Applications Architect

Job#: 1220

General Characteristics

Provides design recommendations based on long-term IT organization strategy. Develops enterprise level application and custom integration solutions including major enhancements and interfaces, functions and features. Uses a variety of platforms to provide automated systems applications to customers. Provides expertise regarding the integration of applications across the business. Determines specifications, then plans, designs, and develops the most complex and business critical software solutions, utilizing appropriate software engineering processes—either individually or in concert with project team. Will assist in the most difficult support problems.

Develops programming and development standards and procedures as well as programming architectures for code reuse. Has in-depth knowledge of state-of-the art programming languages and object-oriented approaches in designing, coding, testing and debugging programs. Understands and consistently applies the attributes and processes of current application development methodologies. Researches and maintains knowledge in emerging technologies and possible application to the business. Viewed both internally and externally as a technical expert and critical technical resource across multiple disciplines. Acts as an internal consultant, advocate, mentor and change agent.

Dimensions

Education:

Bachelor's or Master's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience:

A minimum of 7 years of experience in multiple IT areas and 2–3 years of relevant architecture experience. Requires advanced to expert level knowledge and understanding of architecture, applications systems design and integration.

Complexity:

Expert/lead technical role. Typically works on multiple IT projects as a project leader. Works on projects/issues of high complexity that require in-depth knowledge across multiple technical areas and business segments. Coaches and mentors more junior technical staff.

Exhibit H

JOB FAMILY DESCRIPTIONS

JOB FAMILY: APPLICATIONS DEVELOPMENT

Job Title: Enterprise Application Integration (EAI) Engineer

Job#: 1230

General Characteristics

Responsible for developing and deploying integrated solutions aimed at modernizing, consolidating and coordinating the independently designed applications within and across the enterprises. Determines how existing applications, legacy systems, databases, Web interfaces and/or hardware logic, which may be currently operating on multiple platforms, work together to meet the new and emerging enterprise requirements. Develops methods to efficiently reuse existing components. Works with users to gather business requirements, performs database analysis, codes and tests middleware routines to ensure successful and seamless communication among the various IT systems and applications components. Participates in component and data architecture design, software product evaluation and buy vs. build recommendations. Possesses skills and knowledge of Enterprise Application Integration (EAI) methodologies and processes such as object-oriented programming, distributed, cross-platform program communication using message brokers with Common Object Request Broker Architecture, enterprise-wide content and data distribution using common databases and data standards implemented with the Extensible Markup Language (XML), middleware applications and message queuing approaches.

Dimensions

Education:

Bachelor's or Master's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience:

A minimum of 5 years of programming/systems analysis experience with emphasis in applications and systems architectural design and development, database and middleware technologies.

Complexity:

Advanced professional level role. Works on projects that may span a broad range of systems and enterprise-wide complex components. Requires in-depth knowledge across multiple technical environments and possesses increased level of business knowledge. Works on major projects providing subject matter expertise and technical direction to more junior technical staff.

Exhibit H

JOB FAMILY DESCRIPTIONS

JOB FAMILY: APPLICATIONS DEVELOPMENT

Job Title: Systems Analyst

Job#: 1240

General Characteristics

Responsible for the design and development of IT systems. Develops design and functional specifications, produces deliverables related to the project(s) assigned and assists in post implementation support and system enhancements. Responsible for selecting appropriate C.A.S.E. tools to develop systems and software. Responsible for gathering, compiling and synthesizing information with regard to technology processes or systems. Possesses experience in minicomputer or client/server environments including the implementation and support of resource planning, sales automation, marketing, financial and distribution systems.

Dimensions

Education:

Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience:

A minimum of 3 years of systems analysis/programming experience.

Complexity:

Intermediate professional level role. Develops systems solutions requiring analysis and research. Works on small to large, complex projects that require increased skill in multiple technical environments and possesses knowledge in a specific business area. Works on one or more projects as a project team member or sometimes as a project lead. May coach more junior technical staff.

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JOB FAMILY DESCRIPTIONS

JOB FAMILY: APPLICATIONS DEVELOPMENT

Job Title: Applications Development Analyst

Job#: 1250

General Characteristics

Works closely with customers, business analysts, and team members to understand business requirements that drive the analysis and design of quality technical solutions. These solutions must be aligned with business and IT strategies and comply with the organization's architectural standards. Involved in the full systems life cycle and is responsible for designing, coding, testing, implementing, maintaining and supporting applications software that is delivered on time and within budget. Makes recommendations towards the development of new code or reuse of existing code. Responsibilities may also include participation in component and data architecture design, performance monitoring, product evaluation and buy vs. build recommendations. Has experience in systems analysis, design and a solid understanding of development, quality assurance and integration methodologies.

Dimensions

Education:

Bachelor's Degree in Computer Science, Information Systems or other related field. Or equivalent work experience.

Experience:

A minimum of 2 years of programming/systems analysis experience.

Complexity:

Intermediate professional level role. Develops solutions requiring analysis and research. Works on small to large, complex projects that require increased skill in multiple technical environments and possesses knowledge in a specific business area. Works on one or more projects as a project team member or occasionally as a project lead. May coach more junior technical staff.

Exhibit H

JOB FAMILY DESCRIPTIONS

JOB FAMILY: DATA STRATEGY AND MANAGEMENT

Job Title: Database Manager

Job#: 1400

General Characteristics

Responsible for ensuring the design, maintenance and implementation of database management systems, which provides the organization with orderly methods of data storage and controlled access to data. Possesses the technical expertise to provide leadership and manage the design and development of the organization's database environment. Ensures the design and installation of database management system applications and the establishment of the appropriate linkages to existing database applications and to other data processing systems. Ensures the development of a backup and recovery scheme for the database environment and the development and implementation of disaster recovery and business continuance procedures.

Dimensions

Education:

Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience:

A minimum of 7 years of experience in development, implementation and maintenance of database management systems across multiple platforms. Requires prior management, supervisory or team leader experience including project management experience.

Breadth:

Middle level management in database management and administration functions. Works under general direction of senior level management. Typically manages and mentors supervisors, project leaders and/or technical staff. Frequently reports to a Chief Technology Officer, IT Chief Operating Officer, Director, Systems and Programming, Operating Unit IT Executive or Departmental IT Executive.

Exhibit H

JOB FAMILY DESCRIPTIONS

JOB FAMILY: DATA STRATEGY AND MANAGEMENT

Job Title: Data Architect

Job#: 1410

General Characteristics

Responsible for enterprise-wide data design, balancing optimization of data access with batch loading and resource utilization factors. Knowledgeable in most aspects of designing and constructing data architectures, operational data stores, and data marts. Focuses on enterprise-wide data modeling and database design. Defines data architecture standards, policies and procedures for the organization, structure, attributes and nomenclature of data elements, and applies accepted data content standards to technology projects. Responsible for business analysis, data acquisition and access analysis and design, Database Management Systems optimization, recovery strategy and load strategy design and implementation.

Dimensions

Education:

Bachelor's or Master's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience:

A minimum of 7 years of experience with large and complex database management systems.

Complexity:

Expert/lead technical role. Defines and plans database architectures for enterprise systems. Works on multiple projects as a project leader or as the subject matter expert. Works on projects/issues of high complexity that require in-depth knowledge across multiple technical areas and business segments. Coaches and mentors more junior technical staff.

Exhibit H

JOB FAMILY DESCRIPTIONS

JOB FAMILY: DATA STRATEGY AND MANAGEMENT

Job Title: Data Modeler

Job#: 1420

General Characteristics

Accountable for analyzing and developing complex logical database designs, logical data models and relational data definitions in support of corporate and customer information systems requirements. Understands the methodologies and technologies that depict the flow of data within and between technology systems and business functions/operations. Responsible for the identification and resolution of information flow, content issues and the transformation of business requirements into logical data models. This position identifies opportunities to reduce data redundancy, trends in data uses and single sources of data.

Dimensions

Education:

Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience:

A minimum of 4 years of IT work experience in data modeling, data analysis, relational DBMS design and support and relevant computing environments.

Complexity:

Intermediate professional level role. Designs logical data models of low to medium complexity. Works on small to large, complex projects that require increased skill in multiple technical environments. Works on one or more projects as a project team member or sometimes as a project lead. May coach more junior technical staff.

Exhibit H

JOB FAMILY DESCRIPTIONS

JOB FAMILY: DATA STRATEGY AND MANAGEMENT

Job Title: Database Analyst

Job#: 1430

General Characteristics

Responsible for designing, modeling, developing and supporting Database Management Systems (DBMS). Analyzes data requirements, application and processing architectures, data dictionaries, and database schema(s), and then designs, develops, amends, optimizes, and certifies database schema design to meet system(s) requirements. Gathers, analyzes, and normalizes relevant information related to, and from business processes, functions, and operations to evaluate data credibility and determine relevance and meaning. Develops database and warehousing designs across multiple platforms and computing environments. Develops an overall data architecture that supports the information needs of the business in a flexible but secure environment.

Dimensions

Education:

Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience:

A minimum of 3 years of IT work experience in DBA, DBMS design and support and relevant computing environments.

Complexity:

Intermediate professional level role. Designs and supports DBMS of low to medium complexity. Works on one or more projects as a project team member or sometimes as a project leader. May coach more junior technical staff.

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JOB FAMILY DESCRIPTIONS

JOB FAMILY: DATA STRATEGY AND MANAGEMENT

Job Title: Database Administrator

Job#: 1440

General Characteristics

Manages and maintains all production and non-production databases. Responsible for standards and design of physical data storage, maintenance, access and security administration. Performs backup and recovery on Database Management Systems, configures database parameters, and prototype designs against logical data models, defines data repository requirements, data dictionaries and warehousing requirements. This position optimizes database access and allocates/re-allocates database resources for optimum configuration, database performance and cost.

Dimensions

Education:

Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience:

A minimum of 3 years of experience working with various database management systems in database design, testing, implementation, maintenance and administration in a multiple platform environment.

Complexity:

Intermediate professional level role. Supports multiple services and multiple databases of medium to high complexity (complexity defined by database size, technology used, systems feeds and interfaces) with multiple concurrent users, ensuring control, integrity and accessibility of data. Works on multiple projects as a project leader or sometimes as a project advisor. May coach more junior technical staff.

Exhibit H

JOB FAMILY DESCRIPTIONS

JOB FAMILY: QUALITY ASSURANCE

Job Title: Manager, Quality Assurance

Job#: 1600

General Characteristics

Responsible for managing the definition, implementation and integration of quality principles and quality processes into the design and development of software and IT processes. Ensures that quality methods and procedures are executed. Ensures that products, applications, and systems are in compliance with established quality standards, and meet customer requirements. Analyzes best-in-class processes, establishes customer satisfaction metrics, understands the interaction and relationship of business operations and operating systems and network processes. Champions the application of quality principles in business and IT processes through training, meeting and team facilitation, communication programs and team building activities. Responsible for researching, developing and implementing testing methods and procedures. Ensures that products meet the highest quality standards. Monitors and reports on defects.

Dimensions

Education:

Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience:

A minimum of 7 years of systems development and business experience. Experience in developing and conducting test processes for multiple types of systems, client users and/or units across an organization. Requires prior management, supervisory or team leader experience.

Breadth:

Middle level management in quality assurance functions. Works under general direction of senior level management. Typically manages and mentors supervisors, project leaders and/or technical staff. Acts as a project leader and a subject matter expert on multiple and complex projects. Frequently reports to a IT Chief Operating Officer, Operating Unit IT Executive, Departmental IT Executive or Director, Systems and Programming.

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JOB FAMILY DESCRIPTIONS

JOB FAMILY: QUALITY ASSURANCE

Job Title: Quality Engineering Consultant

Job#: 1610

General Characteristics

Responsible for establishing and implementing quality assurance and compliance processes for the IT organization. Works closely with IT leaders to develop and implement an overall quality maturity roadmap and plan for each IT functional area. Works with development, testing and production teams to develop, publish and implement software quality assurance plans. Reviews progress toward the plan regularly with IT leaders, technical teams and customers to make modifications as necessary. Establishes internal IT service quality control standards, policies and procedures. Monitors, evaluates, manages and executes audit processes to ensure compliance. Coordinates and facilitates quality assurance activities across projects with project managers. Provides guidance and subject matter expertise to IT teams on QA methodologies and processes, educates them on their responsibilities/accountabilities for the purpose of achieving on-time and quality deliverables. Makes recommendations and directs improvements to the software development lifecycle process. Documents non-compliance to policies, process and standards and assists in their resolution. Analyzes and identifies trends in IT performance metrics. Designs, monitors and analyzes performance metrics program for quality improvement initiatives. Conducts audits and analyzes findings to develop appropriate corrective action recommendations. Provides training on established processes and policies. Needed skills and knowledge include systems lifecycle development, project management, quality management and improvement methodologies and standards such as Total Quality Management (TQM), Six Sigma and the Software Engineering Institute—Capability Maturity Model (SEI-CMM).

Dimensions

Education:

Bachelor's or Master's Degree in Computer Science, Information Systems, Business Administration, or other related field. Or equivalent work experience.

Experience:

A minimum of 7 years of IT and business experience, with at least 5 years in Quality Assurance, 2 to 3 years of audit or assessment or other relevant experience.

Complexity:

Expert/lead technical role. Provides strategic direction, guidance and integrated solutions to enterprise-wide quality engineering initiatives. Works on multiple projects as a project leader or as the subject matter expert. Works on projects/issues of high complexity that require in-depth knowledge across multiple technical areas and business segments. Coaches and mentors more junior technical staff.

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JOB FAMILY DESCRIPTIONS

JOB FAMILY: QUALITY ASSURANCE

Job Title: Quality Assurance Analyst

Job#: 1620

General Characteristics

Responsible for developing and executing formal test plans to ensure the delivery of quality software applications. Involved in test planning, writing test cases/scripts, test case automation and test execution. Defines and tracks quality assurance metrics such as defects, defect counts, test results and test status. Collects and analyzes data for software process evaluation and improvements, and integrates them into business processes to address the business needs. Documents all problems and assists in their resolution. Delivers quality process training to technical staff and acts as an internal quality consultant to advise or influence business or technical partners. Performs quality audits across the various IT functions to ensure quality standards, procedures and methodologies are being followed.

Dimensions

Education:

Bachelor's Degree in Computer Science, Information Systems, or similar. Or equivalent work experience.

Experience:

A minimum of 3 years of systems development, testing and/or business experience.

Complexity:

Intermediate professional level role. Works on projects of moderate to high complexity within one or more development environments. Works on multiple programs/systems as a project team member. Considered a subject matter expert for a single program/system. May coach more junior technical staff.

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JOB FAMILY DESCRIPTIONS

JOB FAMILY: TECHNOLOGY RESEARCH

Job Title: Manager, Technology Research

Job#: 1800

General Characteristics

Understands the strategic direction of enterprise and the supporting IT systems and architectures. Maintains knowledge of emerging technological trends and utilizes this knowledge to educate both IT and the business on opportunities to build better IT solutions that support and drive business decisions. Assists in the definition of the architecture and technology needs of the organization based on new and emerging technologies, and establishes priorities and strategies consistent with business goals and economic viability. Establishes foundation architecture for organization to standardize on hardware and software usage. Serves as a consultant and advisor to senior IT leadership on advanced technologies and evaluates the business impact through cost/benefit analysis. Recommends and incorporates technology with long-term business plans. Transfers knowledge of key learnings throughout the enterprise, and establishes and communicates strategic and technological plans.

Dimensions

Education:

Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience:

A minimum of 7 years of IT work experience including managing team(s) responsible for systems development and architecture functions.

Breadth:

Middle level management in technology research area. Works under general direction from senior level management. Works on multiple programs as a project team leader and a subject matter expert. Manages and mentors supervisors, project leaders and/or technical staff. Frequently reports to a Chief Technology Officer, Operating Unit IT Executive or Departmental IT Executive.

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JOB FAMILY DESCRIPTIONS

JOB FAMILY: TECHNOLOGY RESEARCH

Job Title: Technology Research Analyst

Job#: 1810

General Characteristics

Maintains a strong understanding of the enterprise's IT systems and architectures. Assists in the analysis of the requirements for the enterprise and applying emerging technologies to support long-term business objectives. Responsible for researching, collecting, and disseminating information on emerging technologies and key learnings throughout the enterprise. Researches and recommends changes to foundation architecture. Supports research projects to identify and evaluate emerging technologies. Interfaces with users and staff to evaluate possible implementation of the new technology in the enterprise, consistent with the goal of improving existing systems and technologies and in meeting the needs of the business. Analyzes and researches process of deployment and assists in this process.

Dimensions

Education:

Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience:

A minimum of 3 years of IT work experience in architecture design, systems analysis and development.

Complexity:

Intermediate professional level role. Works on projects of moderate to high complexity across multiple computing environments. Works on multiple projects as a project team member. May coach more junior technical staff.

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JOB FAMILY DESCRIPTIONS

JOB FAMILY: CLIENT TECHNOLOGIES

Job Title: Manager, Client Technologies

Job#: 2000

General Characteristics

Responsible for providing IT users with desktop equipment and support, determining user needs and incorporating them into the design and overall plan for desktop support. The range of accountabilities minimally covers hardware and software planning, vendor selection, acquisition, Tier 2 problem resolution, set-up, integration, testing and installation. Works with organizations supported to establish performance metrics to ensure needs are being properly met. Monitors and analyzes performance metrics, sharing results with users. Organizes and coordinates the activities associated with installation, deployment and upgrade of software, hardware and network facilities as it relates to the desktop environment. Desktop applications may include productivity tools, email, and applications that are used by groups without programming customization. Evaluates and provides techniques for increasing user desktop productivity.

Dimensions

Education:

Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience:

A minimum of 7 years of IT work experience including managing team(s) responsible for desktop support function. Experience in managing support operation in a 24x7, multi-site environment. Experience with budgeting, expense management and contract management.

Breadth:

Middle level management in PC/desktop support and maintenance functions. Works under general direction of senior level management. Typically manages and mentors supervisors, project leaders and/or technical staff. Frequently reports to an IT Chief Operating Officer, Operating Unit IT Executive or Departmental IT Executive.

Exhibit H

JOB FAMILY DESCRIPTIONS

JOB FAMILY: CLIENT TECHNOLOGIES

Job Title: Client Technologies Analyst

Job#: 2010

General Characteristics

Configures, installs, monitors and maintains IT users' desktop software and hardware; supports mobile workforce. Provides consultation to IT users for all aspects of end-user computing and desktop-based LAN systems software. Provides technical support and guidance through Tier 2 support and works with vendors to resolve Tier 3 issues. Responsible for documenting solutions to problems and developing end-user guidelines. May provide on-site training to users. Evaluates, maintains, modifies (e.g., creates macros, templates) and documents desktop application packages, participates in the testing and evaluation of new desktop packages and implements prototypes. Consults with and makes recommendations to IT users on selection of hardware and software products to address business requirements.

Dimensions

Education:

Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience:

A minimum of 3 years of IT work experience in supporting desktop software and hardware products and problem solving/troubleshooting.

Complexity:

Intermediate professional level role. Provides maintenance and support for moderately complex to complex client products. Works on one or more projects concurrently as a project team member. May coach more junior technical staff.

Exhibit H

JOB FAMILY DESCRIPTIONS

JOB FAMILY: CLIENT TECHNOLOGIES

Job Title: Client Technologies Technician

Job#: 2020

General Characteristics

Configures and installs software for IT users' desktops and laptops. Involved in the installation and rollout of new software packages, upgrades and new desktop hardware. Maintains desktop software and hardware; supports mobile workforce. Provides Tier 2 support to IT users for basic software and hardware of end-user computing and desktop-based LAN systems. Troubleshoots problems using scripts and checklists as guides. Escalates to Tier 3 support when necessary. Documents problems and resolutions. May perform end-user training. Strong customer service skills are important in this position. Participates in the testing and evaluation of new desktop packages and implements prototypes.

Dimensions

Education:

Associate's or Bachelor's Degree, or technical institute degree/certificate. Or equivalent work experience.

Experience:

0 to 1 year of IT work experience with demonstrated working knowledge of the basic hardware and software products and problem solving/troubleshooting skills.

Complexity:

Learner/entry level role. Provides maintenance and support for basic client products, peripherals, network and physical moves. Works on one project at a time as a project team member. Functions, somewhat independently, under direction of senior technician or supervisor/manager. Generally follows documented procedures and checklists.

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JOB FAMILY DESCRIPTIONS

JOB FAMILY: CUSTOMER SUPPORT

Job Title: Manager, Customer Support

Job#: 2200

General Characteristics

Defines service levels, service agreements and manages the help desk operation. Establishes processes to identify, track, escalate, resolve and report customer problems. Jointly, with the customer, defines standards and measures for quality and customer satisfaction requirements. Analyzes the technical performance and reliability of products, systems and services against identified industry standards to ensure customer satisfaction. Responsible for developing and implementing technical service restorations and troubleshooting procedures for identifying, testing and diagnosing computer system and peripheral equipment faults.

