Attachment D: Job Titles and Descriptions - Contract # 505ENT-M21-SERVICESIT-01 (RFP #28310-MH)
Knowledge Services Information Technology Vendor Managed Services and Solution
Updated 10/23/26

Category Descriptions

- Indicates a general category description used by multiple titles that differ only by experience level.

INFORMATION FOR CATEGORY, TITLE, AND LEVEL

CATEGORY	DESCRIPTIONS
1. APPLICATIONS	
Programmer-Analyst	Plans, develops, tests, and documents computer programs, applying knowledge of programming techniques and computer systems. Evaluates user request for new or modified program, such as financial or human resource management systems, clinical research trial results, statistical study of traffic patterns, or analyzing and developing specifications for bridge design, to determine feasibility, cost and time required, compatibility with current system, and computer capabilities. Consults with user to identify current operating procedures and clarify program objectives. Formulates plan outlining steps required to develop program, using methodologies such as structured analysis and design or object-oriented development. Captures requirements using industry standard development frameworks and tools. Designs reports, forms and letters along with computer terminal screen displays to accomplish goals of user request. Reviews screens, reports, forms and letters designs with users. Converts project specifications, using industry standard tools, such as object-oriented tools and code generation, into sequence of detailed instructions and logical steps for coding into language processable by computer, applying knowledge of computer programming techniques and computer languages. Enters program codes into computer system. Enters commands into computer to run and test program. Reads computer printouts or observes display screen to detect syntax or logic errors during program test, or uses diagnostic software to detect errors. Replaces, deletes, or modifies codes to correct errors. Analyzes, reviews, and alters program to increase operating efficiency or adapt to new requirements. Writes documentation to describe program development, logic, coding, and corrections. Writes manual for users to describe installation and operating procedures. Assists users to solve operating problems. Recreates steps taken by user to locate source of problem and rewrites program to correct errors. May use computer-aided software tools in each stage of system development. May train users to use program. May oversee installation of hardware and software. May provide technical assistance to program users. May install and test program at user site. May monitor performance of program after implementation. May specialize in developing programs for business or technical applications.
Programmer-Analyst I	Programmer-Analyst capabilities with approximately 1-3 years of experience, relies on instructions and pre-established guidelines to perform the functions of the job, primary job functions do not typically require exercising independent judgment.
Programmer-Analyst II	Programmer-Analyst capabilities with 4-7 years of experience, relies on experience and judgment to plan and accomplish goals, performs a variety of complicated tasks, a wide degree of creativity and latitude is expected.
Programmer-Analyst III	Programmer-Analyst capabilities with 8 - 10 years of experience, relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, may lead and direct the work of others, a wide degree of creativity and latitude is expected.
Programmer-Analyst IV	Programmer-Analyst capabilities with 10 or more years of experience, relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, may lead and direct the work of others, a wide degree of creativity and latitude is expected.
Programmer	Converts data from project specifications and statements of problems and procedures to create or modify computer programs: Prepares, or receives from systems analyst, detailed specifications to describe sequence of steps that program must follow, and the input, output, and logical operations involved. Analyzes specifications, applying knowledge of computer capabilities, subject matter, and symbolic logic. Confers with supervisor and representatives of departments concerned with program to resolve questions of program intent, data input, output requirements, and inclusion of internal checks and controls. Converts detailed specifications to language processable by computer. Enters program codes into computer system. Inputs test data into computer. Observes computer monitor screen to interpret program operating codes. Corrects program errors, using methods such as modifying program or altering sequence of program steps. Writes instructions to guide operating personnel during production runs. Analyzes, reviews, and rewrites programs to increase operating efficiency or to adapt program to new requirements. Compiles and writes documentation of program development and subsequent revisions. May train workers to use program. May assist computer operator to resolve problems in running computer program. May work with systems analyst to obtain and analyze project specifications. May direct and coordinate work of others to write, test, and modify computer programs.
Programmer I	Programmer capabilities with approximately 1-3 years of experience, relies on instructions and pre-established guidelines to perform the functions of the job, works under immediate supervision, primary job functions do not typically require exercising independent judgment.
Programmer II	Programmer capabilities with 4-7 years of experience, relies on experience and judgment to plan and accomplish goals, performs a variety of complicated tasks, a wide degree of creativity and latitude is expected.
Programmer III	Programmer capabilities with 8 or more years of experience, relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, a wide degree of creativity and latitude is expected.
Software Engineer	Designs, modifies, develops, writes and implements software programming applications, including software infrastructure and development tools. Supports and/or installs software applications, infrastructure, and development tools. Participates in the testing process through test review and analysis, test witnessing and certification of software.
Software Engineer I	Software Engineer capabilities with approximately 1-3 years of experience in the field or in a related area. Has knowledge of commonly used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Primary job functions do not typically require exercising independent judgment.
Software Engineer II	Software Engineer capabilities with 4-7 years of experience, relies on experience and judgment to plan and accomplish goals, performs a variety of complicated tasks, a wide degree of creativity and latitude is expected.
Software Engineer III	Software Engineer capabilities with 8-10 years of experience, relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, a wide degree of creativity and latitude is expected.
Software Engineer IV	Software Engineer capabilities with 10 or more years of experience, relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, a wide degree of creativity and latitude is expected.
	Understands business objectives and problems, identifies alternative solutions, performs feasibility studies and cost/benefit analysis of alternatives. Analyzes user requirements, procedures, and problems to automate processing or to improve existing computer system: Confers with personnel of organizational units involved to analyze current operational procedures, identify problems, and learn specific input and output requirements, such as forms of data input, how data is to be summarized, and formats for reports. Writes detailed description of user needs, program functions, and steps required to develop or modify computer program. Reviews computer system capabilities, specifications, and scheduling limitations to determine if requested program or program change is possible within existing system.

Systems Analyst	Studies existing information processing systems to evaluate effectiveness and develops new systems to improve production or specifications as required. Prepares specifications to detail operations to be performed by equipment and computer programs and operations to be performed by personnel in system. Conducts studies pertaining to development of new information systems to meet current and projected needs. Plans and prepares technical reports, memoranda, and instructional manuals as documentation of program development. Upgrades system and corrects errors to maintain system after implementation. May assist computer programmer in resolution of work problems related to project specifications, or programming. Develops backup and recovery procedures. Evaluates outcomes. May prepare time and cost estimates for completing projects. May direct and coordinate work of others to develop, test, install, and modify programs.
Systems Analyst I	Systems Analyst capabilities with approximately 1-3 years of experience, relies on instructions and pre-established guidelines to perform the functions of the job, primary job functions do not typically require exercising independent judgment.
Systems Analyst II	Systems Analyst capabilities with 4-7 years of experience, relies on experience and judgment to plan and accomplish goals, performs a variety of complicated tasks, a wide degree of creativity and latitude is expected.
Systems Analyst III	Systems Analyst capabilities with 8-10 years of experience, relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, a wide degree of creativity and latitude is expected.
Systems Analyst IV	Systems Analyst capabilities with 10 or more years of experience, relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, a wide degree of creativity and latitude is expected.
Sr Internal Business Systems Analyst	Evaluate the internal technical needs of an organization and recommend solutions. Serve as liaison between internal departments and development team. Define the system and functional requirements. Assess available technologies to create development specifications as well as detailed test cases. Assist with testing to analyze results. May play a key role in training employees on application, database, and operating systems. Career-level position within field. Requires experience and proficiency in discipline. Conducts complex work important to the organization. Works with minimal supervision with wide latitude for independent judgment. Typically requires six to nine years experience or equivalent education.
Sr Internal Business Systems Analyst II	Evaluate the internal technical needs of an organization and recommend solutions. Serve as liaison between internal departments and development team. Define the system and functional requirements. Assess available technologies to create development specifications as well as detailed test cases. Assist with testing to analyze results. May play a key role in training employees on application, database, and operating systems. Career-level position within field. Requires experience and proficiency in discipline. Conducts complex work important to the organization. Works with minimal supervision with wide latitude for independent judgment. Typically requires ten or more years experience or equivalent education.
2. SYSTEMS	
DevOps Engineer	DevOps Engineer plays a key role in designing, planning, execution and installation of the DevOps platform tools to support application development and workloads. Responsible for building and maintaining CI/CD pipelines, infrastructure as code, supporting development teams to containerize workloads, and administering the underlying platform tools. Must have extensive experience with scripting, version control, testing, containerization and orchestration. Possess considerable logic and understanding to analyze and troubleshoot problems. Must be able to prioritize trouble calls and respond to emergencies and all levels of troubleshooting. •Skills in containerization and orchestration •Experience building and maintaining CI/CD pipelines and artifacts •Advanced knowledge of code scripting •Fluency with agile methods •Strong grasp of automation and configuration management tools •Experience with infrastructure as code •Knowledge on how to troubleshoot and resolve technical issues in test and production environments •Experience using version control •Knowledge in testing methodologies
DevOps Engineer I	DevOps Engineer capabilities with approximately 0-3 years of experience, relies on instructions and pre-established guidelines to perform the functions of the job, primary job functions do not typically require exercising independent judgment.