Dimensions

Education:

Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience:

A minimum of 7 years of IT work experience including managing team(s) responsible for desktop support, customer service and/or production support in multi-platform environments.

Breadth:

Middle level management in help desk/customer support functions. Works under general direction of senior level management. Typically manages and mentors supervisors, project leaders and/or technical staff. Frequently reports to an IT Chief Operating Officer, Operating Unit IT Executive or Departmental IT Executive.

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JOB FAMILY DESCRIPTIONS

JOB FAMILY: CUSTOMER SUPPORT

Job Title: Customer Support Analyst

Job#: 2210

General Characteristics

Responsible for Tier 1 and 2 software and hardware support. Provides technical advice, guidance and informal training to customers using hardware and software programs. Troubleshoots and restores routine technical service and equipment problems by analyzing, identifying and diagnosing faults and symptoms using established processes and procedures. Performs root cause analysis and develops checklists for typical problems. Recommends procedures and controls for problem prevention. Maintains knowledge database and call tracking database to enhance quality of problem resolutions. Works in a team setting, sharing information and assisting others with calls.

Dimensions

Education:

Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience:

A minimum of 2 years of IT work experience with demonstrated working knowledge of basic to moderately complex hardware and software products and problem solving/troubleshooting skills.

Complexity:

Intermediate professional level role. Provides Tier 1 and Tier 2 support of medium to high complexity. Works in a team as a team member. May coach more junior technical staff.

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JOB FAMILY DESCRIPTIONS

JOB FAMILY: CUSTOMER SUPPORT

Job Title: Customer Support Technician

Job#: 2220

General Characteristics

Responsible for Tier I software and hardware support. Diagnoses and resolves problems using documented procedures and checklists in the performance of most responsibilities. Enters call data into a tracking system. Escalates problems to higher level technical support professionals when necessary. Assists in the resolution of application, hardware and software problems.

Dimensions

Education:

Associate's or Bachelor's Degree, or technical institute degree/certificate in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience:

0 to 1 year of IT work experience in computer systems or support with demonstrated working knowledge of basic hardware and software products and problem solving/troubleshooting skills.

Complexity:

Learner/entry level role. Provides Tier 1 support of low to medium complexity. Functions, somewhat independently, under general direction of more senior customer service representatives, supervisors or managers. Generally follows documented procedures and checklists.

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JOB FAMILY DESCRIPTIONS

JOB FAMILY: NETWORK MANAGEMENT

Job Title: Director, Network Operations

Job#: 2400

General Characteristics

Responsible for developing business and technology standards and best practices for department. Overall responsibility for all network operations work, including the integration of new network technologies such as wireless. Develops enterprise service levels for data and voice networking equipment and for both in-house and third party software applications. Oversees development of procedures and processes for enterprise network operations. Responsible for ensuring that the enterprise has the capability to support new technologies and maintain high levels of network performance and reliability.

Dimensions

Education:

Bachelor's or Master's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience:

A minimum of 10 years of IT and business/industry work experience, with at least 3 years of leadership experience in managing multiple, large, cross-functional teams or projects, and influencing senior level management and key stakeholders. Experience in areas such as data communications software and hardware, network administration, support and maintenance.

Breadth:

Senior level management in network operations and management functions. Has overall responsibility for department decisions and management. Provides strategic direction, coaches and mentors more junior management staff. Accountable for IT functional/departmental results. Frequently reports to a Chief Information Officer or IT Chief Operating Officer.

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JOB FAMILY DESCRIPTIONS

JOB FAMILY: NETWORK MANAGEMENT

Job Title: Manager, Network Operations

Job#: 2410

General Characteristics

Responsible for network operations and service levels for data and voice networking equipment and software including mainframe equipment, PBX, mid-range and network processing devices. Develops and implements standards, procedures, and processes for the network operations group. Plans and manages the support of new technologies (including wireless), network performance, and reliability. Defines and negotiates service level agreements. Oversees and coordinates the daily activities of the network operations center. Plans for human resources, equipment arrangements, electrical power and cable requirements for telecommunications and information processing equipment.

Dimensions

Education:

Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience:

A minimum of 7 years of IT work experience including managing team(s) responsible for technical service for hardware/software engineering, support and maintenance in LAN/WAN and multi-platform environment.

Breadth:

Middle level management in network operations functions. Works under general direction of senior level management. Typically manages and mentors supervisors, project leaders and/or technical staff. Frequently reports to an IT Chief Operating Officer, Director, Network Operations or Operating Unit IT Executive.

Exhibit H

JOB FAMILY DESCRIPTIONS

JOB FAMILY: NETWORK MANAGEMENT

Job Title: Network Architect

Job#: 2420

General Characteristics

Responsible for high-level network planning, design, and optimization. Develops strategies and direction for network systems solutions using current and emerging technologies (including wireless). Translates business requirements into network or process designs. Plans and recommends network hardware, systems management software and architecture. Approves and modifies network design and architecture to ensure compliance. Configures and maintains routers, switches, and hubs for the network systems (including wireless). Evaluates and recommends new products, maintains knowledge of emerging technologies for application to the enterprise. Monitors network performance, ensures capacity planning is performed, and is proactive in assessing and making recommendations for improvement. Performs troubleshooting procedures and designs resolution scripts. May take on role of Project Leader for special enterprise-wide assignments.

Dimensions

Education:

Bachelor's or Master's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience:

A minimum of 7 years of IT work experience in infrastructure/network environments performing network planning, architecture design, engineering (hardware and software) and optimization.

Complexity:

Expert/lead technical role. Defines network architectures and design for the enterprise. Works on multiple projects as a project leader or as the subject matter expert. Works on projects/issues of high complexity that require in-depth knowledge across multiple technical areas and business segments. Coaches and mentors more junior technical staff.

Exhibit H

JOB FAMILY DESCRIPTIONS

JOB FAMILY: NETWORK MANAGEMENT

Job Title: Network Engineer

Job#: 2430

General Characteristics

Assists in the planning, forecasting, implementation, and identification of resource requirements for network systems (including wireless) of moderate complexity. Participates in network planning, network architecture design and engineering. Integrates and schematically depicts communication architectures, topologies, hardware, software, transmission and signaling links and protocols into complete network configurations. Evaluates new products, performs network problem resolution and assists in the development and documentation of technical standards and interface applications. Monitors protocol compatibility, performs system tuning and makes recommendations for improvement.

Dimensions

Education:

Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience:

A minimum of 3 years of IT work experience in infrastructure/network environments performing network engineering (hardware and/or software), design, planning and implementation.

Complexity:

Intermediate professional level role. Works on projects/ systems/issues of medium to high complexity surrounding network planning, configuration and optimization. Works on one or more projects as a project team member, occasionally as a project team lead. May coach more junior technical staff.

Exhibit H

JOB FAMILY DESCRIPTIONS

JOB FAMILY: NETWORK MANAGEMENT

Job Title: Network Analyst

Job#: 2440

General Characteristics

Responsible for designing, installing and troubleshooting network systems (including wireless) to meet the functional objectives of the business. Involved with the configuration and maintenance of physical and logical network components. Assists in the design of the network architecture, designs the network infrastructure, and plans and designs LAN/WAN/wireless solutions. Performs capacity and resource planning, assessing network risks and contingency planning. Responsible for the implementation and maintenance of network management software; researching, analyzing and implementing software patches or hardware changes to fix any network deficiencies. Provides Tier 2 support. Involved in the evaluation of new products and services, may manage vendor service level agreements.

Dimensions

Education:

Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience:

A minimum of 3 years of IT work experience in infrastructure/network environments in network design, implementation, administration and support.

Complexity:

Intermediate professional level role. Works on projects/systems/issues of medium to high complexity. Provides support in designing, implementing, supporting and maintaining network systems. Works on one or more projects as a project team member, occasionally as a project leader. May coach more junior technical staff.

Exhibit H

JOB FAMILY DESCRIPTIONS

JOB FAMILY: NETWORK MANAGEMENT

Job Title: Network Administrator

Job#: 2450

General Characteristics

Monitors, troubleshoots and maintains network (LAN, WAN and wireless) multiplexers, hubs and routers, and uses remote monitoring tools. The duties of this position can be broad and may include such tasks as installing new workstations and other devices, adding and removing individuals from the list of authorized users, archiving files, overseeing password protection and other security measures, monitoring usage of shared resources, and handling malfunctioning equipment. Selects, develops, integrates and implements network management applications for Internet components.

Dimensions

Education:

Bachelor's Degree or technical institute degree/certificate in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience:

A minimum of 3 years of IT work experience in infrastructure/network environments in network operations, support, maintenance and administration.

Complexity:

Intermediate professional level role. Works on projects/systems/issues of medium to high complexity. Provides daily operations support, maintenance and administration for network systems. Works on one or more projects as a project team member, occasionally as a project leader. May coach more junior technical staff.

Exhibit H

JOB FAMILY DESCRIPTIONS

JOB FAMILY: NETWORK MANAGEMENT

Job Title: Network Technician

Job#: 2460

General Characteristics

Provides daily operations support and maintenance for network systems (including wireless). Proactively monitors networks to provide stable, dependable network services across multiple platforms. Configures and troubleshoots computer networks. Maintains LAN/WAN/wireless operations by working with network facility and hardware/software vendors to ensure timely problem resolution. Maintains and utilizes network management applications to identify network faults, to ensure the provision of data or other telecommunications access to customers, and the movement of information from one location to the other.

Dimensions

Education:

Associate's or Bachelor's Degree, or technical institute degree/certificate in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience:

0 to 1 year of IT work experience in infrastructure/network environments.

Complexity:

Learner/entry level role. Works on projects/systems/issues of small to medium complexity. Provides daily operations support and maintenance for network systems. Works on one project at a time as a project team member. Functions, somewhat independently, under general direction of senior technicians/engineers, supervisors or managers. Generally follows documented procedures and checklists.

Exhibit H

JOB FAMILY DESCRIPTIONS

JOB FAMILY: INTERNET PLANNING, ENGINEERING AND OPERATIONS

Job Title: Manager, Internet Operations

Job#: 2600

General Characteristics

Responsible for the development, release, and maintenance of Internet, Intranet, and Extranet systems and services supporting a wide range of content. Works with key business leaders and other IT groups to prioritize projects, maximize the effectiveness of Internet technologies in supporting the business strategy, improving communications, and enabling greater access to information. Ensures the coordination of all Internet and Web development activities, ensuring integration with other technologies utilized in the enterprise and continuity across applications. Develops standards for Internet and Web project initiation, design, development, and support. Key challenge of this position is in managing and prioritizing the numerous requests by the business, and influencing and coordinating the development of Internet based technologies occurring in areas outside of IT.

Dimensions

Education:

Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience:

A minimum of 7 years of IT and business work experience including managing team(s) responsible for development, implementation and maintenance of systems across multiple platforms. Experience with online relational database management systems, multimedia, Web applications development and testing.

Breadth:

Middle level management in Web systems and services operations and management functions. Works under general direction of senior level management. Typically manages and mentors supervisors, project leaders and/or technical staff. Works on multiple, complex projects as a project leader and a subject matter expert. Frequently reports to a Chief Technology Officer, IT Chief Operating Officer, E-Business Executive or Departmental IT Executive.

Exhibit H

JOB FAMILY DESCRIPTIONS

JOB FAMILY: INTERNET PLANNING, ENGINEERING AND OPERATIONS

Job Title: Internet/Web Architect

Job#: 2610

General Characteristics

Responsible for gathering business requirements and translating them into Internet/Web architecture to achieve business objectives. Analyzes assigned specifications, planning, designing, and developing solutions, utilizing appropriate Internet/Intranet/Extranet architecture processes supporting a wide range of content—either individually or in concert with project team members. Provides appropriate documentation for object design decisions, estimating assumptions, applets, and performance metrics—as required by organization architecture process standards, or as assigned. Responsible for minimizing the issues between the client and the server applications and for the overall set-up and design of the Internet and Web server architecture. Impact and complexity of this job increases if organization is utilizing Internet solutions (vs. only Intranet), especially those with significant business impact (e.g., e-business).

Dimensions

Education:

Bachelor's or Master's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience:

A minimum of 5 years of IT work experience with demonstrated knowledge in architecture design, software development, database management systems and systems integration in multi-platform environments.

Complexity:

Advanced professional level role. Defines Web architectures and design for the enterprise. Works on multiple projects as a project leader or frequently as the subject matter expert. Works on projects/issues of medium to high complexity that require demonstrated knowledge across multiple technical areas and business segments. Coaches and mentors more junior technical staff.

Exhibit H

JOB FAMILY DESCRIPTIONS

JOB FAMILY: INTERNET PLANNING, ENGINEERING AND OPERATIONS

Job Title: Internet/Web Engineer

Job#: 2620

General Characteristics

Integrally involved in the development and support of all Internet/Intranet/Extranet sites and supporting systems. Works closely with other IT groups and customers to define the system design and user interface based on customer needs and objectives. Participates in all phases of the development and implementation process, and may act as a project manager on special projects. Ensures the integration of the Web servers and all other supporting systems. Responsible for system tuning, optimization of information/data processing, maintenance and support of the production environment.

Dimensions

Education:

Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience:

A minimum of 4 years of IT work experience in systems analysis, development and engineering in an online environment.

Complexity:

Intermediate professional level role. Develops solutions requiring analysis and research. Works on small to large, complex projects that require increased skill in multiple technical environments and possesses knowledge in a specific business area. Works on one or more projects as a project team member or occasionally as a project leader. May coach more junior technical staff.

Exhibit H

JOB FAMILY DESCRIPTIONS

JOB FAMILY: INTERNET PLANNING, ENGINEERING AND OPERATIONS

Job Title: Web Applications Programmer

Job#: 2630

General Characteristics

Develops, maintains, and supports applications for the organization's Internet/Intranet sites. Gathers and analyzes requirements. Programs all or selected components of Web applications. Documents components and applications. Develops automation techniques to enable end-user content publishing; programs, tests and implements mapped graphic images, forms and HTML pages; handles client browser support inquiries; maintains links to external sites and accuracy on internal links while ensuring up-to-date information. Researches, evaluates and recommends new Internet tools and applications for use in assigned responsibilities. The senior level Web Applications Programmer has experience in a variety of the more difficult Web tools and languages.

Dimensions

Education:

Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience:

A minimum of 3 years of IT work experience in software development, installation and modification in an online environment.

Complexity:

Intermediate professional level role. Develops solutions requiring analysis and research. Works on small to large, complex projects that require increased skill in multiple technical environments and possesses knowledge in a specific business area. Works on one or more projects as a project team member or occasionally as a project leader. May coach more junior technical staff.

Exhibit H

JOB FAMILY DESCRIPTIONS

JOB FAMILY: INTERNET PLANNING, ENGINEERING AND OPERATIONS

Job Title: Web Designer

Job#: 2640

General Characteristics

Responsible for the design, development and creation of user-centered designs for Web sites. Responsibilities include human factors engineering, heuristic evaluations and usability testing for Web and client based applications as well as metrics setting and monitoring for assessing the usability of the Web application. Works to improve the usability, usefulness, and desirability of Web sites in collaboration with Graphic Designers, Product Managers, Engineering Staff and other Web Designers. Must be able to perform usability tests, provide design prototypes and provide ad hoc user interface consulting.

Responsible for requirements gathering and articulation of user interface issues—including development of page/site prototypes. Must be knowledgeable of user-centered design methodology, user scenarios, usability testing, storyboarding, paper and interactive prototypes.

Must have demonstrated skills in graphic applications, HTML development tools and other applicable authoring tools, Web production, front-end development using programming and scripting languages. Must be able to integrate design into program rules and system architecture and create innovative approaches to improving the end-user experience. Must be familiar with platform/browser compatibility and basic usability issues.

Dimensions

Education:

Bachelor's Degree in Computer Science, Information Systems, Graphic Design, or other related field. Or equivalent work experience.

Experience:

A minimum of 3 years of combined IT and graphic design experience. Able to understand HTML and strong working knowledge of Web generators and photographic libraries. Possesses a portfolio of Web sites or solutions.

Complexity:

Intermediate professional level role. Works on moderately complex, to complex projects that require a solid understanding of Web design and layout. Works on multiple projects as a team member and sometimes as a project leader. May coach more junior technical staff.

Exhibit H

JOB FAMILY DESCRIPTIONS

JOB FAMILY: INTERNET PLANNING, ENGINEERING AND OPERATIONS

Job Title: Webmaster

Job#: 2650

General Characteristics

Accountable for the design, upgrading, enhancement, maintenance, availability and effectiveness of technical functionality and content for one or more Web sites of the enterprise. Coordinates the publishing of Web site content, user interface, look/feel and level of specificity to suit a wide range of needs. Responsible for working closely with marketing and systems teams to coordinate content, developing on-going site structure and updates. Knowledge and experience in HTML, including style sheets, templates, complex tables, frames, image maps, CGI programming, applets, animation, multimedia design and delivery, and Web publishing procedures, is essential.

Primary focus is generally on gathering requirements that relate to the organization's business objectives relative to site audiences, and continuous content updates and site upgrades to enhance site hits/visits. Webmaster, in a junior role, would focus more extensively on programming content rather than the technical aspects of this position. Impact and complexity of this job increases if organization is utilizing Internet solutions (vs. only Intranet), especially those having significant business impact (e.g., e-business).

Dimensions

Education:

Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience:

A minimum of 4 years of IT work experience. Experience in systems administration, Web graphic design, development and implementation experience using HTML, Perl and CGI languages.

Complexity:

Intermediate professional level role. Works on projects/systems/issues of medium to high complexity. Provides design, implementation, maintenance and administration support for Web systems and services. Works on one or more projects as a project team member, occasionally as a project leader. May coach more junior technical staff.

Exhibit H

JOB FAMILY DESCRIPTIONS

JOB FAMILY: INTERNET PLANNING, ENGINEERING AND OPERATIONS

Job Title: Internet/Web Systems Administrator

Job#: 2660

General Characteristics

Responsible for ensuring the control, integrity, and accessibility of the Internet/Intranet for the enterprise. Responsible for change management procedures regarding the installation and testing of all upgrades and enhancements for the Internet/Intranet infrastructure. Responsible for proper initial installation as well as subsequent installations of updates/patches; preparation of system documentation; proactive, regular checks of system components for errors and application of necessary corrective action; set-up and maintenance of Web servers. Knowledgeable in all levels of Internet/Web security and the associated requirements for their application. Designs, develops and administers firewalls as a means of preventing unauthorized access to enterprise networks. Provides technical support to internal users and external customers; troubleshoots problems and takes corrective action on a timely, effective basis.

Dimensions

Education:

Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience:

A minimum of 3 years of IT work experience with Web-related software and hardware products, and systems administration experience with multi-platform environments.

Complexity:

Intermediate professional level role. Works on small to large, moderately complex Web sites. Works on multiple Web sites as a project team member, occasionally as a project leader. May coach more junior technical staff.

Exhibit H

JOB FAMILY DESCRIPTIONS

JOB FAMILY: INTERNET PLANNING, ENGINEERING AND OPERATIONS

Job Title: Web Customer Support Specialist

Job#: 2670

General Characteristics

Responsible for providing support services to users of Internet and Extranet sites. Provides technical advice and guidance relative to problems involving user interface, browser, hardware and supporting software. Troubleshoots and restores routine technical service and equipment troubles by analyzing, identifying and diagnosing faults and symptoms using established processes and procedures. Maintains a knowledge database and call tracking database to enhance quality of problem resolutions.

Coordinates efforts with the Help Desk to ensure all calls outside the customer environment are effectively resolved. Works in a team setting, sharing information and assisting others with calls. Provides input to Web development team for site improvements based on customer feedback. This job is very similar to an experienced Help Desk professional, with the added responsibility of interfacing directly with external customers to the business. As a result, customer service and technical competencies are very critical, as this may be the only "live" interface a customer has with the business.

Dimensions

Education:

Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience:

A minimum of 3 years IT work experience in PC or client/server platform, network or systems administration in relevant computing environments.

Complexity:

Intermediate professional level role. Works on projects/systems/issues of medium to high complexity. Provides internal and external customer support for Web systems and services. Works on one or more projects as a project team member, occasionally as a project leader. May coach more junior technical staff.

Exhibit H

JOB FAMILY DESCRIPTIONS

JOB FAMILY: OPERATIONS

Job Title: Director, Data Center Operations

Job#: 2800

General Characteristics

Responsible for the overall enterprise-wide effectiveness and efficiency of data center technology systems and networks and in ensuring high levels of customer satisfaction are maintained. Leads the migration to new technologies, evaluates processing performance relating to machine utilization and reliability, and forecasts financial, physical, and human resource needs to meet established objectives. Oversees and coordinates network/data operations, business continuance and restoration plans that isolate problems and implement pre-planned alternative routes or systems to restore service.