DevOps Engineer II	DevOps Engineer capabilities with 3-5 years of experience, relies on some instructions and some preestablished guidelines to perform the functions of the job, primary job functions and requires some degree of exercising independent judgment.
DevOps Engineer III	DevOps Engineer capabilities with 5-7 years of experience, relies on experience and judgment to plan and accomplish goals, performs a variety of complicated tasks, a wide degree of creativity and latitude is expected.
DevOps Engineer IV	DevOps Engineer capabilities with 7-10 years of experience, relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, a wide degree of creativity and latitude is expected.
DevOps Engineer V	DevOps Engineer capabilities with 10+ more years of experience, relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, a wide degree of creativity and latitude is expected.
OnBase Administrator I	This is an electronic content management system administrator position. OnBase Certified System Administrator certification or OnBase Certified Installer designation is required. On-the-job experience in the field preferred. Ability to provide on-going OnBase technical support, including daily incident, change management, and system administration responsibilities required. Must have excellent written and verbal communication skills with customers, peers, and leadership. Ability to write technical documentation is preferred. Must have a high drive to excel and be able to work in a versatile environment. Has knowledge of standard concepts, practices, and procedures within the field. Relies on instructions and pre-established guidelines to perform the functions of the job. Typically reports to a supervisor or manager.
OnBase Administrator/Developer II	This is an electronic content management system administrator and developer position. OnBase Certified System Administrator certification or OnBase Certified Installer designation, and OnBase Certified Workflow Administrator certification or OnBase Certified Workflow Engineer certification is required. Ability to provide on-going OnBase technical support, including daily incident, change management, and system administration responsibilities required. A minimum of 2 years on-the-job experience in the field, including developing document types, keywords, queries, reports, forms, import processes, and Workflow solutions independently, required. Plans, designs, develops, tests, implements, and modifies content management solutions. Experience in requirements gathering and solution analysis is required. Performs or assists in OnBase system upgrades. Must have excellent written and verbal communication skills with customers, peers, and leadership. Ability to write technical documentation is required. Must have a high drive to excel and be able to work in a versatile environment. Familiar with standard concepts, practices, and procedures within the field. Relies on experience in the field and judgment, with some guidance, to perform the functions of the job. Typically reports to a supervisor or manager.

OnBase Administrator/Developer III	This is an electronic content management system administrator and developer position. Plans, designs, develops, tests, implements, and modifies content management solutions. Experience in requirements gathering and solution analysis is required. OnBase Certified System Administrator certification or OnBase Certified Installer designation, and OnBase Certified Workflow Administrator certification or OnBase Certified Workflow Engineer certification is required. OnBase WorkView Certification and OnBase Certified Application Programming Interface certification is desired. A minimum of 4 years on-the-job experience in the field, including developing document types, keywords, queries, reports, forms, import processes, and Workflow solutions independently, required. Ability to provide on-going OnBase technical support, including daily incident, change management, and system administration responsibilities required. Strong in writing custom queries in Oracle and SQL Server. Must have experience in performing OnBase system upgrades. Resolves technical issues through debugging, research, and investigation. Familiar with standard concepts, practices, and procedures within the field. Relies on extensive experience in the field and judgment to perform the functions of the job. Knowledge of incident management and escalation procedures. Must have excellent written and verbal communication skills with customers, peers, and leadership. Ability to write technical documentation is required. Must have a high drive to excel and be able to work in a versatile environment. Typically reports to a supervisor or manager.
OnBase Administrator/Developer IV	This is an electronic content management system administrator and developer position. Plans, designs, develops, tests, implements, and modifies content management solutions. Experience in requirements gathering and solution analysis is required. OnBase Certified System Administrator certification or OnBase Certified Installer designation, and OnBase Certified Workflow Administrator certification or OnBase Certified Workflow Engineer certification is required. OnBase WorkView Certification and OnBase Certified Application Programming Interface certification is desired. A minimum of 5 years on-the-job experience in the field, including developing document types, keywords, queries, reports, forms, import processes, and Workflow solutions independently, required. Ability to provide on-going OnBase technical support, including daily incident, change management, and system administration responsibilities required. Strong in writing custom queries in Oracle and SQL Server. Must have experience in performing OnBase system upgrades. Resolves technical issues through debugging, research, and investigation. Familiar with standard concepts, practices, and procedures within the field. Relies on extensive experience in the field and judgment to perform the functions of the job. Knowledge of incident management and escalation procedures. Must have excellent written and verbal communication skills with customers, peers, and leadership. Ability to write technical documentation is required. Must have a high drive to excel and be able to work in a versatile environment. Typically reports to a supervisor or manager.