Dimensions

Education:

Bachelor's or Master's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience:

A minimum of 10 years of IT and business industry work experience, with at least 3 years of leadership experience in managing multiple, large, cross-functional teams or projects, and influencing senior level management and key stakeholders. Experience in the areas such as network, database administration, computer operations and production support.

Breadth:

Senior level management in data center operations and management functions. Has overall responsibility for department decisions and management. Provides strategic direction, coaches and mentors more junior management staff. Accountable for IT functional/departmental results. Frequently reports to a Chief Information Officer or IT Chief Operating Officer.

Exhibit H

JOB FAMILY DESCRIPTIONS

JOB FAMILY: OPERATIONS

Job Title: Manager, Computer Operations

Job#: 2810

General Characteristics

Responsible for the activities in the areas of production, data control, operations, and operations support. Develops and implements standards, procedures and processes for the operations group. Plans and manages the support of new technologies, data center performance and reliability. Defines and negotiates service level agreements. Oversees and coordinates the daily activities of the operations center. Provides input and recommendations regarding business continuance issues and improvements to the operations of systems and processes supported.

Dimensions

Education:

Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience:

A minimum of 7 more years of IT work experience including managing team(s) responsible for production and operations support.

Breadth:

Middle level management in data center operations. Works under general direction of senior level management. Typically manages and mentors supervisors, project leaders and/or technical staff. Works on multiple, complex projects as a project leader and a subject matter expert. Frequently reports to an IT Chief Operating Officer, Director, Data Center Operations or Operating Unit IT Executive.

Exhibit H

JOB FAMILY DESCRIPTIONS

JOB FAMILY: OPERATIONS

Job Title: Supervisor, Computer Operations

Job#: 2820

General Characteristics

Supervises the computer operations within the data center. Responsible for the day-to-day assignments of staff, and the follow-up of their work performance. Manages the daily activities to resolve problems and change management issues. Responsible for production systems' online response time. Maintains system availability, prepares metrics to evaluate systems performance, and works with IT groups and users to ensure that service objectives are met.

Dimensions

Education:

Associate's or Bachelor's Degree or technical institute degree/certificate in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience:

A minimum of 5 years of IT work experience in computer operations with exposure to multi-platform environments. Requires experience in leading teams and projects.

Breadth:

First level management in data center operations. Works under general direction of middle level management. Manages multiple processes within the operations area. Manages and mentors technical staff.

Exhibit H

JOB FAMILY DESCRIPTIONS

JOB FAMILY: OPERATIONS

Job Title: Computer Operator

Job#: 2830

General Characteristics

Responsible for monitoring multi-technology computing platforms including midrange platforms, mainframes and/or servers. Responsible for ensuring a stable operating environment and attaining maximum utilization of system facilities. Operates and monitors console systems and peripheral equipment such as printers, disk drives and tape readers. Troubleshoots and restores routine technical service and peripheral equipment, schedules production runs, performs system backup process, disaster recovery tests, loads tapes, disks and paper as needed. Assists programmers and systems analysts in running jobs that are used for testing and debugging new programs.

Dimensions

Education:

Associate's or Bachelor's Degree or technical institute degree/certificate in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience:

0 to 1 year of IT work experience.

Complexity:

Learner/entry level role. Supports systems on a single platform. Works on one project as a team member and assists with special projects. Functions, somewhat independently, under direction of senior operators, supervisors or managers. Generally follows documented procedures and checklists.

Exhibit H

JOB FAMILY DESCRIPTIONS

JOB FAMILY: OPERATIONS

Job Title: Manager, Capacity Planning

Job#: 2840

General Characteristics

Develops, manages and forecasts capacity requirements based on business needs and IT infrastructure growth capacity. Facilitates the development of policies to ensure that existing capacity is being used as efficiently as possible. Ensures data recovery, maintenance, data integrity and space requirements are met across a variety of platforms. Ensures that capacity workload modeling and availability analysis is performed for a variety of platforms and large environments. Serves as an expert resource to IT groups in planning the resource requirements for systems under development. Presents statistical availability and trend analysis and recommendations to IT management, IT leadership, and the business, as needed. Ensures reliability and availability of platforms to meet business objectives.

Dimensions

Education:

Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience:

A minimum of 7 years of IT work experience including managing team(s) responsible for infrastructure/operations support in multi-platform environments.

Breadth:

Middle level management in operations and management functions. Works under general direction of senior level management. Typically manages and mentors supervisors, project leaders and/or technical staff. Works on multiple, complex projects as a project leader and a subject matter expert. Frequently reports to an IT Chief Operating Officer, Director, Data Center Operations or Operating Unit IT Executive.

Exhibit H

JOB FAMILY DESCRIPTIONS

JOB FAMILY: OPERATIONS

Job Title: Manager, Production Support

Job#: 2850

General Characteristics

Manages the daily operations of the Production Support group. Develops and implements policies and procedures for the production support function which includes operator training and development, data center scheduling, installation and re-start and recovery procedures. Monitors and reports all production outages. Performs proactive analysis on all factors impacting high availability and service level attainment. Requires interaction with appropriate IT and business unit personnel. This position requires in-depth knowledge of computer operations, monitoring and control, systems recovery and production processing control.

Dimensions

Education:

Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience:

A minimum of 7 years of IT work experience including managing team(s) responsible for production and operations support.

Breadth:

Middle level management in data center operations. Works under general direction of senior level management. Typically manages and mentors supervisors, project leaders and/or technical staff. Works on multiple, complex projects as a project leader and a subject matter expert. Frequently reports to an IT Chief Operating Officer, Director, Data Center Operations or Operating Unit IT Executive.

Exhibit H

JOB FAMILY DESCRIPTIONS

JOB FAMILY: OPERATIONS

Job Title: Production Support Analyst

Job#: 2860

General Characteristics

Manages and controls the processing of programs and peripheral equipment on mainframe and/or distributed computer systems to ensure the highest levels of service and system availability are attained. Establishes production runs, ensuring that appropriate job control language, run documentation and data files are available. Assists in job set-up. Performs problem identification, escalation and resolution. Communicates status of operations to allow for immediate response to service disruptions.

Dimensions

Education:

Bachelor's Degree in Computer Science, Information Systems, or a related field. Or equivalent work experience.

Experience:

A minimum of 3 years of IT work experience in production and operations support.

Complexity:

Intermediate professional level role. Provides production support on multiple platforms. Works on multiple projects as a team member and may lead projects of moderate complexity. May coach more junior technical staff.

Exhibit H

JOB FAMILY DESCRIPTIONS

JOB FAMILY: TELECOMMUNICATIONS

Job Title: Manager, Telecommunications Operations

Job#: 3000

General Characteristics

Manages the operations, daily planning, engineering, design, and resource allocation for the enterprise's telecommunications functions. Ensures customer satisfaction through quality standards and measures by evaluating the performance of telecommunications networks and related interfaces. Responsible for strategic telecommunications planning and works with senior IT leadership to coordinate telecommunication plans with those of the business. Develops and implements standards, procedures, and processes for the telecommunications group. Plans and manages the support of new technologies, performance and reliability. Defines and negotiates service level agreements. Oversees and coordinates the daily activities of the operations center. Performs a coordination role with enterprise management, vendors and customers.

Dimensions

Education:

Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience:

A minimum of 7 years of IT work experience including managing team(s) responsible for infrastructure/network/telecommunications operations and support in multi-platform environments.

Breadth:

Middle level management in telecommunications operations. Works under general direction of senior level management. Typically manages and mentors supervisors, project leaders and/or technical staff. Works on multiple, complex projects as a project leader and a subject matter expert. Frequently reports to an IT Chief Operating Officer, Operating Unit IT Executive or Departmental IT Executive.

Exhibit H

JOB FAMILY DESCRIPTIONS

JOB FAMILY: TELECOMMUNICATIONS

Job Title: Telecommunications Engineer

Job#: 3010

General Characteristics

Responsible for engineering and/or analytical tasks and activities associated with areas within the telecommunications function (e.g., network design, engineering, implementation, diagnostics or operations/user support). Monitors the operation of telecom network systems. Performs complex tasks relating to telecom network operations, installation, and/or maintenance for local, off-site and/or remote locations.

The scope of responsibility for this position includes, but is not limited to, the configuration, deployment, testing, maintenance, monitoring and trouble-shooting of telecommunications network components to provide a secure, high performance network. Duties also entail quality assurance and testing of transmission mediums and infrastructure components.

Serves as technical specialist/lead on a functional basis, for the resolution of complex network problems. Experience should include: moves, adds and changes, fault isolation and resolution, and end-user support. Requires broad knowledge of telecom systems, dial plans, switching architecture, telephony and wiring.

Dimensions

Education:

Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience:

A minimum of 3 years of IT work experience in telecommunications and multi-platform environments.

Complexity:

Intermediate professional level role. Provides technical support and maintenance for existing and new telecommunications services. Works on moderate to complex projects as a team member. May lead team and coach more junior technical staff.

Exhibit H

JOB FAMILY DESCRIPTIONS

JOB FAMILY: TELECOMMUNICATIONS

Job Title: Telecommunications Technician

Job#: 3020

General Characteristics

Under direct supervision, monitors, operates, installs and maintains telecommunications systems and equipment in addition to troubleshooting any type of hardware or software problems to ensure that systems perform in a manner which best meets business needs and objectives. Responsible for the installation, maintenance and repair of telecommunications equipment. Assists in the installation of telecom systems and equipment for new company facilities. Performs telecom network software installations and maintenance of network database for system maintenance and billing support.

Possesses knowledge of data scopes, patch panels, modems and various analog and digital signaling systems. Must demonstrate thorough knowledge of T-1 network architecture and operating procedures. Knowledge of line control techniques and communication access methodology is needed. Must be able to read engineering drawings and terminate cables and grounding systems.

Dimensions

Education:

Associate's or Bachelor's Degree, or technical institute degree/certificate in Computer Science, Information Systems or other related field. Or equivalent work experience.

Experience:

0 to 1 year of IT work experience with basic understanding of telecommunications and multi-platform environments.

Complexity:

Learner/entry level role. Provides technical support and maintenance for existing telecommunications services. Works on low to moderately complex projects as a team member. Functions, relatively independently, under direction of senior professionals, supervisors or managers. Generally follows documented procedures and checklists.

Exhibit H

JOB FAMILY DESCRIPTIONS

JOB FAMILY: ELECTRONIC COMMERCE

Job Title: Director, Electronic Commerce

Job#: 3200

General Characteristics

Responsible for creation, implementation and management of the enterprise's systems in support of business e-commerce. Collaborates with business leadership in the development of an e-commerce strategy and in the prioritization of development work. Must understand business processes. Ensures integration of Internet/Extranet systems architecture with existing enterprise architecture. Develops and implements e-commerce service concepts including: pricing, packaging, product offerings and lifecycle management. Develops site transaction and partnership strategy. Works with appropriate senior management to analyze customer feedback, develop promotional plans, and target marketing for product and service concepts.

Possesses overall project management responsibility for all e-commerce development work. Responsible for the integration of the Web site with Product Development, Customer Service and Sales organizations. Manages content creation, input from other marketing groups and editorial calendar. Identifies and manages technology development partners and outside vendors. Maintains currency of new technology and evaluates opportunities for improvement. May manage a team of product managers and content editors.

Dimensions

Education:

Bachelor's or Master's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience:

A minimum of 10 years of IT (including Web/Internet, database applications and data warehousing) and business/industry work experience, with at least 3 years of leadership experience in managing multiple, large, cross-functional teams or project, and influencing senior level management and key stakeholders.

Breadth:

Senior level management. Oversees strategic planning and development of e-commerce solutions in partnership with technical and business leadership. Provides technical and e-business leadership for the enterprise. Accountable for enterprise-wide results. Frequently reports to a Chief Information Officer, Chief Technology Officer or E-Business Executive.

Exhibit H

JOB FAMILY DESCRIPTIONS

JOB FAMILY: ELECTRONIC COMMERCE

Job Title: Manager, Electronic Commerce

Job#: 3210

General Characteristics

Partners with business units to develop creative solutions using e-commerce technology that will enhance the enterprise's competitive advantage. Directs the implementation of e-Commerce services and businesses for the enterprise or specific business units. Responsible for the daily management of e-Commerce activities and staff. Possesses professional experience and knowledge in a variety of net-centric computing architectures and technologies. Possesses an operational knowledge of key business processes and understands the technology either utilized or needed for their operation. Strong Project Management expertise is essential.

Dimensions

Education:

Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience:

A minimum of 7 years of IT work experience including managing team(s) responsible for Web/Internet, database applications and data warehousing functions.

Breadth:

Middle level management in the e-commerce function. Works under general direction of senior level management. Typically manages and mentors supervisors, project leaders and/or technical staff. Works on multiple, complex projects as a project leader and a subject matter expert. Frequently reports to an E-Business Executive or Director, Electronic Commerce.

Exhibit H

JOB FAMILY DESCRIPTIONS

JOB FAMILY: ELECTRONIC COMMERCE

Job Title: Electronic Commerce Analyst

Job#: 3220

General Characteristics

Responsible for the analysis, development, maintenance and support of e-commerce software programs to ensure the needs of the business community are appropriately addressed. Works closely with vendors and trading partners. Duties include the creation and trading of partner profiles, mapping of transactions, establishment of communication links with trading partners and the testing of secure transaction maps and communication links to ensure security, proper identification and capture of required data. Identifies and documents programming requirements for all new transactions. Assists in the development and documentation of policies and procedures for the e-Commerce function.

Dimensions

Education:

Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience:

A minimum of 3 years of IT work experience in software development, installation and maintenance, Web/Internet, database applications and/or data warehousing.

Complexity:

Intermediate professional level role. Provides programs development, maintenance and support on multiple platforms for the e-commerce function. Works on multiple projects as a team member and may lead projects of moderate complexity. May coach more junior technical staff.

Exhibit H

JOB FAMILY DESCRIPTIONS

JOB FAMILY: ELECTRONIC COMMERCE

Job Title: EDI Specialist

Job#: 3230

General Characteristics

Provides technical expertise and support for Electronic Data Interchange (EDI), and other Business-to-Business communications. Analyzes and develops the EDI interface. Participates in systems design and quality assurance activities. Supports the user community and creates and maintains partner relationships with customers and vendors. Responsible for developing EDI mapping specifications and documentation. Duties include testing, implementing and maintaining EDI transactions, developing and maintaining trading partner definitions including relevant translation objects utilizing EDI translation software tools.

Handles communications with trading partners for EDI transaction set-up and ongoing maintenance. Coordinates between trading partners and networks to ensure mapping compliance. Tests and resolves incoming EDI file problems. Develops new business opportunities utilizing EDI.

Resolves technical mapping variations or gaps and first-level troubleshooting issues in production environment. Develops guidelines, checklists, procedures and training documentation. Often involved with a variety of client/server platforms.

Dimensions

Education:

Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience:

A minimum of 3 years IT or related work experience in e-commerce, network, telecommunications engineering and support in multi-platform environments.

Complexity:

Intermediate professional level role. Provides EDI programs development, maintenance and support on multiple platforms for the e-commerce function. Works on multiple projects as a team member and may lead projects of moderate complexity. May coach more junior technical staff.

Exhibit H

JOB FAMILY DESCRIPTIONS

JOB FAMILY: BUSINESS INTELLIGENCE SYSTEMS MANAGEMENT

Job Title: Director, Data Warehouse

Job#: 3400

General Characteristics

Responsible for the overall architecture, design, development, and maintenance of data warehousing and data mart systems and services for the entire enterprise's business function. Works closely with customers from a strategic perspective to identify and maximize opportunities to utilize data marts and/or data warehouse systems to improve business processes, promote the strategic use of information technology, and enable the work force to use technologies as a competitive tool. Ensures the development of enterprise-wide standards for the Data Warehouse to ensure compatibility and integration of multi-vendor platforms. Responsible for organizational balance and system coherency between front-end desktop/client environment and Data Warehouse back-end processing functions. Provides corporate leadership, vision, and direction for data warehouse systems, in support of the enterprise's business objectives and requirements.

Dimensions

Education:

Bachelor's or Master's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience:

A minimum of 10 years of IT and business/industry work experience, with at least 3 years of leadership experience in managing multiple, large, cross-function teams and projects, and influencing senior level management and key stakeholders. Experience in strategic planning, development, implementation and maintenance of large-scale integrated relational database systems.

Breadth:

Senior level management. Oversees strategic planning and development of data warehouse solutions in partnership with technical and business leadership. Accountable for enterprise-wide results. Frequently reports to a Chief Information Officer or Chief Technology Officer.

Exhibit H

JOB FAMILY DESCRIPTIONS

JOB FAMILY: BUSINESS INTELLIGENCE SYSTEMS MANAGEMENT

Job Title: Manager, Data Warehouse

Job#: 3410

General Characteristics

Works with the business and senior IT leadership to identify and establish information requirements, develop and implement data warehouse strategies that utilize data marts and/or data warehouse systems to enhance business processes and manage business intelligence. Leads the activities of data warehouse project teams in the design, development and implementation of data warehouses; and the configuration and auditing of data warehouses to ensure quality control of data.

Responsible for overseeing the development, operations and maintenance of data warehouse environment, including organizational balance and system coherency between front-end desktop/client environment and data warehouse back-end processing functions. Provides guidance regarding the use of data warehouse system, capability of systems to deliver information, and subject matter expertise regarding current systems and emerging technology. Needed knowledge includes process and data modeling, data architectural development methodology, project management and extensive knowledge of data warehouses and data marts.

Dimensions

Education:

Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience:

A minimum of 7 years of IT work experience including managing team(s) responsible for systems/applications development, database management systems and data warehouse development and management.

Breadth:

Middle level management in the data warehouse function. Works under general direction of senior level management. Typically manages and mentors supervisors, project leaders and/or technical staff. Works on multiple, complex projects as a project leader and a subject matter expert. Frequently reports to a Director, Data Warehouse or Director, Systems and Programming.

Exhibit H

JOB FAMILY DESCRIPTIONS

JOB FAMILY: BUSINESS INTELLIGENCE SYSTEMS MANAGEMENT

Job Title: Business Intelligence Architect

Job#: 3420

General Characteristics

Responsible for leading the design and support of enterprise-wide business intelligence applications and architecture. Works with enterprise-wide business and IT senior management to understand and prioritize data and information requirements. Solves complex technical problems. Optimizes the performance of enterprise business intelligence tools by defining data to filter and index that add value to the user. Creates testing methodology and criteria. Designs and coordinates a curriculum for coaching and training customers in the use of business intelligence tools to enhance business decision-making capability. Develops standards, policies and procedures for the form, structure and attributes of the business intelligence tools and systems. Develops data/information quality metrics. Researches new technology and develops business cases to support enterprise-wide business intelligence solutions.

Dimensions

Education:

Bachelor's or Master's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience:

A minimum of 7 years of experience with large and complex database management systems, business intelligence tools and systems.

Complexity:

Expert/lead technical role. Provides technical expertise and direction for the development of complex enterprise-wide business intelligence and decision support systems solutions. Works on multiple projects as a project leader or sometimes as a business subject matter expert. Works on highly complex projects that require in-depth knowledge across multiple technical areas and business segments. Coaches and mentors more junior technical staff.

Exhibit H

JOB FAMILY DESCRIPTIONS

JOB FAMILY: BUSINESS INTELLIGENCE SYSTEMS MANAGEMENT

Job Title: Data Warehouse Analyst

Job#: 3430

General Characteristics

Responsible for gathering and assessing business information needs and preparing system requirements. Performs analyses, development and evaluation of data mining in a data warehouse environment which includes data design, database architecture, metadata and repository creation. Uses data mining and data analysis tools. Reviews and validates data loaded into the data warehouse for accuracy. Interacts with user community to produce reporting requirements. Provides technical consulting to users of the various data warehouses and advises users on conflicts and inappropriate data usage.

Responsible for prototyping solutions, preparing test scripts, and conducting tests and for data replication, extraction, loading, cleansing, and data modeling for data warehouses. Maintains knowledge of software tools, languages, scripts, and shells that effectively support the data warehouse environment in different operating system environments. Possesses working knowledge of Relational Database Management Systems (RDBMS) and data warehouse front-end tools. Must have an extensive knowledge of data warehouse and data mart concepts.

Dimensions

Education:

Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience:

A minimum of 3 years of IT work experience in business intelligence tools and systems.

Complexity:

Intermediate professional level role. Provides data warehouse architectural design, development and support in multi-platform environments. Works on multiple projects as a team member and may lead projects of moderate complexity. May coach more junior technical staff.

Exhibit H

JOB FAMILY DESCRIPTIONS

JOB FAMILY: BUSINESS INTELLIGENCE SYSTEMS MANAGEMENT

Job Title: Data Warehouse Administrator

Job#: 3440

General Characteristics

Provides data warehouse support functions including database maintenance, development and enhancement. Performs database administration functions such as loading data into database from external sources, supports users in constructing queries and generating output files. Responsible for on-going design and performance enhancement, which include reviewing queries for performance issues, estimating, monitoring and tuning the warehouse as it operates. Develops and administers processes to ensure interoperability and security of data warehouse system. Must possess a strong understanding of source data, data modeling, and data repository requirements.

Dimensions

Education:

Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience:

A minimum of 3 years of IT work experience in business intelligence tools and systems.

Complexity:

Intermediate professional level role. Provides daily administration, maintenance and support of data warehouse applications in multi-platform environments. Works on multiple projects as a team member and may lead projects of moderate complexity. May coach more junior technical staff.

Exhibit H

JOB FAMILY DESCRIPTIONS

JOB FAMILY: BUSINESS INTELLIGENCE SYSTEMS MANAGEMENT

Job Title: Manager, Decision Support

Job#: 3600

General Characteristics

Acts as liaison between business and IT leadership regarding the identification of business critical information and knowledge (e.g., customer and market data), and its usage and availability. Manages the Decision Support staff to ensure that the Decision Support Systems (DSS) and Executive Information Systems (EIS) are built to meet the information needs of the business leaders and various business units. Has full understanding of corporate strategies and must manage the diversity of needs and prioritize those needs based on the overall business strategy of the organization.

Works closely with key business leaders to define critical information needs, providing guidance regarding availability of data, capability of systems to deliver information needs, and subject matter expertise regarding current systems and emerging technology. Leads the research, evaluation and selection of new technologies. Leads cost and feasibility studies. Ensures project management process is in place, provides resource management and ensures quality and timely solutions. Needed knowledge includes process and data modeling, data architectural development methodology, IT planning methodology, consulting and facilitation, project management and extensive knowledge of the enterprise's data and decision-making processes.

Dimensions

Education:

Bachelor's Degree in Computer Science, Information Systems, Business Administration, or other related field. Or equivalent work experience.

Experience:

A minimum of 7 years of IT work experience including managing team(s) responsible for database, data warehouse, decision support systems and executive information systems development, support and administration.

Breadth:

Middle level management in the data warehouse function. Works under general direction of senior level management. Typically manages and mentors supervisors, project leaders and/or technical staff. Works on multiple, complex projects as a project leader and a subject matter expert. Frequently reports to a Director, Data Warehouse or Director, Systems and Programming.

Exhibit H

JOB FAMILY DESCRIPTIONS

JOB FAMILY: BUSINESS INTELLIGENCE SYSTEMS MANAGEMENT

Job Title: Decision Support Specialist

Job#: 3610

General Characteristics

Works closely with customers and design teams in prioritizing data and information requirements. Determines how Decision Support Systems (DSS) and Executive Information Systems (EIS) will provide the information required to make effective business decisions; translates requirements into applications that employ appropriate decision support and reporting tools. Involved in the design, development and maintenance of DSS. Performs modeling of data sources and flows, works with data management staff to define an operational framework that will define, develop and implement DSS, EIS, policies and security frameworks to ensure precise and secure delivery of knowledge and information. Monitors system performance, implements changes to optimize performance. Involved in the selection of new products. Needed skills and knowledge includes process and data modeling, DSS architecture and tools, development life cycle methodologies, IT planning methodology, extensive knowledge of the enterprise's data and decision-making processes.

Dimensions

Education:

Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience:

A minimum of 3 years of IT work experience in business intelligence tools and systems.

Complexity:

Intermediate professional level role. Provides support for user community and development team in design, development and maintenance of DSS and/or EIS applications. Works on multiple function tasks that tend to be of medium technological complexity. Identifies and recommends technology solutions. Works one or more projects as a team member and may lead projects of moderate complexity. May coach more junior technical staff.

Exhibit H

JOB FAMILY DESCRIPTIONS

JOB FAMILY: BUSINESS INTELLIGENCE SYSTEMS MANAGEMENT

Job Title: Decision Support Administrator

Job#: 3620

General Characteristics

Supports the user community in the use of business intelligence tools to query files and databases for report outputs. Assists customers in use of OLAP tools, extracts and collects data for performing queries and writing reports. Reviews queries for performance issues, making changes as needed. Participates in the design and development of the system, as well as creation of user documentation. Monitors customer usage, upgrades enterprise-wide OLAP query and reporting tools, monitors batch queries and ensures interoperability and security of various front-end components. Maintains meta data coordination, and supports production system. Needed knowledge includes process and data modeling and data architectural development methodologies.

Dimensions

Education:

Associate's or Bachelor's Degree or technical institute degree/certificate in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience:

0 to 1 year IT work experience in business intelligence tools and systems.

Complexity:

Learner/entry level role. Provides support for user community. Works on multiple function tasks that tend to be of low technological complexity. Works on one or more projects as a project team member. Functions, relatively independent, under direction of senior professionals, supervisors, or managers. Generally follows documented procedures and checklists.

Exhibit H

JOB FAMILY DESCRIPTIONS

JOB FAMILY: BUSINESS INTELLIGENCE SYSTEMS MANAGEMENT

Job Title: Manager, CRM Technology

Job#: 3800

General Characteristics

Responsible for leading a team in analyzing and determining business requirements and managing the planning and execution of Customer Relationship Management (CRM) technology and associated programs to achieve business objectives of enhancing customer satisfaction, optimizing profitability and developing long-term customer loyalty. Acts as a liaison between the IT and business communities in developing and implementing CRM solutions, manages the business impact of all CRM projects. Oversees the development and improvement of the technology framework that supports the integration of enterprise customer response process through various customer services channels (e.g., mail, email, Web, call center). Partners with Sales, Marketing and the business community to develop CRM strategies and support the development and execution of customer campaigns and promotions by mining the enterprise CRM database. Works closely with data management, infrastructure and development groups to ensure required data and systems are in place to meet the enterprise's CRM needs. Leads the research, evaluation and selection of CRM technologies. Possesses a thorough understanding of data architectural development methodology, process and data modeling, Web and call center technologies for CRM solutions. Has working knowledge of database marketing methodologies and processes, including but are not limited to channel and segment marketing, direct marketing and online marketing. Strong project management skills in planning and monitoring projects in a cross-functional environment.

Dimensions

Education:

Bachelor's Degree in Computer Science, Information Systems, Business Administration or other related field. Or equivalent work experience.

Experience:

A minimum of 7 years of IT work experience including managing team(s) responsible for data warehousing, decision support systems or marketing support information systems.

Breadth:

Middle level management. Works under general direction of senior level management. Typically manages and mentors supervisors, project leads and/or technical staff. Responsible for leading a team of analysts and developers performing work in designing, developing and maintaining CRM systems and applications. Frequently reports to a Chief Technology Officer, Director, Data Warehouse or Director, Systems and Programming.

Exhibit H

JOB FAMILY DESCRIPTIONS

JOB FAMILY: BUSINESS INTELLIGENCE SYSTEMS MANAGEMENT

Job Title: Knowledge Engineer

Job#: 4000

General Characteristics

Responsible for developing an infrastructure and process to capture knowledge gained by the organization through successful system interventions and enabling its shared use. Oversees the identification of critical knowledge, its usage, availability and the needs of various business groups. Involved in modeling information sources, flows and critical paths, as well as understanding how information is turned into knowledge and the relationship of knowledge and how it supports and enables key business processes. Facilitates the development of supporting knowledge architecture and standards. Works with operations staff to define an operational framework that defines, develops and implements delivery systems, systems management, policies and security frameworks to ensure delivery of knowledge and information to appropriate groups.

Possesses expertise in process and data modeling, architectural development methodologies, IT planning methodologies and extensive knowledge of the enterprise's business and decision-making processes. Must possess strong leadership skills to gain credibility with various business leaders and stakeholders. Makes complex IT and business decisions. Works with other IT groups to ensure solid cross-functional decisions are made as a team.

Dimensions

Education:

Bachelor's or Master's Degree in Computer Science, Information Systems, Business Administration, or other related field. Or equivalent work experience.

Experience:

A minimum of 7 years of IT and business/industry work experience. Experience with document management, groupware, relational database systems, data warehouse and data mining, Web and systems analysis/development.

Complexity:

Expert/lead technical role. Develops infrastructure and process for identifying and sharing enterprise's core technical and business knowledge. Works on multiple projects as a project leader or as the subject matter expert. Works on projects/issues of high complexity that require demonstrated knowledge across multiple technical areas and business segments. Coaches and mentors more junior technical staff.

Exhibit H

JOB FAMILY DESCRIPTIONS

JOB FAMILY: ENTERPRISE RESOURCE PLANNING (ERP)

Job Title: ERP Team Lead

Job#: 4200

General Characteristics

Accountable for providing overall direction and integration for a specific ERP module, functional and/or business area. Understands the business strategy of a particular function/area and works with the team to define business requirements. Communicates and coordinates with other Team Leads, business leadership, and Project Manager to ensure appropriate integration of processes and modules across the enterprise. Oversees, defines and monitors critical path activities and resolves issues or escalates issues to the Project Manager as needed. Drives the design and implementation of new business processes with organizational structure and required ERP configuration.

Must possess an in-depth understanding of the business function/process supported, and also be viewed as a credible representative of that business function/process. Successful implementation is dependent on the ability of the incumbent to influence business leadership and management decisions and drive ownership and acceptance of changes to the business.

Dimensions

Education:

Bachelor's Degree in Computer Science, Information Systems, Business Administration, or other related field. Or equivalent work experience.

Experience:

A minimum of 7 years of IT and business work experience including managing team(s) responsible for systems implementation and/or infrastructure support. Often is recruited internally from high-level management positions in the organization.

Breadth:

Middle level management. Works under general direction of senior level management. Typically manages and mentors supervisors, project leads and/or technical staff. Degree of integration driven by ERP requires a consensus decision making process across Team Leads. Once key decisions are made, Team Lead then has autonomy for the technical decisions to support the business, but business process decisions are made through constant education and negotiation with business leadership and management. Works on complex business issues, which have a significant impact to the enterprise and across enterprise processes and functions due to the integration of ERP. Frequently reports to a Chief Technology Officer, Competency Center Leader or Departmental IT Executive.

Exhibit H

JOB FAMILY DESCRIPTIONS

JOB FAMILY: ENTERPRISE RESOURCE PLANNING (ERP)

Job Title: ERP Team Member

Job#: 4210

General Characteristics

Responsible for documenting the “to-be” processes, defining performance metrics and identifying and resolving process gaps. Has a strong understanding and experience in the ERP methodology used by the organization. Responsible for mapping the business processes to ERP modules (often in conjunction with consultants) and participates in user acceptance testing. Often is involved in the creation of documentation and training materials, and may deliver training during implementation. May also act in a system support role immediately after implementation. Incumbents in this position come from the business, with an expert level of understanding of all of the business processes of the function they represent. They also serve as a communications liaison to the business during the implementation.

Dimensions

Education:

Bachelor’s Degree in function represented in the business. Or equivalent work experience.

Experience:

A minimum of 3 years of business and/or ERP implementation experience.

Complexity:

Intermediate professional level role. Works on multiple projects as a project team member, occasionally as a technical leader. Works on small to large, complex projects that require increased skill in multiple technical environments and knowledge of a specific business area. May coach more junior technical staff.

Exhibit H

JOB FAMILY DESCRIPTIONS

JOB FAMILY: ENTERPRISE RESOURCE PLANNING (ERP)

Job Title: ERP Configurer

Job#: 4220

General Characteristics

Performs functional analysis, requirements, definition and ERP module configuration and testing. Responsible for conducting prototypes, developing functional specifications, data mapping, function mapping, setting of configuration tables and setting of transaction/control tables. Has a thorough understanding of the business processes and flows to enable the analysis of business requirements and the development of solutions for the business functions. Responsible for the identification of and resolution of gaps in the business processes. Involved in security/authorization set-up, user documentation, data interface design, data migration and reconciliation. May be involved in the installation and tuning of modification, as well as archiving data. Generally this position has light programming skills in the appropriate language to develop necessary "work arounds."

Dimensions

Education:

Bachelor's Degree in Computer Science, Information Systems, Business Administration, or other related field. Or equivalent work experience.

Experience:

A minimum of 3 years of IT work experience in systems/applications development or support functions.

Complexity:

Intermediate professional level role. Provides support for the user community and development team in the design, development, configuration and testing of ERP modules. Works on multiple functional tasks that tend to be of medium technological complexity. Identifies and recommends functional and technological solutions. Works on one or more projects as a team member. Acts as a subject matter expert for one ERP functional area. May coach more junior technical staff.

Exhibit H

JOB FAMILY DESCRIPTIONS

JOB FAMILY: ENTERPRISE RESOURCE PLANNING (ERP)

Job Title: ERP Programmer/Analyst

Job#: 4230

Scope Variant

Maps to level B

General Characteristics

Applies system solutions to business problems through the design and programming of automated systems. Configures, analyzes, designs, develops, and maintains ERP program codes and applications to support business processes and functions. Works on elements of large, complex installations. Performs all aspects of programming assignments and assists with systems design. Fully knowledgeable in ERP programming languages. Applies knowledge and experience with technology and application development methodologies to perform basic systems analysis techniques, testing, debugging, file design and storage.

Dimensions

Education:

Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience:

A minimum of 3 years of IT work experience in programming and/or ERP systems analysis. Requires advanced programming techniques and software design. May require knowledge of ERP applications or object-oriented analysis and design.

Complexity:

Intermediate professional level role. Works on multiple projects as a project team member, occasionally as a technical leader. Works on small to large, complex projects that require increased skill in multiple technical environments and knowledge of a specific business area. May coach more junior technical staff.

Exhibit H

JOB FAMILY DESCRIPTIONS

JOB FAMILY: ENTERPRISE RESOURCE PLANNING (ERP)

Job Title: ERP Systems Support Specialist

Job#: 4240

General Characteristics

Serves as single point-of-contact for end-users after Power Users have assisted end-users. Performs problem identification and on-the-spot training to prevent problem reoccurrence and knowledge transfer. Escalates Tier 2 problems to appropriate support (e.g., technical experts or process experts). Maintains history reports, identifies and addresses re-occurring problems, and assists in the development and execution of ERP and business process best practices across the organization. Performs basic fixes and data maintenance. May develop on-line help and update systems support help scripts. This position is very similar in responsibilities and tasks to a help desk position, but the impact to the organization due to errors is more significant. This position requires more advanced training than a similar help desk position.

Dimensions

Education:

Bachelor's Degree in Computer Science, Information Systems, Business Administration, or other related field. Or equivalent work experience.

Experience:

A minimum of 3 years of business and/or ERP experience.

Complexity:

Intermediate professional level role. Works on multiple projects as a project team member, occasionally as a technical leader. Works on small to large, complex projects that require increased skill in multiple technical environments and knowledge of a specific business area. May coach more junior technical staff.

Exhibit H

JOB FAMILY DESCRIPTIONS

JOB FAMILY: ENTERPRISE RESOURCE PLANNING (ERP)

Job Title: ERP Systems Administrator

Job#: 4250

General Characteristics

Responsible for ensuring the performance and reliability of ERP systems. Performs troubleshooting for hardware, software and system problems that involve ERP modules. Participates in projects to implement or enhance ERP systems and applications. Works with database administrator and ERP development team in defining user requirements, coordinating system-wide updates and installing upgrades and patches for ERP systems. Provides recommendations for enhancements/changes that may involve custom design, optional and third party products to improve the efficiency and effectiveness of ERP systems. Maintains ERP systems security through user profile management, creates and updates access permissions and maintains user accounts. Monitors and maintains performance metrics for system features, recommends and takes corrective/preventive actions. Participates in the design, development and implementation of test and production objects. Performs configuration, change management and testing activities as required. Consults users on technology changes that will impact work processes.

Dimensions

Education:

Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience:

A minimum of 3 years of business and/or ERP implementation experience. Experience with systems and database administration.

Complexity:

Intermediate professional level role. Works on multiple projects as a project team member, occasionally as a technical leader. Responsible for maintaining ERP systems and applications, supporting and training users for ERP system(s) and applications usage. Works on small to large, complex projects that require increased skill in multiple technical environments and knowledge of a specific business area. May coach more junior technical staff.

Exhibit H

JOB FAMILY DESCRIPTIONS

JOB FAMILY: ENTERPRISE RESOURCE PLANNING (ERP)

Job Title: Basis/ALE Technical Consultant

Job#: 4600

General Characteristics

Provides the highest level of technical expertise and consulting on SAP Basis or its successor, SAP Web Application Server systems to process teams and IT staff. Establishes the infrastructure standards and requirements. Evaluates, directs and supports SAP Basis and/or Web Application Server system enhancements and performs quality assurance functions. Researches and implements solutions for Basis and/or Web Application Server functionality in the areas of performance monitoring and tuning and systems configuration, design and implementation. Provides highest degree of technical engineering and support to the SAP team. Must have extensive experience in operating systems and programming languages, such as ABAP, Java and J2EE.

Dimension

Education:

Bachelor's or Master's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience:

A minimum of 5 years of IT work experience building enterprise applications, including a minimum of 2 years of experience with SAP systems.

Complexity:

Advanced professional level role. Works on multiple projects as a project leader or frequently as the subject matter expert. Works on projects/issues of medium to high complexity that require demonstrated knowledge across multiple technical areas and business segments. Coaches and mentors more junior technical staff.

Exhibit H

JOB FAMILY DESCRIPTIONS

JOB FAMILY: SOURCING AND VENDOR RELATIONSHIP MANAGEMENT

Job Title: Chief Sourcing Officer

Job#: 4800

General Characteristics

Responsible for the development and implementation of an overall IT sourcing strategy in a multi-sourced IT environment. Acts as an integral part of the CIO's leadership team, works closely with other IT and business leaders to develop and execute the IT sourcing strategies and programs. Leads the IT Sourcing Office in evaluating and determining the most cost-effective and efficient means of sourcing, acquiring and delivering IT products and services. Responsible for making strategic decisions on what should be in-sourced and what should be outsourced based on the IT and business strategic direction. This role focuses on the sourcing at an enterprise level and is responsible for creating the governance mechanism that is necessary to continuously coordinate and integrate the teams of vendor relationship management, contract management and administration, IT project and asset management.

Dimensions

Education:

Bachelor's Degree or Master's Degree in Computer Science, Information Systems, Business Administration, or other related field. Or equivalent work experience.

Experience:

A minimum of 10 years of experience including managing large, multiple, cross-functional team(s) and project(s) and influencing senior management and key stakeholders. Experience with vendor relationship management, contract negotiation, contract administration, project or asset management in a technology environment.

Breadth:

Senior level management. Oversees strategic planning and development of sourcing strategies and programs in partnership with technical and business leadership. Accountable for enterprise-wide results. Frequently reports to a Chief Information Officer, Chief Technology Officer or IT Chief Operating Officer.

Exhibit H

JOB FAMILY DESCRIPTIONS

JOB FAMILY: SOURCING AND VENDOR RELATIONSHIP MANAGEMENT

Job Title: Manager, IT Procurement

Job#: 4810

General Characteristics

Recommends and establishes the IT procurement strategy, processes, and procedures that are consistent with corporate policy, IT project requirements and sound commercial, legal and ethical practices. Responsible for the systematic execution of processes and procedures for the timely and cost effective purchasing of IT products and services. Manages the activities of the IT procurement function, including the collection and execution of purchase orders, negotiation of bids from vendors, placement and tracking of purchase orders and coordination and reconciliation of invoices for processing. Manages the full cycle of all IT purchases, agreements and contracts from initiation to completion. Manages supplier relationships and service level administration for vendors. Acts as a liaison between IT and vendors in major dispute resolution concerning supplier performance. Evaluates supplier base for cost savings opportunities. Identifies and engages services of new suppliers in support of IT requirements.

Dimensions

Education:

Bachelor's Degree in Business Administration, Finance, Accounting, or other related field. Or equivalent work experience.

Experience:

A minimum of 7 years of business experience including managing team(s) responsible for asset management, procurement, finance or other related functions.

Breadth:

Middle level management. Works under general direction of senior level management. Typically manages and mentors supervisors, project leads and/or technical staff. Works on multiple, complex projects as a project leader and a subject matter expert. Frequently reports to an IT Chief Operating Officer, Chief Information Officer, Chief Financial Officer or Chief Sourcing Officer.