Systems Engineer	Systems Engineer will play a key role in the design, planning, execution and installation of the current infrastructure to support new applications and technologies. Support software and hardware upgrades to network servers, operating systems, and applications. Responsible for backup integrity and recovery coordination and planning. Must have extensive experience with standard industry practices including a variety of server types, clustering, and load balancing techniques. Possess considerable logic and understanding to analyze and troubleshoot problems. Must be able to prioritize trouble calls and respond to emergencies and all levels of troubleshooting.
Systems Engineer **I**	Systems Engineer capabilities with 8 - 10 years of experience, relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, a wide degree of creativity and latitude is expected.
Systems Engineer II	Systems Engineer capabilities with 10 - 12 years of experience, relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, a wide degree of creativity and latitude is expected.
Systems Engineer III	Systems Engineer capabilities with 13 - 14 years of experience, relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, a wide degree of creativity and latitude is expected.
Systems Engineering Lead	Supervises work related to the planning and engineering of an organization's systems infrastructure. Ensures that hardware and/or software is designed and installed in a manner that meets the needs of the organization. Typically requires a bachelor's degree in area of specialty and 5 years of experience in the field or in a related area. Demonstrates expertise in a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others. A wide degree of creativity and latitude is expected. Typically reports to a manager.
Systems Engineering Lead II/Sr.	Supervises work related to the planning and engineering of an organization's systems infrastructure. Ensures that hardware and/or software is designed and installed in a manner that meets the needs of the organization. Typically requires a bachelor's degree in area of specialty and 6 or more years of experience in the field or in a related area. Demonstrates expertise in a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others. A wide degree of creativity and latitude is expected. Typically reports to a manager.
Systems Architect	Systems Architect leads the design and development of next generation internal business systems. Possesses experience in software design and development with a focus on the integration of internal business systems across multiple functional areas, notably finance/accounting, financial transaction processing, etc. In addition, with packaged systems evaluation, selection and implementation in the areas of Finance, Accounting, and/or ERP systems. Possesses experience in design and integration of business applications and enterprise IT infrastructure. Designs IT infrastructure components and architecture. Experience with design and development of custom modules/solutions, and the integration of these components with packaged solutions. Proven methodology experience for complex systems integration projects and demonstrated ability to achieve deliverables on time and on budget.
Systems Architect I	Systems Architects capabilities with 8 years of experience, relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, a wide degree of creativity and latitude is expected.
Systems Architect II	Systems Architect II has all the System Architect I capabilities, an increased scope of independent activity and leadership, and the addition of breadth of capabilities such as: Service Design and Delivery Management; Policy Creation and Management; Partnership with Security Organization to optimize compliance and performance.
Systems Architect III	Systems Architect III has all the System Architect II capabilities, an increased scope of independent activity and leadership, and the addition of breadth of capabilities such as: Design, development, integration, and implementation experience in at least 2, preferably 3 of the following: Infrastructure, Applications, Data, and Cloud; Change Management; Relationship/Vendor Management.
Systems Architect IV	Systems Architect IV has all the System Architect III capabilities, an increased scope of independent activity and leadership, and the addition of breadth of capabilities such as: Strategic Planning and Development; Organizational Design and Enterprise Architecture; Data Management and Governance.
Systems Administrator	Installs new software releases, system upgrades, evaluates and installs patches, and resolves software related problems. Performs system backups and recovery. Maintains data files and monitors system configuration to ensure data integrity. Has knowledge of commonly-used concepts, practices, and procedures within a particular field.
Systems Administrator I	Systems Administrator capabilities with 1-4 or more years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. A certain degree of creativity and latitude is required.
Systems Administrator II	Systems Administrator capabilities with 5 years of experience, relies on experience and judgment to plan and accomplish goals, performs a variety of complicated tasks, a degree of creativity and latitude is expected.
Systems Administrator III	Systems Administrator capabilities with 6 or more years of experience, relies on experience and judgment to plan and accomplish goals, performs a variety of complicated tasks, a degree of creativity and latitude is expected.