Exhibit H

JOB FAMILY DESCRIPTIONS

JOB FAMILY: SOURCING AND VENDOR RELATIONSHIP MANAGEMENT

Job Title: IT Procurement Specialist

Job#: 4820

General Characteristics

Participates in the selection and implementation of IT supplier sourcing strategies to ensure high quality, on time delivery and cost competitiveness. Responsible for the collection and execution of purchase orders. Solicits, receives and analyzes proposals, quotations and tender submissions and recommends selection of suppliers in accordance with corporate policies and legal compliance. Tracks purchase orders and reconciles invoices in preparation for payment processing. Acts as a point of contact for IT in regards to vendor performance, including on-time delivery, quality of products and services acquired and problem resolution. Coordinates with Asset Management to ensure effective inventory management.

Dimensions

Education:

Bachelor's Degree in Business Administration, Finance, Accounting, or other related field. Or equivalent work experience.

Experience:

A minimum of 3 years of business experience in asset management, procurement, finance or other related functions.

Complexity:

Intermediate professional level role. Works on multiple projects as a project team member, occasionally as a technical leader. Works on small to large, complex projects that require increased skill in multiple technical environments and knowledge of a specific business area. May coach more junior staff.

Exhibit H

JOB FAMILY DESCRIPTIONS

JOB FAMILY: SOURCING AND VENDOR RELATIONSHIP MANAGEMENT

Job Title: Manager, Vendor Relationships

Job#: 5000

General Characteristics

Develops and implements the strategic sourcing and vendor relationship strategies. Manages the selection, acquisition and monitoring of contractual agreements for hardware, software and IT services for the enterprise. Works closely with the business and IT to understand their needs and serves as the IT point of contact for all purchases, deliveries and problems with products and services. Articulates and negotiates service level agreements. Works with Asset Management to ensure appropriate use of corporate funds. Develops, or assists in the development of Request for Information (RFIs), Request for Proposal (RFPs) and business cases.

Qualifies vendors and maintains an approved vendor database and tracking system. Establishes standards and procedures for evaluating products and services. Serves as the primary interface between the service provider and the business. Maintains contact with vendors to manage the status and quality of orders and the progress toward contractual commitments. Provides status updates on purchases, escalates delivery problems as necessary to affect minimal impact to the operation. Follows up with IT management to ensure satisfaction with delivered products and services and addresses any problems or concerns.

Participates in the budget process, such as annual budget planning, providing cash flow for other departments, quarterly reconciliation and ad hoc expense reports. Continually seeks optimal value in service from vendors, reviewing and monitoring performance and return-on-investment metrics and initiating contract modifications. Pursues new vendor relationships as needed. Must have a basic understanding of all product and service needs, and must maintain knowledge of changing technologies.

Dimensions

Education:

Bachelor's Degree in Computer Science, Information Systems, Business Administration, or other related field. Or equivalent work experience.

Experience:

A minimum of 7 years of experience including managing team(s) responsible for vendor relationship management, contract negotiation, contract administration, project or asset management in a technology environment.

Breadth:

Middle level management. Works under general direction of senior level management. Typically manages and mentors supervisors, project leads and/or technical staff. Develops strategic outsourcing strategy and plans, provides management direction to the team(s). Supports multiple contracts or complex enterprise agreements. Works on projects that range in size, complexity and contract duration. Frequently reports to a Chief Technology Officer, IT Chief Operating Officer, Chief Information Officer, Chief Financial Officer or Chief Sourcing Officer.

Exhibit H

JOB FAMILY DESCRIPTIONS

JOB FAMILY: SOURCING AND VENDOR RELATIONSHIP MANAGEMENT

Job Title: Manager, Outsourcing Contracts

Job#: 5010

General Characteristics

Responsible for all activities relating to the outsourcing contract management function. Leads contract efforts from contract signing, through vendor transition and current operational state. Establishes metrics, process and procedures and oversight management model required to ensure optimum vendor delivery, service, quality and pricing. Monitors vendor contracts to ensure terms and conditions are met; defines and manages vendor penalties/incentives if performance does not meet established criteria/exceeds established criteria.

Interprets the contract for the enterprise. Sets vendor directions and priorities. Creates, negotiates and incorporates contract amendments. Renegotiates contract, if required, to accommodate scope changes or changes in business requirements. Reviews vendor proposals and negotiates pricing/terms. Reviews vendor invoices for accuracy, and owns enterprise budget responsibility for the outsourcing expense. Serves as first point of negotiation for vendor disputes. Complexity of position can vary significantly depending on deal size/scope, single vs. multiple contract responsibility, and whether responsibility covers IT outsourcing contracts exclusively or all enterprise outsourcing contracts.

Dimensions

Education:

Bachelor's Degree in Business Administration, or other related field. Or equivalent work experience.

Experience:

A minimum of 7 years of finance or contract management work experience including managing team(s), specifically within the IT area.

Breadth:

Middle level management. Works under general direction of senior level management. Typically manages and mentors supervisors, project leads and/or technical staff. Supports multiple contracts or complex enterprise agreements. Works on projects that range in size, complexity and contract duration. Frequently reports to a Chief Technology Officer, IT Chief Operating Officer, Chief Information Officer, Chief Financial Officer or Chief Sourcing Officer.

Exhibit H

JOB FAMILY DESCRIPTIONS

JOB FAMILY: SOURCING AND VENDOR RELATIONSHIP MANAGEMENT

Job Title: Contracts Manager

Job#: 5020

General Characteristics

Manages and controls the contractual relationship with service providers. Coordinates contract activities, including contract development, negotiation and transition. Monitors vendor contracts to ensure terms and conditions are met. Defines and manages vendor penalties and incentives, if performance does not meet or exceed established criteria. Creates, negotiates and incorporates contract amendments, renegotiating the contract, if required, to accommodate scope changes or changes in organization requirements. Reviews contract budget variances and takes corrective action as needed.

Dimensions

Education:

Bachelor's Degree in Business Administration, or other related field. Or equivalent work experience.

Experience:

A minimum of 4 years of finance or contract management experience.

Complexity:

Intermediate professional level role. Manages the entire contractual relationship with one or more IT service providers. Serves as a liaison between the IT service provider and the business. Supports multiple contracts or complex enterprise agreements. Works on projects that range in size, complexity and contract duration. May coordinate or manage the work of others.

Exhibit H

JOB FAMILY DESCRIPTIONS

JOB FAMILY: SOURCING AND VENDOR RELATIONSHIP MANAGEMENT

Job Title: Finance/Administration Specialist

Job#: 5040

General Characteristics

Responsible for the financial administration practices and procedures associated with the management of vendor contracts. Reviews vendor charges, identifies disparities and resolves basic issues with the service provider. Monitors contract budget performance, identifying variances and recommending corrective actions. Allocates costs across the enterprise and performs regular audits to ensure contract compliance. Performs cost benefit analyses and supports Vendor Relationship Management team in developing the business cases necessary to gain approval for vendor-supplied services.

Dimensions

Education:

Associate's or Bachelor's Degree in Business Administration, Finance or other related field. Or equivalent work experience.

Experience:

0 to 2 years of financial management experience, preferably within the IT area.

Complexity:

Learner/entry level role. Provides financial management of one or more outsourcing projects. Represents either a business unit or enterprise initiative. Works on projects that range in size, complexity and contract duration. Functions, somewhat independently, under general direction of senior level professionals, supervisors or managers. Generally follows documented procedures and checklists.

Exhibit H

JOB FAMILY DESCRIPTIONS

JOB FAMILY: SOURCING AND VENDOR RELATIONSHIP MANAGEMENT

Job Title: Technical Advisor

Job#: 5200

General Characteristics

In an outsourcing environment, works with service providers to ensure their in-scope technical solutions are consistent with enterprise's business strategy and architecture. Works closely with business unit performance managers and quality assurance staff to review service provider problems, to analyze and validate the accuracy of information and the feasibility of solutions. May troubleshoot performance issues and resolve problems with service providers. Tracks industry trends and maintains knowledge of new technologies in the area of expertise to better evaluate business unit service requests and service provider proposals. Keeps current on the participating business strategies and advises when solutions may or may not be leveraged across the enterprise. Understands the value of technology in the enterprise's business processes, works with service providers to identify opportunities for innovation, cost reduction and improved efficiencies and reviews service provider solutions. In addition, this role provides input into the in-scope technical architecture for outsourcing projects.

Dimensions

Education:

Bachelor's or Master's Degree in Business Administration, or other related field. Or equivalent work experience.

Experience:

A minimum of 7 years of IT experience within one or more specialty areas. Has a deep level of understanding surrounding information systems, networking theory and architecture standards in areas of expertise.

Complexity:

Expert/lead technical role. Works on one or more projects as the subject matter expert or technical leader/consultant. When involved with a project team, acts in a consultative manner and typically does not provide administrative or management type of support. Works on complex tasks, projects or supports issues that involve a high degree of risk, impacts business unit performance and makes use of the individual's high level of knowledge within one or more areas of specialty. Coaches and mentors more junior technical staff.

Exhibit H

JOB FAMILY DESCRIPTIONS

JOB FAMILY: BUSINESS MANAGEMENT/ADMINISTRATION

Job Title: Asset Manager

Job#: 5400

General Characteristics

Manages the administration of IT inventory, asset management, and technical service contracts. Maintains and manages software license information and updates. Works with Manager, IT Procurement in the development of enterprise-wide IT purchasing standards and procedures. Creates and manages enterprise-wide asset management systems and serves as liaison to the Finance and Legal departments as it relates to the functions of this position. Ensures corporate and legal guidelines are followed for managing IT hardware and software assets.

Responsible for the evaluation, recommendation, and implementation of asset management systems for all IT technical assets. Provides support to the Finance department by providing asset information and managing the physical inventory control. Defines requirements for asset acquisition and procedures to include management and disposal strategies for the enterprise. Responsible for asset budget preparation, coordinates with IT Procurement on receipt of purchase orders, invoice processing and reconciles changes in inventory. Experience required includes extensive asset and financial management.

Dimensions

Education:

Bachelor's Degree in Business Administration, Finance, Accounting, or other related field. Or equivalent work experience.

Experience:

A minimum of 7 years of business experience including managing team(s) responsible for asset management, finance, procurement and/or service contract management.

Breadth:

Middle level management. Works under general direction of senior level management. Typically manages and mentors supervisors, project leads and/or technical staff. Works on multiple, complex projects as a project leader and a subject matter expert. Frequently reports to an IT Chief Operating Officer or Chief Sourcing Officer.

Exhibit H

JOB FAMILY DESCRIPTIONS

JOB FAMILY: BUSINESS MANAGEMENT/ADMINISTRATION

Job Title: Asset Management Administrator

Job#: 5410

General Characteristics

Administers IT purchase and inventory system and management system. Updates and administers asset databases, tracking life cycle of all assets. Receives and manages inventory, ensures security of assets while in inventory. Maintains and manages supplier records, service level agreements, software license information and updates, and assists in developing enterprise-wide IT purchasing standards and procedures. Receives new equipment/software requests and monitors procurement and deployment activities. Verifies financial data (e.g., leased, depreciated or expensed), and monitors and reconciles changes in inventory and performs spot checks to ensure process and system quality.

Dimensions

Education:

Associate's or Bachelor's Degree in Business Administration, Finance, Accounting, or other related field. Or equivalent work experience.

Experience:

0 to 1 year of business experience in asset management, procurement, finance or related experience.

Complexity:

Learner/entry level role. Works as a team member on one or more asset management projects. Performs tasks of low to medium complexity supporting the organization's asset management program. Functions, somewhat independently, under general direction of senior level professionals, supervisors or managers. Generally follows documented procedures and checklists.

Exhibit H

JOB FAMILY DESCRIPTIONS

JOB FAMILY: BUSINESS MANAGEMENT/ADMINISTRATION

Job Title: Director, HR/IT

Job #: 5500

General Characteristics

Acts as the strategic liaison between HR and IT. Provides HR leadership support and counsel to the IT organization in the areas of workforce planning, recruiting, training and career development, organization design, performance management, compensation, recognition and change management. Works with CIO and IT leadership team to develop a people strategy that supports the goals of the IT organization. Develop action plans and strategies to address particular IT workforce needs. Promotes innovation and continuous improvement in the IT organization.

Works with the IT leadership team to drive broad cultural change and position the organization for long-term success by helping to build a high performing IT workforce. Analyzes and presents information to the IT leadership team that enables good decision making and encourages the focus around key people issues. Ensures IT human capital management practices and programs align with and are in compliance with corporate HR policies and standards.

This position may have a joint reporting function into human resources and senior IT leadership (the CIO). This is a multifaceted position requiring a broad combination of skills spanning human resources, general management capabilities, and a solid understanding of IT functions, roles and responsibilities.

Dimensions

Education:

Bachelor's or Master's Degree in Business Administration, Human Resources, or other related field. Or equivalent work experience.

Experience:

A minimum of 10 years of related experience in HR and IT including 3 years of leadership experience in managing medium to large teams and influencing senior level management and key stakeholders. Must have a broad knowledge of the IT function and in-depth knowledge of HR function.

Breadth:

Senior level management. Typically manages and mentors mid-level managers. Works on multiple, complex projects in a leadership capacity by providing direction and support. Frequently reports to a corporate human resource executive, Chief Information Officer or IT Chief Operating Officer.

Exhibit H

JOB FAMILY DESCRIPTIONS

JOB FAMILY: BUSINESS MANAGEMENT/ADMINISTRATION

Job Title: Manager, HR/IT Staffing

Job#: 5600

General Characteristics

Develops and implements sourcing strategies and programs to recruit and select both permanent and contracted staff for the IT organization. Viewed as the in-house consultant on recruiting and retention practices, and strategy. Manages a variety of recruiting efforts, which may include college and Internet recruitment, and use of recruitment firms. Ensures legal and corporate hiring policies are adhered to. Leads succession planning process; performs forecasting needs based on changes within the organization (e.g., retirement statistics, planned moves, reorganizations); creates and maintains a recruiting plan accordingly.

Manages the recruitment process, screening process, conducts interviews for permanent and contract staff (including basic technical interviews), makes recommendations for hire and manages the extension of offers. Has a strong understanding of the competitive marketplace (e.g., key competitors for employees, compensation pressure points, "hot" skills, and competitors' differentiators). Proactive in representing IT issues and needs to HR leadership and is active in the HR and IT community to build awareness of the organization. Manages the relationship with contract staff vendors, negotiates contracts and pricing and maintains records of use of contracted services. May make hiring decisions for selected positions. Viewed as critical and respected resource to IT, and an advocate of IT needs to HR.

Dimensions

Education:

Bachelor's Degree in Business Administration, Human Resources, or other related field. Or equivalent work experience.

Experience:

A minimum of 7 years of related experience in HR and IT including managing team(s) and project(s).

Breadth:

Middle level management. Works under general direction of senior level management. Typically manages and mentors supervisors, project leads and/or technical staff. Works on multiple, complex projects as a project leader and a subject matter expert. Frequently reports to a corporate human resource executive, IT Chief Operating Officer or Chief Sourcing Officer.

Exhibit H

JOB FAMILY DESCRIPTIONS

JOB FAMILY: BUSINESS MANAGEMENT/ADMINISTRATION

Job Title: Technical Recruiter

Job#: 5610

General Characteristics

Responsible for sourcing and recruiting IT professionals for the enterprise. Works with management to define candidate qualifications. Interprets the organization's recruiting strategy, identifies sources, develops and executes recruiting plans to meet the organization's technical staff needs. Utilizes multiple channels to recruit candidates, which may include, but is not limited to, colleges, job fairs, Internet, employee referrals, recruitment firms. Identifies, screens and interviews qualified candidates. Conducts background checks and obtains references in accordance with established procedures. Must possess working knowledge of information technology used in the enterprise and understanding of skills required for each technical position. Must have ability to establish strong relationships with various recruitment sources to secure a candidate pool as needed.

Dimensions

Education:

Bachelor's Degree in Business Administration, Human Resources, or other related field. Or equivalent work experience.

Experience:

A minimum of 3 years of related experience in recruiting and IT.

Complexity:

Intermediate professional level role. Works on multiple recruiting projects as a project team member, occasionally as a project leader. Works on small to large, complex assignments that require increased skill in multiple technical environments and knowledge of a specific business area. May coach more junior recruiters.

Exhibit H

JOB FAMILY DESCRIPTIONS

JOB FAMILY: BUSINESS MANAGEMENT/ADMINISTRATION

Job Title: HR/IT Generalist

Job#: 5620

General Characteristics

Responsible for providing the IT organization with exclusive, full range HR functional support. This involves functions such as recruiting (including college recruiting), maintaining employee personnel records, performance management consulting on organizational/personnel issues, managing compensation and benefits, addressing issues related to employee and labor relations—including AAP and EEO matters, often assessing training needs and designing and presenting training programs. May be involved in grievance and arbitration investigation and preparation, labor contract administration and contract negotiations.

Typically involves interaction with department heads, supervisors, and employees on HR related issues, including personnel policies and procedures, investigations and recommendations on employee disciplinary actions, job analysis and organizational review. Demonstrates knowledge of the IT industry and the business, as IT is their sole customer.

Assists in developing and administering enterprise-wide HR policies (e.g., drug and alcohol policies, absence control programs, work rules). Also involved in developing and maintaining employee communications programs through the design of newsletters and information campaigns for the purpose of informing the organization of HR policies/issues.

Dimensions

Education:

Bachelor's Degree in Business Administration, Human Resources, or other related field. Or equivalent work experience.

Experience:

A minimum of 3 years of related experience in HR and IT.

Complexity:

Intermediate professional level role. Works independently, or on multiple projects as a project team member, occasionally as a project leader. Works on small to large, complex projects that require increased skill in multiple technical environments and knowledge of a specific business area. May coach more junior HR staff.

Exhibit H

JOB FAMILY DESCRIPTIONS

JOB FAMILY: BUSINESS MANAGEMENT/ADMINISTRATION

Job Title: Documentation Specialist/Technical Writer

Job#: 5800

General Characteristics

Responsible for creation and maintenance of IT documentation. Translates technical and/or complicated information into clear, concise documents appropriate for various target audiences. Works with Development, Quality Assurance and Technical Support to produce a wide variety of technical publications including instructional materials, technical manuals, product documentation and the like for use by both the IT and business community. Interviews subject matter experts and technical staff to collect information, prepare written text, and coordinate layout and material organization. Researches information such as drawings, design reports, equipment and test specifications to fill any gaps.

Reviews, critiques, and edits documentation including design documents, programmer notes and system overviews. Requires knowledge of company product lines and document structure. Depending on the industry/work environment, such documents may include various media, including written and video. Responsibilities include maintenance of internal documentation library, providing and/or coordinating special documentation services as required, and oversight of special projects. Must have strong organizational and project management skills and excellent writing and editing skills.

Dimensions

Education:

Bachelor's Degree in Journalism, Technical Writing, Business Administration, or other related field. Or equivalent work experience.

Experience:

A minimum of 3 years of business or technical writing experience and working knowledge of multiple software and graphics packages.

Complexity:

Intermediate professional level role. Works on several moderately complex, to complex document management projects as a project team member. May coach more junior staff.

Exhibit H

JOB FAMILY DESCRIPTIONS

JOB FAMILY: BUSINESS MANAGEMENT/ADMINISTRATION

Job Title: Manager, IT Finance

Job#: 6000

General Characteristics

Provides financial management for the IT organization. Leads the analysis, development and implementation of financial services for IT planning and control. Analyzes and prepares IT budget and develops proposals with supporting documentation and justification. Leads analysis on IT financial conditions, business compliance matters and effectiveness of strategies and programs to business objectives, develops recommendations for senior IT leadership team for a variety of business issues. Provides financial statements for IT leadership team such as monthly budgets and summary reports. Audits and approves invoices for contract payment. Develops financial metrics and conducts audits to ensure compliance. Drives common accounting practices, reconcilements and consistent reporting. Ensures the compliance with all federal and state legislations as well as internal policies and procedures. May be in charge of developing an appropriate pricing model and chargeback scheme for IT services.

Dimensions

Education:

Bachelor's Degree in Finance, Economics, Accounting, or other related field. Or equivalent work experience.

Experience:

A minimum of 6 years of financial management experience including managing team(s) responsible for financial analysis, planning, cost analysis, market capitalization, P&E ratios and financial statements.

Breadth:

Middle level management. Works under general direction of senior level management. Typically manages and mentors supervisors, project leads and/or professional staff. Responsible for supporting complex IT financial activities on an IT enterprise-wide basis and/or business unit level. Frequently reports to a corporate Chief Financial Officer, Chief Information Officer, IT Chief Operating Officer or Operating Unit IT Executive.

Exhibit H

JOB FAMILY DESCRIPTIONS

JOB FAMILY: BUSINESS MANAGEMENT/ADMINISTRATION

Job Title: Director, IT Risk and Compliance

Job#: 6100

General Characteristics

Leads, develops and maintains the IT risk and compliance management strategy. Develops and maintains policy, standards, processes and procedures to assess, monitor, report, escalate and remediate IT risk and compliance related issues. Works collaboratively with corporate compliance, internal auditing and corporate risk management and various technical teams in the design and implementation of audit, risk assessment and regulatory compliance practices for IT. Leads cross-functional teams in performing reviews and tests of IT internal controls to ensure that existing IT systems are operating as designed and that they contain adequate controls. Facilitates risk assessments and identifies risk themes. Proactively promotes enhancement of technology-related internal controls awareness and training across IT and business units.

Monitors and analyzes technology risk trends, recommends appropriate IT policies, procedures and practices to strengthen internal operations. Directs IT functional teams in the development, implementation, monitoring and reporting of control processes, documentation and compliance routines. Advises IT and business executives on the status of technology risk and compliance issues based on assessment results and information from various monitoring and control systems. Educates IT and business executives on appropriate mitigation strategies and approaches. Provides oversight regarding audit, regulatory and risk management activities across IT functional areas, such as the development and maintenance of regulatory documentation (e.g., Sarbanes-Oxley Act compliance). Coordinates the IT component of both internal and external audits, federal and state examinations. Possesses detailed knowledge of industry regulatory environment and risk management practices, and thorough understanding of local and federal regulations such as Sarbanes-Oxley, Basel II, and HIPAA.

Dimensions

Education:

Bachelor's Degree in Computer Science, Information Systems, Business Administration, or other related field. Or equivalent work experience.

Experience:

A minimum of 10 years of IT and business work experience including managing team(s) responsible for risk management, compliance and audit, information security management.

Breadth:

Senior level management in risk and compliance management. Has overall responsibility for department decisions and management. Provides strategic direction, coaches and mentors more junior management staff and/or senior level professionals. Has accountability for IT functional/departmental results. Frequently reports to a corporate risk management executive, Chief Financial Officer or Chief Information Officer.

Exhibit H

JOB FAMILY DESCRIPTIONS

JOB FAMILY: BUSINESS MANAGEMENT/ADMINISTRATION

Job Title: Manager, IT Audit

Job#: 6200

General Characteristics

Leads and manages internal audit function for information systems audits and compliance-related work (e.g., Sarbanes-Oxley Act compliance) using generally applicable and accepted standards and framework for IT audit (e.g., COBIT). Develops and implements an IT audit strategy and plan to review technical systems controls, identify control weakness and communicate significant control and compliance risk to senior management. Provides recommendations to correct or mitigate IT systems control and compliance weaknesses. Works with corporate and IT risk management team in developing and implementing internal control policies in a wide variety of IT processes. Promotes compliance with regulatory requirements and IT best practices, especially with respect to project management, systems development and information security. Provides control-related consultancy to management teams and ensures the existing/new applications and/or technology infrastructure elements comply with enterprise security, control and audit standards in addition to passing local and federal regulatory examinations.

Supervises and conducts audit activities. Prepares audit reports, advises IT leadership and business line management about the status of technology-related internal control and compliance issues, makes recommendations for risk mitigation, process, control or cost improvement approaches. Plans, manages, directs and reviews the work of technical auditors and consultants.

Dimensions

Education:

Bachelor's Degree in Computer Science, Information Systems, Business Administration, or other related field. Or equivalent work experience.

Experience:

A minimum of 7 years of IT and/or auditing work experience including managing team(s) responsible for audit, finance or accounting functions. Typically possesses an IT auditing professional designation (e.g., Certified Information System Auditor (CISA)) or accounting professional designation (e.g., CPA).

Breadth:

Middle level management. Works under general direction of senior level management. Typically manages and mentors supervisors, project leads and/or technical staff. Works on multiple, complex projects as a project leader and a subject matter expert. Frequently reports to a corporate Chief Financial Officer, Chief Information Officer or IT Chief Operating Officer.

Exhibit H

JOB FAMILY DESCRIPTIONS

JOB FAMILY: BUSINESS MANAGEMENT/ADMINISTRATION

Job Title: IT Auditor

Job#: 6210

General Characteristics

Responsible for planning and performing audits of information systems and related processes in a multi-platform environment. This may include reviewing organizational IT policies, standards and procedures and providing advice on their adequacy, accuracy and compliance with government guidelines and regulatory requirements (e.g., Sarbanes-Oxley Act); assisting management in the identification and assessment of technology related risks, and reporting on the adequacy of risk-based controls; evaluating technology and business related controls for integrated IT and business auditing efforts. Participates in new system development and implementation reviews by reviewing project documentation, conducting interviews, assessing work completed.

Ensures that development efforts are in compliance with organizational policies, standards and procedures, and controls are adequately incorporated into the systems; identifies areas of opportunity for process, control or cost improvement. Works with outside auditors to help reconcile discrepancies or support the external auditing functions and local, federal examinations. May be responsible for developing and implementing tools to support automated audit effort. May perform due diligence and special review(s) work as required by management. Has working knowledge of generally applicable and accepted auditing standards and framework (e.g., COBIT) and best practices for IT services management (e.g., ITIL), government guidelines and laws (e.g., Sarbanes-Oxley Act).

Dimensions

Education:

Bachelor's or Master's Degree in Computer Science, Information Systems, Business Administration, or other related field. Typically requires an IT auditing professional designation (e.g., Certified Information System Auditor (CISA)) or accounting professional designation (e.g., CPA).

Experience:

A minimum of 5 years of IT work experience, including 2 to 3 years IT auditing or equivalent experience.

Complexity:

Advanced professional level role. Works on multiple auditing projects as a project leader or frequently as the subject matter expert. Works on projects/issues of medium to high complexity that require demonstrated knowledge across multiple technical areas and business segments. Coaches and mentors more junior technical staff.

Exhibit H

JOB FAMILY DESCRIPTIONS

JOB FAMILY: BUSINESS MANAGEMENT/ADMINISTRATION

Job Title: Business Management Specialist

Job#: 6400

General Characteristics

Assists with the daily operations and provides general administrative support to the assigned IT organization. Responsibilities may include participating and assisting in the preparation of annual business plan for the assigned IT functional area, coordinating the contract management efforts, such as the development of requests for proposals (RFP) and supporting the development and final execution of contracts. Maintains annual expense budgets utilizing proper accounting/budgeting controls, enters financial data into tracking system and provides regular and ad-hoc financial status reports. Implements cost allocation program, and responds to basic questions and concerns from the business areas. Reviews contract invoices, identifies disparities and resolves basic issues with the vendors. May serve as the liaison between IT technical teams, resource manager and human resources organization to develop and implement appropriate IT talent management activities. May participate in the development, implementation and maintenance of IT communication strategies and plans.

Dimensions

Education:

Bachelor's Degree in Computer Science, Information Systems, Business Administration or other related field. Or equivalent work experience.

Experience:

A minimum of 3 years of relevant IT and business work experience.

Complexity:

Intermediate professional level role. Performs assigned tasks of moderate to high complexity using established procedures, standards and guidelines. Works independently or on multiple projects as a project team member, occasionally as a project leader. Works on small to large, complex projects that require increased skill in multiple technical environments and knowledge of a specific business area. May coach more junior staff.

Exhibit H

JOB FAMILY DESCRIPTIONS

JOB FAMILY: TRAINING

Job Title: Manager, Technical Training

Job#: 6600

General Characteristics

Manages the IT training life cycle, including needs analysis, training strategy and development and delivery of training programs and tools for IT professionals and end-users. Additionally, implements and manages a skills management and competency development process for the IT professional staff and end-user community. Coordinates or provides services to identify business and subsequent training drivers for the organization and identifies technology drivers for the analysis of roles and their associated skills and competencies. Leads analysis of current skills to identify skill gaps and works with IT to prioritize skills training and development imperatives. Ensures a technical learning environment exists in the organization. Responsible for ensuring capability of technology is maximized through effective training, resulting in transfer of knowledge and skills that support organizational needs.

Oversees the development of curriculums and specific courseware to address skill gaps for IT professionals and end-users, and oversees the selection and usage of various training delivery systems and certification/testing methods to assess the effectiveness and efficiency of programs. Measures training return on investment (ROI) and helps to pilot test new training techniques, strategies, tools and processes to increase training effectiveness.

Dimensions

Education:

Bachelor's Degree in Instructional Technology, Computer Science, Information Systems, Education, or other related field. Or equivalent work experience.

Experience:

A minimum of 7 years of Training (including curriculum development for IT and instructional technology) experience, 2 or more years of training management experience.

Breadth:

Middle level management. Works under general direction of senior level management. Typically manages and mentors supervisors, project leads and/or technical staff. Works on multiple, complex projects as a project leader and a subject matter expert. Frequently reports to a corporate training officer, IT Chief Operating Officer or Chief Information Officer.

Exhibit H

JOB FAMILY DESCRIPTIONS

JOB FAMILY: TRAINING

Job Title: Technical Trainer

Job#: 6610

General Characteristics

Responsible for the creation, and delivery of training and development programs to all levels of end-users and IT professionals. Involved in training needs assessment process and vendor selection. Works closely with both IT and the business to understand system and training needs for applications and packages supported.

Develops documentation for custom applications and packaged applications, using a variety of mediums as needed. Designs training programs, classes, workshops, and Computer Based Training (CBT) and on-line help. Delivers training to a variety of audiences, understanding and applying adult learning principles. More junior position works on and delivers training programs for standard packages and productivity tools (e.g., Word, Excel, e-mail). More senior position delivers technical training to IT professionals, and requires in-depth knowledge and experience in the systems/applications/programming languages supported (e.g., Oracle, NT, C++).

Dimensions

Education:

Bachelor's Degree in Instructional Technology, Computer Science, Information Systems, Education, or other related field. Or equivalent work experience.

Experience:

A minimum of 3 years of Training (including IT course development and delivery) experience.

Complexity:

Intermediate professional level role. Works independently or on multiple IT training projects as a project team member, occasionally as a project leader. Works on small to large, complex IT training projects that require increased skill in multiple technical environments and knowledge of a specific business area. May coach more junior staff.

Exhibit H

JOB FAMILY DESCRIPTIONS

JOB FAMILY: SECURITY MANAGEMENT

Job Title: Security Manager

Job#: 6800

General Characteristics

Manages the development and delivery of IT security standards, best practices, architecture and systems to ensure information system security across the enterprise. Implements processes and methods for auditing and addressing non-compliance to information security standards; facilitates migration of non-compliant environments to compliant environments. Conducts studies within and outside the organization to ensure compliance with standards and currency with industry security norms. Manages and participates in the planning and implementation of security administration for all IT projects. Responsible for evaluation and selection of security applications and systems. Makes recommendations and assists in the implementation of changes to work methods and procedures to make them more effective or to strengthen security measures. In organizations where customers or vendors access databases/applications, security takes on a higher level of criticality for the protection of corporate intellectual capital.

Dimensions

Education:

Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience:

A minimum of 7 years of IT work experience with a broad range of exposure to all aspects of business planning, systems analysis and applications development. Experience with managing team(s) and project(s) for information security management.

Breadth:

Middle level management. Works under general direction of senior level management. Typically manages and mentors supervisors, project leads and/or technical staff. Works on multiple, complex projects as a project leader and subject matter expert. Frequently reports to a Corporate Security Officer, Chief Information Security Officer, Chief Technology Officer or IT Chief Operating Officer.

Exhibit H

JOB FAMILY DESCRIPTIONS

JOB FAMILY: SECURITY MANAGEMENT

Job Title: Security Analyst

Job#: 6810

General Characteristics

Develops and manages security for more than one IT functional area (e.g., data, systems, network and/or Web) across the enterprise. Assists in the development and implementation of security policies and procedures (e.g., user log-on and authentication rules, security breach escalation procedures, security auditing procedures and use of firewalls and encryption routines). Prepares status reports on security matters to develop security risk analysis scenarios and response procedures. Responsible for the tracking and monitoring of software viruses. Enforces security policies and procedures by administering and monitoring security profiles, reviews security violation reports and investigates possible security exceptions, updates, and maintains and documents security controls.

Involved in the evaluation of products and/or procedures to enhance productivity and effectiveness. Provides direct support to the business and IT staff for security related issues. Educates IT and the business about security policies and consults on security issues regarding user built/managed systems. Represents the security needs of the organization by providing expertise and assistance in all IT projects with regard to security issues. Must have extensive knowledge in networking, databases, systems and/or Web operations. More junior level position primarily focuses on security administration; a more senior level position is involved in developing enterprise security strategies, management of security projects and the most complicated security issues.

Dimensions

Education:

Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience:

A minimum of 4 years of combined IT and security work experience with a broad range of exposure to systems analysis, applications development, database design and administration; one to two years of experience with information security. Requires knowledge of security issues, techniques and implications across all existing computer platforms.

Complexity:

Intermediate professional level role. Works independently or on multiple IT security projects as a project team member, occasionally as a project leader. Works on small to large, complex security issues or projects that require increased skill in multiple IT functional areas. May coach more junior staff.

Exhibit H

JOB FAMILY DESCRIPTIONS

JOB FAMILY: SECURITY MANAGEMENT

Job Title: Data Security Specialist

Job#: 6820

General Characteristics

Responsible for the planning, design, enforcement and audit of security policies and procedures which safeguard the integrity of and access to enterprise systems, files and data elements. Responsible for acting on security violations. Maintains knowledge of changing technologies, and provides recommendations for adaptation of new technologies or policies. Recognizes and identifies potential areas where existing data security policies and procedures require change, or where new ones need to be developed, especially regarding future business expansion. Provides management with risk assessments and security briefings to advise them of critical issues that may affect customer, or corporate security objectives. Evaluates and recommends security products, services and/or procedures to enhance productivity and effectiveness. Oversees security awareness programs and provides education on security policies and practices.

Dimensions

Education:

Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience:

A minimum of 4 years of IT work experience with a broad range of exposure to systems analysis, applications development, database design and administration; one to two years of experience with information security. Requires knowledge of security issues, techniques and implications across all existing computer platforms.

Complexity:

Intermediate professional level role. Works on multiple projects as a team member and leads the data-related security components. Develops security solutions for medium to highly complex assignments. May coach more junior technical staff.

Exhibit H

JOB FAMILY DESCRIPTIONS

JOB FAMILY: SECURITY MANAGEMENT

Job Title: Network Security Specialist

Job#: 6830

General Characteristics

Involved in the full life cycle of network security management. Assists in the development and implementation of security policies, procedures and measures in a networking environment. Responsible for firewall configuration, maintenance, monitoring and other various network security measures. Performs security assessments and reviews networking initiatives for security compliance. Prepares status reports on security matters to develop security risk analysis scenarios and response procedures. Involved in the continual improvement of the network infrastructure and implementation of new security-based technologies. Evaluates and recommends security products for various platforms in the networking environment. Educates users about network security policies and consults on security issues. Must have broad technical knowledge of client/server, network topology and network/infrastructure security.

Dimensions

Education:

Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience:

A minimum of 3 years of combined IT and security work experience with a broad exposure to infrastructure/network and multi-platform environments. Requires knowledge of security issues, techniques and implications across all existing computer platforms.

Complexity:

Intermediate professional level role. Develops security solutions for medium to high complex assignments. Works on multiple projects as a team member and lead network-related security components. May coach more junior technical staff.

Exhibit H

JOB FAMILY DESCRIPTIONS

JOB FAMILY: SECURITY MANAGEMENT

Job Title: Systems Security Specialist

Job#: 6840

General Characteristics

Develops, evaluates and manages systems security across the enterprise. Areas of concentration include account management, password auditing, network based and Web application based vulnerability scanning, virus management and intrusion detection. Requires technical expertise in systems administration and security tools, combined with the knowledge of security practices and procedures. Assists in the development and implementation of security policies and procedures (e.g., user log-on and authentication rules, security breach escalation procedures, security auditing procedures and use of firewalls and encryption routines). Prepares status reports on security matters to develop security risk analysis scenarios and response procedures.

Enforces security policies and procedures by administering and monitoring security profiles, reviews security violation reports and investigates possible security exceptions, updates, and maintains and documents security controls. Involved in the evaluation of products and/or procedures to enhance productivity and effectiveness. Provides direct support to the business and IT staff for systems security related issues. Educates users on systems security standards and procedures. Must have broad technical knowledge of network operating systems (e.g., UNIX, NT).

Dimensions

Education:

Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience:

A minimum of 2 years of combined IT and security work experience with a broad exposure to infrastructure/network and multi-platform environments. Requires knowledge of security issues, techniques and implications across all existing computer platforms.

Complexity:

Intermediate professional level role. Develops security solutions for medium to high complex assignments. Works on multiple projects as a team member and lead systems-related security components. May coach more junior technical staff.

Exhibit H

JOB FAMILY DESCRIPTIONS

JOB FAMILY: SECURITY MANAGEMENT

Job Title: Web Security Specialist

Job#: 6850

General Characteristics

Assists in the development and management of Web security policy and procedures for the enterprise. Evaluates information security solutions on Inter/Intranet/Extranet environments. Responsible for monitoring, assessing and reviewing rule base and configurations of firewalls and intrusion detection systems. Performs security assessment reviews of the e-commerce applications for compliance to security policies, standards and practices. Reviews software products and recommends security solutions for various platforms and initiatives. Educates users on the Web security standards and practices. Reviews and prepares status reports on security matters to develop security risk analysis scenarios and response procedures.

Ensures compliance to security policies and procedures by administering and monitoring security profiles; reviews security violation reports and investigates possible security exceptions; updates, maintains and documents security controls. Must have knowledge of client/server and Web technologies and a strong understanding of e-commerce operations.

Dimensions

Education:

Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience:

A minimum of 3 years of combined IT and security experience with a broad range of exposure to infrastructure/Web and multi-platform environments. Requires knowledge of security issues, techniques and implications across all existing computer platforms.

Complexity:

Intermediate professional level role. Develops security solutions for medium to high complex assignments. Works on multiple projects as a team member and leads Web-related security components. May coach more junior technical staff.

Exhibit H

JOB FAMILY DESCRIPTIONS

JOB FAMILY: BUSINESS CONTINUANCE MANAGEMENT

Job Title: Manager, Business Continuance

Job#: 7000

General Characteristics

Responsible for the implementation and integration of risk management procedures across the enterprise, based on a thorough understanding of key IT services that must be maintained to reduce financial loss and critical customer service capability. Ensures monitoring and testing of business continuance procedures, ensures response to system failures, and is proactive in building processes to minimize/eliminate downtime. Develops service level risk management agreements with the business and with vendors.

Dimensions

Education:

Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience:

A minimum of 7 years of IT and business work experience including managing large-scaled IT infrastructure and support functions, risk management, process re-engineering or improvement. Experience with managing team(s) and project(s).

Breadth:

Middle level management. Works under general direction of senior level management. Typically manages and mentors supervisors, project leads and/or technical staff. Works on multiple, complex projects as a project leader and a subject matter expert. Frequently reports to a corporate risk management officer, Chief Information Officer, Chief Information Security Officer, Chief Technology Officer or IT Chief Operating Officer.

Exhibit H

JOB FAMILY DESCRIPTIONS

JOB FAMILY: BUSINESS CONTINUANCE MANAGEMENT

Job Title: Business Continuity Specialist

Job#: 7010

General Characteristics

Develops risk management procedures, business continuity scenarios, and contingency plans for central and distributed systems and networks to maintain operations during downtime and/or major disasters. Identifies and makes recommendations regarding critical points of failure. Develops and implements policies and procedures for business continuity and test plans with various operational and support groups in IT. Involved in the evaluation and selection of vendors to ensure service level agreement meet business continuity planning requirements.

Dimensions

Education:

Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience:

A minimum of 3 years of IT work experience in information systems support, administration and risk management.

Complexity:

Intermediate professional level role. Performs contingency planning and analysis for medium to highly complex assignments. Works on multiple projects as a team member and leads business continuity planning components. May coach more junior technical staff.

Exhibit H

JOB FAMILY DESCRIPTIONS

JOB FAMILY: PRODUCT DEVELOPMENT

Job Title: Manager, Product Development

Job#: 7200

General Characteristics

Manages research and development activities relating to the design and development of software or hardware products and qualification or re-qualification of new and existing products. Works with a cross-functional team to ensure fulfillment of product requirements, evaluates product performance and transition products from development to commercialization. Assists in determining product delivery and deployment dates for new product releases, feature and maintenance releases and regular corrective service or service pack releases.

Acts as a technical consultant to the product organization and leads research, and prototyping of innovative technologies and products. Ensures the technology and architectural roadmap of engineering is properly aligned with and supports the product/business road map. Acts as a customer liaison on technical issues related to product integration, custom development and requirements. May lead major releases and ensure feature enhancements respond to customer requests. Responsible for product delivery managing schedules and tasks related to all aspects of product development.

Dimensions

Education:

Bachelor's Degree in Computer Science, Information Systems, Engineering, or other related field. Or equivalent work experience.