3. DATA MANAGEMENT	
Database Administrator	Coordinates physical changes to computer databases; codes, tests, and implements physical database, applying knowledge of database management system. Designs logical and physical databases reviews description of changes to database design to understand how changes to be made affect physical database (how data is stored in terms of physical characteristics, such as location, amount of space, and access method). Establishes physical database parameters. Codes database descriptions and specifies identifiers of database to database management system, or directs others in coding database descriptions. Calculates optimum values for database parameters, such as amount of computer memory to be used by database, following manuals and using calculator. Specifies user access level for each segment of one or more data items, such as insert, replace, retrieve, or delete data. Specifies which users can access databases and what data can be accessed by user. Tests and corrects errors, and refines changes to database. Enters codes to create production data base. Selects and enters codes of utility program to monitor database performance, such as distribution of records and amount of available memory. Directs programmers and analysts to make changes to database management system. Reviews and corrects programs. Answers user questions. Confers with coworkers to determine impact of database changes on other systems and staff cost for making changes to database. Modifies database programs to increase processing performance, referred to as performance tuning. Workers typically specialize in one or more types of database management systems. May train users.
Database Administrator I	Database Administrator capabilities with approximately 1-3 years of experience, relies on instructions and pre-established guidelines to perform the functions of the job, primary job functions do not typically require exercising independent judgment.
Database Administrator II	Database Administrator capabilities with 4-7 years of experience, relies on experience and judgment to plan and accomplish goals, performs a variety of complicated tasks, a wide degree of creativity and latitude is expected.
Database Administrator III	Database Administrator capabilities with 8 - 10 years of experience, relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, a wide degree of creativity and latitude is expected.
Database Administrator IV	Database Administrator capabilities with 10 or more years of experience, relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, a wide degree of creativity and latitude is expected.
Database Architect	Designs and builds relational databases. Develops strategies for data acquisitions, archive recovery, and implementation of a database. Cleans and maintains the database by removing and deleting old data. Must be able to design, develop and manipulate database management systems, data warehouses and multidimensional databases. Requires a depth and breadth of database knowledge that will help with formal design of relational databases and provides insight into strategic data manipulation.
Database Architect I	Database Architect capabilities with 1-4 years of experience, designs and builds relational databases. Develops strategies for data acquisitions, archive recovery, and implementation of a database. Cleans and maintains the database by removing and deleting old data. Must have a working knowledge designing, developing, and manipulating database management systems, data warehouses, and multidimensional databases. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. A certain degree of creativity and latitude is required.
Database Architect II	Database Architect capabilities with 4-6 years of experience, designs and builds relational databases. Develops strategies for data acquisitions, archive recovery, and implementation of a database. Cleans and maintains the database by removing and deleting old data. Must be able to design, develop, and manipulate database management systems, data warehouses, and multidimensional databases. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and direct the work of others. A wide degree of creativity and latitude is expected.
Database Architect III	Database Architect capabilities with 6 years of experience, independently designs and builds relational databases. Develops strategies for data acquisitions, archive recovery, and implementation of a database. Cleans and maintains the database by removing and deleting old data. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. A wide degree of creativity and latitude is expected.
Database Architect IV	Database Architect capabilities with 7 years of experience, independently designs and builds relational databases. Develops strategies for data acquisitions, archive recovery, and implementation of a database. Cleans and maintains the database by removing and deleting old data. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. A wide degree of creativity and latitude is expected.
Database Architect V	Database Architect capabilities with 8 or more years of experience, independently designs and builds relational databases. Develops strategies for data acquisitions, archive recovery, and implementation of a database. Cleans and maintains the database by removing and deleting old data. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. A wide degree of creativity and latitude is expected.
4. TECHNICAL SPECIALIST	
Technical Writer	Writes a variety of technical articles, reports, brochures, and/or manuals for documentation for a wide range of uses. May be responsible for coordinating the display of graphics and the production of the document.
Technical Writer I	Technical Writer capabilities with approximately 1-3 years of experience in the field or in a related area. Has knowledge of commonly used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Primary job functions do not typically require exercising independent judgment.
Technical Writer II	Technical Writer capabilities with 4 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. A certain degree of creativity and latitude is required.
Technical Writer III	Technical Writer capabilities with 5 or more years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. A certain degree of creativity and latitude is required.
Testing Technician	Evaluates, recommends, and implements automated test tools and strategies. Develops, maintains, and upgrades automated test scripts and architectures for application products. Also writes, implements, and reports status for system test cases for testing. Analyzes test cases and provides regular progress reports.
Testing Technician I	Testing Technician capabilities with approximately 1-3 years of experience in the field or in a related area. Has knowledge of commonly used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job.
Testing Technician II	Testing Technician capabilities with 4+ years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. A certain degree of creativity and latitude is required.

Technician	Maintains, analyzes, troubleshoots, and repairs computer systems, hardware, and computer peripherals. Documents, maintains, upgrades, or replaces hardware and software systems. Supports and maintains user account information including rights, security, and systems groups.