Experience:

A minimum of 7 years of high-tech industry, product engineering and/or IT work experience. Experience with managing team(s) responsible for software, hardware design, engineering and development functions.

Breadth:

Middle level management. Works under general direction of senior level management. Typically manages and mentors supervisors, project leads and/or technical staff. Works on multiple, complex projects as a project leader and a subject matter expert. Frequently reports to a corporate senior level software development executive, research and development executive or Chief Technology Officer.

JOB FAMILY DESCRIPTIONS

JOB FAMILY: PRODUCT DEVELOPMENT

Job Title: Product Architect

Job#: 7210

General Characteristics

Chairs the product architecture team and provides technical leadership in the planning, design and architect phases of software or hardware product development. Identifies, evaluates, and recommends solutions using advanced architectures and technologies to facilitate rapid development and implementation. Understands key competitors' products and differentiating features. Works with a cross-functional team to translate customer requirements into detailed architectural approaches and product specifications, creates realistic development plans and schedules, evaluates and prioritizes requests for product changes and enhancements.

Understands business needs as well as customer and market requirements. Applies creativity, in-depth technical and theoretical knowledge, and experience in solving highly complex architectural design problems. Recommends new technology directions or options to maintain products' competitive advantages.

Communicates technology design and any related issues to technical and non-technical audiences including customers and technical partners. Prepares and documents product architecture plans. May design technical testing methods to meet target product scalability and performance objectives. Participates in the standards committees and other industry gatherings to track industry trends and maintains knowledge of new technologies to better serve the enterprise's architecture needs.

Dimensions

Education:

Bachelor's or Master's Degree in Computer Science, Information Systems, Engineering or other related field. Or equivalent work experience.

Experience:

A minimum of 7 years of high-tech industry, product engineering and/or IT work experience.

Complexity:

Expert/lead technical role. Provides technical expertise and direction for the development of complex hardware and software projects. Works on multiple projects as a project leader or as the subject matter expert. Works on projects/issues of high complexity that require in-depth knowledge across multiple technical areas and business segments. Coaches and mentors more junior technical staff.

JOB FAMILY DESCRIPTIONS

JOB FAMILY: PRODUCT DEVELOPMENT

Job Title: Product Engineer

Job#: 7220

General Characteristics

Responsible for all aspects of software or hardware product delivery and performance. Works with design engineering and test team to drive products from design completion to volume production release. Performs various engineering tests to verify and validate product designs, such as defining and specifying new product Design Verification Test (DVT) requirements and participation in the DVT process. Supports product evaluation and qualification on leading edge technology components. Ensures that production schedules are followed and product(s) meet specifications and quality requirements. Interacts with product engineering, quality, manufacturing and marketing teams to analyze and provide technical support to help resolve customers' product related problems/issues.

Dimensions

Education:

Bachelor's Degree in Computer Science, Information Systems, Engineering or other related field. Or equivalent work experience.

Experience:

A minimum of 4 years of high-tech industry, product engineering and/or IT work experience.

Complexity:

Intermediate professional level role. Performs product design and engineering work for medium to highly complex assignments. Works on multiple projects as a team member, sometimes as a technical leader. May coach more junior technical staff.

JOB FAMILY DESCRIPTIONS

JOB FAMILY: PRODUCT DEVELOPMENT

Job Title: Product Developer

Job#: 7230

General Characteristics

Responsible for designing and developing software or hardware product. Understands business and customer requirements that drive the analysis and design of technical solutions. Participates in all phases of product development lifecycle, including the analysis, design, test and integration of products. Develops design specifications and parameters that are in compliance with products' architectural blueprints. Researches, evaluates and incorporates new technology and tools to enhance the product development process. Resolves customer complaints with products and responds to suggestions for improvement and enhancements. May assist in development of product user manuals.

Dimensions

Education:

Bachelor's Degree in Computer Science, Information Systems, Engineering or other related field. Or equivalent work experience.

Experience:

A minimum of 4 years of high-tech industry, product engineering and/or IT work experience.

Complexity:

Intermediate professional level role. Performs product design and development work for medium to highly complex assignments. Works on multiple projects as a team member, sometimes as a technical leader. May coach more junior technical staff.

JOB FAMILY DESCRIPTIONS

JOB FAMILY: SYSTEMS PROGRAMMING AND ADMINISTRATION

Job Title: Manager, Systems Software

Job#: 7400

General Characteristics

Responsible for managing the programming, administration and support activities for the enterprise's operating systems that may reside on multiple platforms. Has a high level understanding of operating systems and foundation architecture. Accountable for operating systems software selection and development and continued maintenance of such systems to improve efficiencies. Develops departmental standards and procedures including systems programming standards and program documentation requirements. Defines and monitors multiple projects, provides technical and administrative supervision. Must interface with members of the IT and user community to coordinate activities relating to the implementation of new software. Provides technical consultation and support to users and other IT staff.

Dimensions

Education:

Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience:

A minimum of 7 years of IT work experience including managing team(s) responsible for systems engineering, development, administration and support.

Breadth:

Middle level management. Works under general direction of senior level management. Typically manages and mentors supervisors, project leads and/or technical staff. Works on multiple, complex projects as a project leader and a subject matter expert. Frequently reports to a Chief Information Officer, IT Chief Operating Officer, Chief Technology Officer, Operating Unit IT Executive or Departmental IT Executive.

JOB FAMILY DESCRIPTIONS

JOB FAMILY: SYSTEMS PROGRAMMING AND ADMINISTRATION

Job Title: Systems Architect

Job#: 7410

General Characteristics

Responsible for providing senior level expertise on decisions and priorities regarding the enterprise's overall systems architecture. Facilitates the establishment and implementation of standards and guidelines that guide the design of technology solutions including architecting and implementing solutions requiring integration of multiple platforms, operating systems and applications across the enterprise. Reviews, advises and designs standard software and hardware builds, system options, risks, costs vs. benefits and impact on the enterprise business process and goals.

Develops and documents the framework for integration and implementation for changes to technical standards. Assists in the development of and manages an architecture governance process. Provides technical guidance to project team areas as appropriate. Tracks industry trends and maintains knowledge of new technologies to better serve the enterprise's architecture needs.

Dimensions

Education:

Bachelor's or Master's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience:

A minimum of 7 years of IT work experience in infrastructure/systems environments performing systems planning, architecture design, engineering (hardware and software) and optimization.

Complexity:

Expert/lead technical role. Defines systems architecture and design for the enterprise. Works on multiple projects as a project leader or as the subject matter expert. Works on projects/issues of high complexity that require in-depth knowledge across multiple technical areas and business segments. Coaches and mentors more junior technical staff.

JOB FAMILY DESCRIPTIONS

JOB FAMILY: SYSTEMS PROGRAMMING AND ADMINISTRATION

Job Title: Systems Software Programmer

Job#: 7420

General Characteristics

Responsible for the analysis, development, modification, installation, testing and maintenance of operating systems software. Possesses a strong understanding of systems programming, graphical user interfaces and control languages. Evaluates vendor supplied software packages and makes recommendations to IT management. Modifies and/or debugs vendor-supplied utilities and packages. Modifies, installs and prepares technical documentation for system software applications. Diagnoses, isolates and de-bugs software problems and performs problem resolution. Monitors systems capacity and performance, plans and executes disaster recovery procedures and provides Tier 2 technical support.

Dimensions

Education:

Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience:

A minimum of 4 years of IT work experience in systems administration and programming.

Complexity:

Intermediate professional level role. Works on multiple products, activities and projects as a project team member, occasionally as a project leader. Works on moderately complex tasks, projects, activities or support issues that require increased skill in multiple technical environments and has expertise in one product/system. May coach more junior technical staff.

JOB FAMILY DESCRIPTIONS

JOB FAMILY: SYSTEMS PROGRAMMING AND ADMINISTRATION

Job Title: Groupware Specialist

Job#: 7430

General Characteristics

Responsibilities include defining the business requirements for the organization's next generation of collaborative work tools, which involves working with end-users to develop specifications for the development and implementation of groupware applications (e.g., Lotus Notes, Microsoft Exchange). Based on the business requirements, responsible for the implementation, maintenance and support of groupware systems. Evaluates and recommends associated hardware/software solutions based on business requirements and user needs.

Responsibilities include providing technical leadership in the design, development and promotion of selected groupware strategies. Actively involved in engineering and deploying various groupware applications such as team collaborative computing, Internet and wireless access, document sharing and next generation messaging clients.

Dimensions

Education:

Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience:

A minimum of 2 years of IT work experience in programming and systems analysis. Experience with groupware/messaging technologies, tools and relevant platforms.

Complexity:

Intermediate professional level role. Works on multiple products, activities and projects as a project team member, occasionally as a project leader. Works on moderately complex tasks, projects, activities or support issues that require increased skill in multiple technical environments and has expertise in one product/system. May coach more junior technical staff.

JOB FAMILY DESCRIPTIONS

JOB FAMILY: SYSTEMS PROGRAMMING AND ADMINISTRATION

Job Title: Systems Administrator

Job#: 7440

General Characteristics

Deploys the release of new technologies as well as designs, installs, configures, maintains and performs system integration testing of PC/server operating systems, related utilities and hardware. Responsible for trouble shooting server problems as reported by users. Researches, evaluates and recommends software and hardware products. Supports Web access and electronic messaging services and maintains a secure systems environment. Provides new hardware specifications to users based on application needs and anticipated growth, installs new servers and maintains the server infrastructure.

Dimensions

Education:

Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience:

A minimum of 3 years of IT work experience. Requires a high level of expertise in multiple system environments.

Complexity:

Intermediate professional level role. Defines procedures for monitoring and evaluates, diagnoses and establishes work plan to resolve system issues. Performs troubleshooting for complex hardware, software and network problems. Works on multiple projects as a project team member, occasionally as a project leader. May coach more junior technical staff.

JOB FAMILY DESCRIPTIONS

JOB FAMILY: SYSTEMS PROGRAMMING AND ADMINISTRATION

Job Title: UNIX Systems Administrator

Job#: 7450

General Characteristics

Installs, configures, maintains and performs system integration testing of UNIX based operating systems, related utilities and hardware. Responsible for troubleshooting UNIX-based hardware and software problems. Monitors systems activities and fine tunes system parameters and configuration to optimize performance and ensure security of systems. Performs capacity analysis, monitors and controls usage of disk space. Develops procedures for routine administration including backup/restore, shutdown, and startup. Provides recommendations for improving the server environment, such as capacity thresholds, security gaps, patch levels and hardware recalls.

Dimensions

Education:

Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience:

A minimum of 3 years of IT work experience. Requires a high level of expertise in multiple system environments with emphasis in UNIX-based systems.

Complexity:

Intermediate professional level role. Defines procedures for monitoring and evaluates, diagnoses and establishes work plan to resolve system issues. Performs troubleshooting for complex hardware, software and network problems. Works on multiple projects as a project team member, occasionally as a project leader. May coach more junior technical staff.

JOB FAMILY DESCRIPTIONS

JOB FAMILY: SYSTEMS PROGRAMMING AND ADMINISTRATION

Job Title: Storage Management Specialist

Job#: 7460

General Characteristics

Provides efficient and reliable storage allocation and defines backup, recovery, archival procedures. Develops and implements business continuity practices for storage management. Installs, configures, tests and implements storage management software and hardware. Monitors use and availability of storage resources. Maintains and modifies backup and recovery procedures to meet high availability and mission critical business needs. Troubleshoots storage related issues and takes appropriate actions. Generates reports and analysis on storage usage. Maintains storage configurations to provide capacity planning and performance monitoring/tuning of systems. Benchmarks, evaluates and makes recommendations for the selection of storage management software and hardware products. Possesses skills and knowledge related to network, operating systems, Storage Area Network (SAN), Network Attached Storage (NAS) and tape backup solutions.

Dimensions

Education:

Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience:

A minimum of 3 years of IT work experience. Requires a high level of expertise in multiple system environments. Experience with networking, storage and systems administration.

Complexity:

Intermediate professional level role. Defines procedures for monitoring and evaluates, diagnoses and establishes work plan to resolve storage management issues. Works on multiple products, activities and projects as a project team member, occasionally as a project leader. May coach more junior technical staff.

JOB FAMILY DESCRIPTIONS

JOB FAMILY: BUSINESS ANALYSIS AND PLANNING

Job Title: Director, Enterprise Architecture

Job#: 7500

General Characteristics

Leads the creation and/or evolution of the enterprise architecture function/program including coordination of an appropriately balanced pursuit of enterprise business, information, technical and solution architectures. Leads the identification and analysis of enterprise business drivers to develop enterprise architecture requirements. Analyzes technology industry and market trends and determines potential impact upon the enterprise. Leads the development of enterprise architecture governance structure based on business and IT strategies. Oversees enterprise architecture implementation and ongoing refinement activities. Directs the development and execution of a communication (including education) plan for enterprise architecture standards. Acts as a sounding board or consultant to IT and business leaders in the development of IT solutions for business needs.

Dimensions

Education:

Bachelor's or Master's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience:

A minimum of 10 years of IT and business/industry work experience including architecture design and deployment, systems lifecycle management and infrastructure planning and operations, with 3 years of leadership experience in managing multiple, large, cross-functional teams or projects, and influencing senior level management and key stakeholders.

Breadth:

Senior level management. Participates in the technical aspects of strategic decisions regarding IT for the enterprise. Implements and manages those initiatives with complete autonomy. Makes decisions for the organization based on the highest degree of technical complexity and through understanding the far-reaching implications across the IT organization. Frequently reports to a Chief Information Officer or Chief Technology Officer of an enterprise.

JOB FAMILY DESCRIPTIONS

JOB FAMILY: BUSINESS ANALYSIS AND PLANNING

Job Title: Manager, IT Business Planning

Job#: 7600

General Characteristics

Assists the IT organization in defining and implementing its business plan and goals to support the strategy and goals of the organization. Responsible for working with IT and business leaders to create the business plan for IT. Assists in the cascading of plans to the various IT divisions/departments. Scans the external IT environment to provide a common set of planning assumptions, competitive analysis, current and future market assessments for products and services to the business, and a common set of planning processes and tools to assist those with planning responsibility in IT. Assists IT and business leadership in actualizing the business plans within their own area of responsibility, working with them to ensure that technical and resource decisions link to the overall IT plan. Works closely with the enterprise's business planning leaders to ensure alignment.

Responsible for ensuring that business planning and purpose is considered in all key IT decisions, and therefore must be involved in the discussion and decision making process for technology, business, and human resource investments on an on-going basis. Works with Finance and Human Resources to represent the needs of IT and understand the cost and human resources impact of those needs in creating, implementing and adjusting business plans.

This position typically reports to the CIO. Ensures alignment of the IT strategy to the business strategy. Responsible for ensuring integration of all work performed across all business units. Responsible for educating senior business leaders on the IT strategy as well as educating senior IT leadership on the direction of the business. High degree of business complexity and impact to overall success of IT in meeting business needs.

Dimensions

Education:

Bachelor's Degree in Computer Science, Information Systems, Business Administration, Finance, or other related field. Or equivalent work experience.

Experience:

A minimum of 7 years of IT and business work experience with a broad range of exposure to various technical environments and business segments. Experience with managing team(s) responsible in strategic planning, infrastructure and operational support functions.

Breadth:

Middle level management. Works under general direction of senior level management. Typically manages and mentors supervisors, project leads and/or technical staff. Works on multiple, complex projects as a project leader and a subject matter expert. Frequently reports to a Chief Information Officer, IT Chief Operating Officer, Chief Technology Officer or Operating Unit IT Executive.

JOB FAMILY DESCRIPTIONS

JOB FAMILY: BUSINESS ANALYSIS AND PLANNING

Job Title: Enterprise Architect

Job#: 7610

General Characteristics

Provides overall direction, guidance and definition of an enterprise's architecture to effectively support the corporate business strategy. Responsibilities include researching, analyzing, designing, proposing, and delivering solutions that are appropriate for the business and technology strategies. Must have significant business knowledge and have one or more areas of technical expertise in which they concentrate. Interfaces across several business areas, acting as visionary to proactively assist in defining the direction for future projects. Responsible for conception of solutions, building consensus and the selling and execution of such solutions.

Dimensions

Education:

Bachelor's or Master's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience:

A minimum of 7 years of IT work experience in multiple IT areas and 2 to 3 years of relevant enterprise-wide architecture experience in one or more specialty areas.

Complexity:

Expert/lead technical role. Defines enterprise-wide architectures and designs across multiple IT functional areas. Works on multiple projects as a project leader or as the subject matter expert. Works on highly complex projects that require in-depth knowledge across multiple technical areas and business segments. Coaches and mentors more junior technical staff.

JOB FAMILY DESCRIPTIONS

JOB FAMILY: BUSINESS ANALYSIS AND PLANNING

Job Title: Business Process Consultant

Job#: 7620

General Characteristics

Facilitates the optimization of business unit performance by enhancing the alignment between business processes and information technology. Responsible for actively resolving day-to-day technology needs of the business unit with a focus on the analysis of processes—dissecting problems and suggesting solutions. Includes complex systems process analysis, design and simulation. Must understand technical problems and solutions in relation to the current, as well as the future business environment. Must be able to suggest plans to integrate new and existing processes. Provides input and supports planning and prioritization for business process engineering related activities, including developing the business unit process engineering plan and integrating that plan with the corporate plan. Possesses knowledge and experience leveraging both IT solutions and business process improvements.

Participates in continuous review and update to ensure that processes meet changing business unit conditions. Identifies processes for improvement, documents existing processes, identifies and analyzes gaps between current processes and the desired state, designs new processes, develops process performance measures and plans the transition to a new process. Provides counsel and leadership on future use of technology and business process improvements. This requires a high level of understanding of the organization's business systems and processes as well as industry-wide requirements. Must demonstrate expertise in strategic planning, tactical execution, project management, process management and business systems requirements definition.

Dimensions

Education:

Bachelor's or Master's Degree in Computer Science, Information Systems, Business Administration, or other related field. Or equivalent work experience.

Experience:

A minimum of 7 years of IT experience, 4 years of experience in process engineering and 2 years experience in project management.

Complexity:

Expert/lead technical role. Works on large, complex projects that have enterprise-wide impact and require subject matter expertise of multiple process improvement areas and mastery of process improvement tools. Works as a project team member on multiple projects to facilitate process improvements involving multiple sites or business areas, often as a project leader. Coaches and mentors more junior staff.

JOB FAMILY DESCRIPTIONS

JOB FAMILY: BUSINESS ANALYSIS AND PLANNING

Job Title: IT Business Consultant

Job#: 7630

General Characteristics

Works with business leaders and acts as a liaison between IT and business units (typically leadership for assigned business units) or vendors. Viewed as integral to the business in any decisions that may be impacted by technology. Acts as a business relationship manager responsible for the collection, analysis, review, documentation and communication of business needs and requirements to the IT organization. Leads the gathering of business needs as well as the design of solutions through direct interaction with business unit leaders. Focuses on developing and improving business processes at all times, assisting with the development of metrics, both within the technology and business organizations.

Has a strong understanding of information systems, business processes, the key drivers and measures of success for the business, and the short- and long-term direction of the business and technology. Identifies, proposes and influences business solutions, negotiates deliverables and requirements across multiple business customers or organizations. Ensures that the design and integration of proposed system, software and hardware solutions leads to the development and growth of the business through effective use of technology. Integrally involved in 'buy vs. build' decisions.

Dimensions

Education:

Bachelor's or Master's Degree in Computer Science, Information Systems, Business Administration, or other related field. Or equivalent work experience.

Experience:

A minimum of 7 years of relevant technical and business work experience.

Complexity:

Expert/lead technical role. Works with business senior management in one business segment and corporate staff executives to align technology solutions with business strategies. Demonstrates breadth and in-depth knowledge of a business area to identify and communicate how IT solutions can add value. Supports one or more key business functions. Issues and interactions tend to be highly complex and have significant strategic importance. Serves as a project team member for strategic planning or as a team lead.

JOB FAMILY DESCRIPTIONS

JOB FAMILY: BUSINESS ANALYSIS AND PLANNING

Job Title: Business Analyst

Job#: 7640

General Characteristics

Serves as a liaison between the business community and the IT organization in order to provide technical solutions to meet user needs. Possesses expertise in the business unit(s) they support, as well as, an understanding of the IT organization's systems and capabilities. Analyzes business partner's operations to understand their strengths and weaknesses to determine opportunities to automate processes and functions. Assists in the business process redesign and documentation as needed for new technology. Translates high level business requirements into functional specifications for the IT organization and manages changes to such specifications. Educates the IT organization on the direction of the business. Negotiates agreements and commitments by facilitating communication between business unit(s) and IT from initial requirements to final implementation. Possesses an understanding of technological trends and uses this knowledge to bring solutions to business units supported to enhance the enterprise's competitive edge. May make recommendations for buy vs. build decision.

Dimensions

Education:

Bachelor's Degree in Computer Science, Information Systems, Business Administration, or other related field. Or equivalent work experience.

Experience:

A minimum of 3 years of relevant technical or business work experience.

Complexity:

Intermediate professional level role. Works with business partners within one business function to align technology solutions with business strategies. Demonstrates an informed knowledge of a business area to resolve problems on an ongoing business. Supports several moderately complex business processes. Works on multiple projects as a project team member, occasionally as a project leader. May coach more junior staff.

JOB FAMILY DESCRIPTIONS

JOB FAMILY: BUSINESS ANALYSIS AND PLANNING

Job Title: Director, Business Relationships

Job#: 7700

General Characteristics

Overall responsibility for serving as the strategic interface with assigned business units for the purpose of business/IT strategy development, solution discovery, service management, risk management and relationship management. Serves as the business relationship linkage between the business units and IT (at the executive level). Provides highly-valued strategic consulting level support and guidance through key IT initiatives.

Communicates decisions, priorities and relevant project information to appropriate levels of staff regarding business unit requests, projects and initiatives. Proactively shares knowledge of technology risks and opportunities to build competitive advantage and improve efficiency and effectiveness of business units.

Proactively serves as a “trusted advisor”, and is the primary point of contact from IT for business line executives, managers and key contacts and represents IT in selling IT services and capabilities. Provides support in delivering technology products and services to ensure business satisfaction. Strives to be a valued and preferred IT service provider to all business partners. Focuses on strategic initiatives and plans, proactive, anticipatory and driving in nature and provides significant value to business units. Facilitates the planning and execution of business changes through the use of technology. Serves a lead role in enabling the business to achieve their objectives through the effective use of technology.

Dimensions

Education:

Bachelor’s or Master’s Degree in Computer Science, Information Systems, Business Administration, or other related field. Or equivalent work experience.

Experience:

A minimum of 10 years of IT and business work experience with a broad range of exposure to various technical environments and business segments. At least 3 years of experience with managing team(s) responsible in strategic planning, business development or client management and working with a broad range of diverse and complicated business units. Must possess very strong business acumen.

Breadth:

Senior level management. Works with business unit and corporate staff executives to develop a technology strategy that aligns with IT and across all business units. Must have strong understanding of each business unit to include their business drivers for success, process and approaches to business models. Frequently reports to a Chief Information Officer, IT Chief Operating Officer or Chief Technology Officer.

JOB FAMILY DESCRIPTIONS

JOB FAMILY: BUSINESS ANALYSIS AND PLANNING

Job Title: Manager, Customer Relations

Job#: 7800

General Characteristics

Overall responsibility for establishing, managing and maintaining strategic relationships with external customers in one or more business segments. Regularly interacts with functional groups within the IT organization to communicate and clarify customer requirements. Performs as liaison between enterprise and end-users, outside vendors, contractors, and consultants to define and establish service and support requirements. Investigates and resolves customer relationship problems. May participate in contract negotiation and administration.

Analyzes and determines operational and financial impact of new product and service offerings. Proposes changes or solutions to products and services for optimal business results. Assists in organization change management and functions as an internal consultant in analyzing business processes, assessing and defining customer specifications and requirements, proposing business solutions that prioritizes technology and services needs to satisfy customer requirements, and facilitating solution design, building and testing.

Dimensions

Education:

Bachelor's Degree in Computer Science, Information Systems, Business Administration, Marketing, or other related field. Or equivalent work experience.

Experience:

A minimum of 7 years of relevant IT and business work experience. Experience with managing teams and projects.

Breadth:

Middle level management. Works under general direction of senior level management. Typically manages and mentors supervisors, project leads and/or technical staff. Works on multiple, complex projects as a project leader and the subject matter expert. Frequently reports to a Chief Information Officer, IT Chief Operating Officer or Chief Technology Officer.

JOB FAMILY DESCRIPTIONS

JOB FAMILY: RELEASE MANAGEMENT

Job Title: Configuration Management Analyst

Job#: 8000

General Characteristics

Provides Configuration Management (CM) support for the customer's software baseline control efforts. Maintains the baseline using automated CM tools. Responsible for maintaining project software and documentation inventory and configuration baselines. Establishes and maintains the CM processes and procedures. Defines and implements procedures for releasing products throughout the whole product life cycle. Serves on the Configuration Control Board (CCB). Produces builds of products for use in testing and in production; identifies and implements processes to strengthen, streamline and automate build processes; serves as an advocate for best practices; drives the development and maintenance of build automation tools; maintains the source code change control; performs distribution partner and corporate client set-ups.

Performs software deficiency and change request updates and reporting. Maintains the project notebook library and software development folders. Tracks and maintains the project change requests, impact assessments, incident reports, and software change notices on a continuous basis. Measures and reports on success metrics benchmarking performance against world class measures. Supports management with technical performance data from the CM process.

Dimensions

Education:

Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience:

A minimum of 3 years of IT work experience in systems/applications development functions.

Complexity:

Intermediate professional level role. Works on multiple products, activities and projects as a project team member, occasionally as a project leader. Works on moderately complex tasks, projects, activities or support issues that require increased skill in multiple technical environments. May coach more junior technical staff.

JOB FAMILY DESCRIPTIONS

JOB FAMILY: RELEASE MANAGEMENT

Job Title: Release/Build Engineer

Job#: 8010

General Characteristics

Develops and maintains the build environment, the source code control system and the issue tracking systems. Creates and tests builds, resolves issues, applies labels to file and communicates build status. Responsible for building scripts and installation procedures. Proactively identifies and implements procedures to streamline the build process which may drive the development and maintenance of an automated build process with automatic notification of build and unit test failure problems to responsible engineers. May assist engineering management in making choices for source code management systems, and other development and testing tools. Knowledge of quality methods and procedures as well as PC, PVCS, UNIX and scripting languages is required for successful performance in this role.

Dimensions

Education:

Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience:

A minimum of 3 years of IT work experience with at least 2 years related to release management. Proficient in the use of project management, spreadsheet and database query tools. Has subject matter expertise in release management process.

Complexity:

Intermediate professional level role. Works on multiple releases/projects as a subject matter expert and as a project leader. Works on complex projects that require expertise across multiple disciplines and environments. May coach more junior technical staff.

JOB FAMILY DESCRIPTIONS

JOB FAMILY: PROGRAM MANAGEMENT

Job Title: Director, Program Management

Job#: 8200

General Characteristics

Responsible for building and managing the project/program management office/function for IT. Defines and develops enterprise-wide IT project/program management practices, governance standards, processes and metrics. Ensures projects/programs are defined, tracked and communicated in a consistent and effective manner. Incorporates effective change and risk management controls. Partners with IT and business leadership and other key stakeholders to define opportunities, to identify and prioritize projects based on predefined criteria (return on investment, productivity, compliance). Directs project/program managers with business case development. Responsible for ensuring all projects within IT portfolios/programs are delivered on time, within budget and to an agreed quality level. Must possess extensive knowledge and expertise in project/program management, portfolio management methodologies and tools. This is a single incumbent position that typically exists in a large enterprise with multiple program managers and/or project managers as direct reports.

Dimensions

Education:

Bachelor's or Master's Degree in Computer Science, Business Administration, or other related field. Or equivalent work experience. Project Management certification is required.

Experience:

A minimum of 10 years of IT and business/industry work experience, with at least 3 years of leadership experience and 5 years managing projects and/or project portfolios.

Breadth:

Senior level management with overall responsibility for the enterprise-wide project/program management practices. Accountable for on-time, within budget and quality delivery of all IT projects/programs. Directs and mentors a team of program managers, project managers, portfolio managers and/or other project management staff. Frequently reports to a Chief Information Officer, Chief Technology Officer or IT Chief Operating Officer.

JOB FAMILY DESCRIPTIONS

JOB FAMILY: PROGRAM MANAGEMENT

Job Title: Program Manager

Job#: 8210

General Characteristics

Responsible for managing one or more highly complex or enterprise-wide IT program(s) consisting of multiple projects. Develops the program strategy, supporting business case and various enterprise-wide high-level project plans. Ensures integration of projects and adjusts project scope, timing, and budgets as needed, based on the needs of the business. Communicates with IT leadership, business leadership and IT Business Consultants to communicate program strategy, direction and changes. Responsible for delivering all projects contained in the IT project portfolio on time, within budget and meeting the strategic and business requirements. Responsible for tracking key project milestones and recommending adjustments to Project Managers. Partners with senior leadership of the business community to identify and prioritize opportunities for utilizing IT to achieve the goals of the enterprise. Must possess extensive knowledge and expertise in the use of Project Management methodologies and tools. This is a single or multiple incumbent(s) position that typically exists in a small to medium size enterprise with multiple project managers, project leaders and/or project support staff as direct reports.

Dimensions

Education:

Bachelor's or Master's Degree in Computer Science, Business Administration, or other related field. Or equivalent work experience. Project Management certification is required.

Experience:

A minimum of 10 years of IT and business/industry work experience, with at least 3 years of leadership experience and 5 years in managing projects.

Breadth:

Senior level management with overall responsibility for the management of one highly complex or enterprise-wide program consisting of multiple projects. Responsible for managing all aspects of the design, development and implementation of the program. Directs and mentors a team of project managers, portfolio managers and/or other project management staff. Frequently reports to a Chief Information Officer, Chief Technology Officer, IT Chief Operating Officer or Director, Program Management.

JOB FAMILY DESCRIPTIONS

JOB FAMILY: PROGRAM MANAGEMENT

Job Title: Project Manager

Job#: 8220

General Characteristics

Responsible for overall coordination, status reporting and stability of project oriented work efforts. Establishes and implements project management processes and methodologies for the IT community to ensure projects are delivered on time, within budget, adhere to high quality standards and meet customer expectations. Responsible for assembling project plans and teamwork assignments, directing and monitoring work efforts on a daily basis, identifying resource needs, performing quality review; and escalating functional, quality, timeline issues appropriately. Responsible for tracking key project milestones and adjusting project plans and/or resources to meet the needs of customers. Coordinates communication with all areas of the enterprise that impacts the scope, budget, risk and resources of the work effort being managed. Assists Program Manager(s) in partnering with senior management of the business community to identify and prioritize opportunities for utilizing IT to achieve the goals of the enterprise. Must possess extensive knowledge and expertise in the use of project management methodologies and tools, resource management practices and change management techniques. This is a management role with human resource management responsibilities (e.g., hiring, performance management). Manages one or more cross-functional projects of medium to high complexity. More senior role has responsibility for multiple large, complex projects with greater impact to the enterprise.

Dimensions

Education:

Bachelor's Degree in Computer Science, Information Systems, Business Administration, or other related field. Or equivalent work experience. Project Management certification or successful completion of a recognized project management curriculum is required.

Experience:

A minimum of 7 years of IT work experience, including 4 or more years managing projects. Experience with projects in multiple technologies and functions.

Breadth:

Middle level management. Works under general direction of senior level management. Responsible for the management of one or more medium to large-sized, moderately to highly complex projects. Typically manages and mentors project leaders and project management staff.

JOB FAMILY DESCRIPTIONS

JOB FAMILY: PROGRAM MANAGEMENT

Job Title: Project Leader

Job#: 8230

General Characteristics

Responsible for overall coordination, status reporting and stability of project oriented work efforts. Establishes and implements project management processes and methodologies for the IT community to ensure projects are delivered on time, within budget, adhere to high quality standards and meet customer expectations. Responsible for assembling project plans and teamwork assignments, directing and monitoring work efforts on a daily basis, identifying resource needs, performing quality review; and escalating functional, quality, timeline issues appropriately. Responsible for tracking key project milestones and adjusting project plans and/or resources to meet the needs of customers. Coordinates communication with all areas of the enterprise that impacts the scope, budget, risk, and resources of the work effort being managed. Assists Project Manager(s) and/or Program Manager(s) in identifying and prioritizing opportunities for utilizing IT to achieve the goals of the enterprise. Must possess advanced knowledge and proficiency in the use of project management methodologies and tools, resource management practices and change management techniques. This is an individual contributor role without human resource management responsibilities (e.g., hiring, performance management). Manages one or more projects of medium to high complexity. More senior role has responsibility for large, complex, cross-functional or multiple projects with greater impact to the enterprise.

Dimensions

Education:

Bachelor's Degree in Computer Science, Information Systems, Business Administration, or other related field. Or equivalent work experience.

Experience:

A minimum of 3 years of IT work experience, including 2 or more years managing projects.

Complexity:

Intermediate professional level role. Responsible for the management of one or more small to medium-sized, moderately complex projects. Leads, assigns and tracks results for a project team under general direction of project/program managers.

JOB FAMILY DESCRIPTIONS

JOB FAMILY: PROGRAM MANAGEMENT

Job Title: Project Management Specialist

Job# 8235

General Characteristics

Designs, implements, evaluates and audits project management processes and templates for the project management office (PMO). Compiles metrics relating to IT project success, project attributes, and individual productivity and adherence to defined processes. May track costs and performance, service levels and other metrics required to ensure project goals and objectives are met. Serves as a resource to project managers and project leaders to educate and assist them with implementing project management processes and making improvement/changes. Provides administrative support to project managers and project leaders. Ensures project control systems are in place and integrates project data for decision makers. Administers and maintains project management software and tools (e.g., Microsoft Project Server). Organizes and publishes project-related documentation in various sources. Knowledge of project management tools, methods and best practices such as those defined by the Project Management Body of Knowledge (PMBOK).

Dimensions

Education:

Bachelor's Degree in Computer Science, Information Systems, Business Administration, or other related field. Or equivalent work experience.

Experience:

A minimum of 3 years of project support/management experience.

Complexity:

Intermediate professional level role. Works independently or on a team. Performs tasks of moderate to high complexity that require increased knowledge of multiple technical environments and knowledge of business areas that IT supports. May coach more junior staff.

JOB FAMILY DESCRIPTIONS

JOB FAMILY: PROGRAM MANAGEMENT

Job Title: Resource Manager

Job#: 8240

General Characteristics

Manages the coordination of human resource needs for IT projects. Develops the systems and processes to ensure that business, project and employee needs are met in the assignment of staff to projects. Responsible for developing and managing an employee skills assessment process, forecasting skill and staff needs based on project plans. Develops and manages a staff utilization process, ensuring that staff resources are fairly and evenly distributed and that staff are not over utilized across projects.

Works with IT leadership, IT Staffing Manager and Training Manager in the forecasting of staff needs and skills, to ensure proper recruitment, training and development of staff to meet current and future IT needs. Coordinates the training and development of staff. Continually communicates with both project managers and assigned staff to ensure needs of both are being met, and to continue to improve staff selection and coordination of resources. Acts as the mentor and champion of training and career development processes for assigned staff. Ensures that performance appraisals occur upon completion of projects and that skills are updated. Coordinates and assimilates the performance appraisal information across projects resulting in a cohesive annual appraisal of staff who support a number of projects.

Dimensions

Education:

Bachelor's Degree in Computer Science, Information Systems, Business Administration, Education, or other related field. Or equivalent work experience.

Experience:

7 years of IT work experience including managing team(s) responsible for staffing, training and development and resource management.

Breadth:

Middle level management. Works under general direction of senior level management. Typically manages and mentors supervisors, project leads and/or technical staff. Works on multiple, complex issues/projects as a technical leader and the subject matter expert. Frequently reports to a corporate human resource executive, Chief Information Officer, IT Chief Operating Officer, Chief Technology Officer or Director, Program Management.

JOB FAMILY DESCRIPTIONS

JOB FAMILY: CUSTOMER SERVICE HOTLINE

Job Title: Manager, Customer Service Hotline

Job#: 8400

General Characteristics

Directs the Customer Service's hotline and order processing services for an enterprise. Responsible for business strategy and planning to ensure the organization has the appropriate resources, budget, tools and customer satisfaction metrics needed to provide the highest level of customer service.

Establishes quality standards and performance metrics for customer service's hotline performance. Manages the design and implementation of knowledge based systems, ensures appropriate resources are available to respond to customer inquiries/issues. Develops and implements learning strategy to maintain knowledge and provide growth for representatives. Resolves complex customer issues.

Dimensions

Education:

Bachelor's Degree in Computer Science, Information Systems, Business Administration, or other related field. Or equivalent work experience.

Experience:

A minimum of 7 years of related IT and business work experience in customer support and service functions. Experience with managing teams and projects in multiple technological and business environments.

Breadth:

Middle level management. Works under general direction of senior level management. Typically manages and mentors supervisors, project leads and/or technical staff. Works on multiple, complex issues/projects as a technical leader and a subject matter expert. Frequently reports to a Chief Information Officer, IT Chief Operating Officer, E-Business Executive or Departmental IT Executive.

JOB FAMILY DESCRIPTIONS

JOB FAMILY: CUSTOMER SERVICE HOTLINE

Job Title: Customer Service Hotline Representative

Job#: 8410

General Characteristics

Responsible for responding to inquiries and providing information to customers calling into a service hotline. Records all customer contact information in a call log. Evaluates situation, determines appropriate response and escalates to designated specialist/resource for resolution of customer's problem or complaint. Tracks issues escalated for resolution to ensure customer receives a timely response. Must have knowledge of the enterprise's business/products and demonstrate strong customer focused skills.

Dimensions

Education:

Associate's or Bachelor's Degree or technical institute degree/certificate in Computer Science, Information Systems, Business Administration, or other related field. Or equivalent work experience.

Experience:

0 to 2 years of related work experience.

Complexity:

Learner/entry level role. Provides customer hotline services of low to medium complexity. Functions, somewhat independently, under general direction of more senior customer service representatives, supervisors or managers. Generally follows documented procedures and checklists.

JOB FAMILY DESCRIPTIONS

JOB FAMILY: TECHNICAL PRODUCT SUPPORT

Job Title: Manager, Technical Product Support

Job#: 8600

General Characteristics

Develops business strategy and provides direction for technical product support function. Manages a team responsible for resolving customer technical problems with enterprise's products, developing the technical related responses for Requests for Quotes (RFQs), working with sales team to address technical product issues, and delivering and installing new software releases to customers and providing post-sales technical product support to customers.

Responsible for managing the technical interface to customers, including RFQ specification reviews, hands-on testing and modeling and interfacing with development and engineering for systems design work at customer sites. Responsible for building and maintaining relationships that can be leveraged to support the achievement of business objectives.

Dimensions

Education:

Bachelor's Degree in Computer Science, Information Systems, Business Administration, or other related field. Or equivalent work experience.

Experience:

A minimum of 7 years of high-tech industry and/or IT work experience in product engineering, development and support functions. Experience with managing teams and projects in multiple technological and business environments.

Breadth:

Middle level management. Works under general direction of senior level management. Typically manages and mentors supervisors, project leads and/or technical staff. Works on multiple, complex issues/projects as a technical leader and the subject matter expert. Frequently reports to a corporate senior level software development executive, research and development executive, sales executive or Chief Technology Officer.

JOB FAMILY DESCRIPTIONS

JOB FAMILY: TECHNICAL PRODUCT SUPPORT

Job Title: Technical Product Support Analyst

Job#: 8610

General Characteristics

Responsible for providing post-sales technical product support. This includes, but is not limited to, analyzing customers' business needs and developing technical requirements, preparing technical responses to Requests for Quotes (RFQs), configuring integrated solutions to meet customer needs and implementing client solutions. May act as a primary point of contact between customer's technical staff and the enterprise's development/engineering organization. Serves as technical consultant to the sales team and must have a broad knowledge of multiple computer environments, platforms and technologies and in-depth knowledge of the enterprise's products.

Dimensions

Education:

Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience:

A minimum of 4 years of high-tech industry and/or IT work experience in product engineering, development and/or support functions.

Complexity:

Intermediate professional level role. Works independently or on multiple projects as a project team member, occasionally as a project leader. Works on small to large, complex issues/projects that require increased skill in multiple technical environments and knowledge of one or more specific technical products. May coach more junior staff.

JOB FAMILY DESCRIPTIONS

JOB FAMILY: TECHNICAL PRODUCT SUPPORT

Job Title: Technical Product Support Specialist

Job#: 8620

General Characteristics

Responsible for providing post-sales technical product support. This includes, but is not limited to coordinating the resolution of customer problems, maintaining and installing applications/solutions, performing bug verification, release testing and beta support for one or more products. May work at the customer site to design and install applications. Must have knowledge of one or more of the enterprise's products and familiarity of multiple applications.

Dimensions

Education:

Associate's or Bachelor's Degree or technical institute degree/certificate in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Experience:

0 to 1 year of related high-tech industry and/or IT work experience.

Complexity:

Learner/entry level role. Provides technical product support to one or more product(s) of low to medium complexity. Functions, somewhat independently, under general direction of more senior technical product support staff, supervisors or managers. Generally follows documented procedures and checklists.