Technician I	Technician capabilities with approximately 1-3 years of experience in the field or in a related area. Has knowledge of commonly used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Primary job functions do not typically require exercising independent judgment.
Technician II	Technician capabilities with 4 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. A certain degree of creativity and latitude is required.
Technician III	Technician capabilities with 5 or more years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. A certain degree of creativity and latitude is required.
5. CUSTOMER TECHNICAL SUPPORT	
Desktop Support	Provides expert level technical assistance in support and preparation of desktop supported applications and hardware. Requires extensive knowledge of, and experience with, desktop technology including, but not limited to, desktop operating systems, desktop applications, desktop hardware, laptop systems, desktop printer support, Android devices, iOS devices, other supported wireless devices and peripherals. This title receives escalated level support issues from helpdesk and Enterprise Support Center.
Desktop Support I	Has approximately 1-3 years of experience in desktop support. Has knowledge of commonly used concepts, practices, and procedures. Relies on instructions and pre-established guidelines to perform the functions of the job. Primary job functions do not typically require exercising independent judgment.
Desktop Support II	Has 4-7 years of experience in desktop support. Familiar with standard concepts, practices, and procedures. Relies on limited experience and judgment to plan and accomplish goals. A certain degree of creativity and latitude is required.
Desktop Support III	Has 8 - 10 years of experience in desktop support. Familiar with a variety of the concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Independently performs a variety of tasks. May lead and direct the work of others. A wide degree of creativity and latitude is expected.
Desktop Support IV	Has 10 or more years of experience in desktop support. Familiar with a variety of the concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Independently performs a variety of tasks. May lead and direct the work of others. A wide degree of creativity and latitude is expected.
Help Desk	Provides support to end users on a variety of issues. Identifies, researches, and resolves technical problems. Responds to telephone calls, email, and personnel requests for technical support. Documents, tracks, and monitors the problem to ensure a timely resolution. Has knowledge of commonly used concepts, practices, and procedures within a particular field.
Help Desk I	Help desk capabilities with approximately 1-2 years of experience in the field or in a related area. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Primary job functions do not typically require exercising independent judgment.
Help Desk II	Help desk capabilities with 3-5 years of experience in the field or in a related area. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. Well-versed in a variety of the field's concepts, practices, and procedures. Provides a limited degree of work guidance and leadership to other personnel. A wide degree of creativity and latitude is expected.
Help Desk III	Manages a team of support personnel who troubleshoot IT issues. Independently implements policies and procedures regarding how problems are identified, received, documented, distributed, and corrected. Ensures maximum issue resolutions in minimum time. Evaluates new information systems products or services, and suggests changes to existing products or services to better aid the end user. Requires at least 6 years of experience in the field. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Independently, performs a variety of tasks. A wide degree of creativity and latitude is expected.
Help Desk IV	Manages a team of support personnel who troubleshoot IT issues. Independently implements policies and procedures regarding how problems are identified, received, documented, distributed, and corrected. Ensures maximum issue resolutions in minimum time. Evaluates new information systems products or services, and suggests changes to existing products or services to better aid the end user. Requires 7 or more years of experience in the field. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Independently, performs a variety of tasks. A wide degree of creativity and latitude is expected.
6. PROJECT MANAGEMENT	
Project Manager	Designs, plans, and coordinates work teams. Follows standard project management industry practices such as the PMI's framework. Understands business and technical objectives of a project, and works closely with project sponsor. Creates project charter and work plan, and tracks budget and schedule progress via appropriate metrics. Establishes project organization and methodologies, and defines roles and responsibilities. Documents risks and develops mitigation plans. Manages scope. Creates and implements a communication plan. Builds an effective team, assigns tasks to team members, and evaluates outcomes. Negotiates resources. Communicates to stakeholders and project sponsor. Identifies, tracks, and ensures resolution of issues and removal of barriers. Provides technical support to project team members. Handles complex application features and technical designs. Designs and implements the components required for complex application features. Generally manages a group of applications systems analysts. Relies on experience and judgment to plan and accomplish goals. Professional certification is highly desirable.
Project Manager I	Project Manager capabilities with 5-10 years of experience. Capable of managing a project or subset of a project with up to ten (10) staff.
Project Manager II	Project Manager capabilities with 11 years of experience. Capable of managing a project with up to ten (10) or more staff and/or a project with multiple subprojects.
Project Manager III	Project Manager capabilities with 12 or more years of experience. Capable of managing a project with up to ten (10) or more staff and/or a project with multiple subprojects.

Certified Project Manager III	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, and 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. A more senior role, with responsibility for multiple large, complex projects with greater impact to the enterprise. 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. Typically has 10 to 15 years of IT work experience, including 4 or more years managing projects. Experience with projects in multiple technologies and functions.
Certified Project Manager IV/Sr.	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, and 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. A more senior role, with responsibility for multiple large, complex projects with greater impact to the enterprise. 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. Typically has 15 or more years of IT work experience, including 4 or more years managing projects. Experience with projects in multiple technologies and functions.
Business Analyst/Consultant	Reviews, analyzes, and evaluates business systems and user needs. Formulates systems to parallel overall business strategies. Experienced with business process reengineering and identifying new applications of technology to business problems to make business more effective. Familiar with industry standards, current and emerging technologies, and business process mapping and reengineering. Prepares solution options, risk identification, and financial analyses such as cost/benefit, ROI, buy/build, etc. Develops RFPs.
Business Analyst/Consultant I	Business Analyst/Consultant capabilities with approximately 1-3 years of experience in the field or in a related area. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Primary job functions do not typically require exercising independent judgment.
Business Analyst/Consultant II	Business Analyst/Consultant capabilities with 4-7 years of experience in the field or in a related area. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. A certain degree of creativity and latitude is required.
Business Analyst/Consultant III	Business Analyst/Consultant capabilities with 8 - 10 years of experience in the field or in a related area. Relies on experience and judgment to plan and accomplish goals. Independently, performs a variety of complicated tasks. A wide degree of creativity and latitude is expected.
Business Analyst/Consultant IV	Business Analyst/Consultant capabilities with 10 or more years of experience in the field or in a related area. Relies on experience and judgment to plan and accomplish goals. Independently, performs a variety of complicated tasks. A wide degree of creativity and latitude is expected.
NetSuite Project Manager / Consultant	Manage and execute a broad range of services, projects, and/or tasks in support of NetSuite implementations. May include planning, resourcing, requirements, configurations, development, testing, training, integrations, conversion, and mentoring of state managers and staff. Bachelor's or Master's Degree in the field or in a related area, or equivalent work experience. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. Typically has 8 - 10 years of experience with functional areas, large and complex database management systems, web applications, and/or business intelligence tools and systems.
NetSuite Project Manager / Consultant II/Sr.	Manage and execute a broad range of services, projects, and/or tasks in support of NetSuite implementations. May include planning, resourcing, requirements, configurations, development, testing, training, integrations, conversion, and mentoring of state managers and staff. Bachelor's or Master's Degree in the field or in a related area, or equivalent work experience. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. Typically has 10 or more years of experience with functional areas, large and complex database management systems, web applications, and/or business intelligence tools and systems.
Quality Assurance Analyst	Develops technical procedures, methodologies, metrics, checklists, and standards. Identifies and applies best practices. Evaluates software development procedures used to verify that programs function according to user requirements and conform to establishment guidelines. Writes, revises, and verifies quality standards for program design and product evaluation to attain quality of software economically and efficiently. Evaluates program output and reports for accuracy, and policies and procedures for quality. Evaluates networks to determine efficiencies and the quality of security systems, etc. Reviews new or modified programs, including documentation and specifications, to determine if program will perform according to user request and conform to guidelines. Recommends program improvements or corrections to programmers. Identifies differences between establishment standards and user applications and suggests modifications to conform to standards.
Quality Assurance Analyst I	Quality Assurance Analyst capabilities with approximately 1-3 years of experience in the field or in a related area. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job.
Quality Assurance Analyst II	Quality Assurance Analyst capabilities with 4-7 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. A certain degree of creativity and latitude is required.
Quality Assurance Analyst III	Quality Assurance Analyst capabilities with 8-10 years of experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Independently, performs a variety of tasks. A wide degree of creativity and latitude is expected.
Quality Assurance Analyst IV	Quality Assurance Analyst capabilities with 10 or more years of experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Independently, performs a variety of tasks. A wide degree of creativity and latitude is expected.
7. NETWORKING	

Network Engineer	Principally responsible for installing networking technologies and supporting networks. Assesses existing network configurations, and makes recommendations based on product specifications. Configures equipment and software to meet business needs, trains others on the solution, and documents the solution for ongoing support. Functions as part of a team on larger projects, or individually provides the services on support visits or smaller projects. Provides technical support, and assists with the design of network solutions. Requires experience in the technical services and support field as well as experience in network administration (DHCP, DNS, routers, firewall, etc.).
Network Engineer I	Network Engineer capabilities with 8 - 10 years of experience, relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, a wide degree of creativity and latitude is expected.
Network Engineer II	Network Engineer capabilities with 11 years of experience, relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, a wide degree of creativity and latitude is expected.
Network Engineer III	Network Engineer capabilities with 12 or more years of experience, relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, a wide degree of creativity and latitude is expected.
Network Analyst	Reviews, plans, and evaluates network systems. May troubleshoot network systems and recommend improvements to network. Provides documentation/project tracking and management reporting. Provides tactical and strategic input on overall network planning and related projects. Designs and supports server system(s) and supporting software.
Network Analyst I	Network Analyst capabilities with approximately 1-3 years of experience in the field or in a related area. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Primary job functions do not typically require exercising independent judgment.
Network Analyst II	Network Analyst capabilities with 4-7 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. A certain degree of creativity and latitude is required.
Network Analyst III	Network Analyst capabilities with 8 or more years of experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Independently, performs a variety of tasks. A wide degree of creativity and latitude is expected.
Network Technician	Installs, configures and maintains organization's network. Builds networks and maintains external and internal web presence. Administers the networks. Performs system backups on its internal and external web network servers.
Network Technician I	Network Administrator with approximately 1-3 years of experience in the field or in a related area. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Primary job functions do not typically require exercising independent judgment.
Network Technician II	Network Administrator capabilities with 4-7 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. A certain degree of creativity and latitude is required.
Network Technician III	Network Administrator capabilities with 8 - 10 years of experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. May lead and direct the work of others. A wide degree of creativity and latitude is expected.
Network Technician IV	Network Administrator capabilities with 10 or more years of experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. May lead and direct the work of others. A wide degree of creativity and latitude is expected.
Security Analyst	Specializes in information and network security. Analyzes security risks, and plans controls. Develops policies and procedures to implement security practices. Coordinates implementation of security controls. Designs and implements controls. Monitors compliance with security policies and procedures.
Security Analyst I	Security Analyst with approximately 1-3 years of experience in the field or in a related area. Has knowledge of commonly-used security concepts, practices, and procedures. Relies on instructions and pre-established guidelines to perform the functions of the job. Primary job functions do not typically require exercising independent judgment.
Security Analyst II	Security Analyst capabilities with 4-7 years of experience. Familiar with standard security concepts, practices, and procedures. Relies on limited experience and judgment to plan and accomplish goals. A certain degree of creativity and latitude is required.
Security Analyst III	Security Analyst capabilities with 8-10 years of experience. Familiar with a variety of the security concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. May lead and direct the work of others. A wide degree of creativity and latitude is expected.
Security Analyst IV	Security Analyst capabilities with 10 or more years of experience. Familiar with a variety of the security concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. May lead and direct the work of others. A wide degree of creativity and latitude is expected.
8. GIS	
Geospatial Architect/Administrator	Geospatial Architect/Administrator positions evaluate, design, and implement GIS software releases, system upgrades, and manage desktop and server-based software related infrastructure to ensure continuity of operations. Administers and troubleshoots GIS applications and data repository hosting components. Possesses experience in geospatial software design and development with a focus on the integration of internal business systems across multiple functional areas, notably finance/accounting, financial transaction processing, etc. In addition, with packaged systems evaluation, selection and implementation in the areas of enterprise infrastructure integration, mobile GIS tools and advanced web mapping systems utilization. Communicates and coordinates with GIS support staff and program customers to ensure business deliverable continuity. Performs varied degrees of quality assurance validation measures to ensure application and data integrity use. Has knowledge of advanced integrated technology methods and related concepts, practices, and procedures within the geospatial technology discipline. Qualifications - Geospatial Architect/Administrator capabilities with 5 years of relevant professional experience, relies on skills, experience, and judgment to plan and accomplish project assignments. Independently and in teamwork situations, performs a variety of complicated architecture and technical administrator tasks. A wide degree of creativity and self-motivation in job performance is expected.

Geospatial Architect/Administrator II/Sr.	Geospatial Architect/Administrator positions evaluate, design, and implement GIS software releases, system upgrades, and manage desktop and server-based software related infrastructure to ensure continuity of operations. Administers and troubleshoots GIS applications and data repository hosting components. Possesses experience in geospatial software design and development with a focus on the integration of internal business systems across multiple functional areas, notably finance/accounting, financial transaction processing, etc. In addition, with packaged systems evaluation, selection and implementation in the areas of enterprise infrastructure integration, mobile GIS tools and advanced web mapping systems utilization. Communicates and coordinates with GIS support staff and program customers to ensure business deliverable continuity. Performs varied degrees of quality assurance validation measures to ensure application and data integrity use. Has knowledge of advanced integrated technology methods and related concepts, practices, and procedures within the geospatial technology discipline. Qualifications - Geospatial Architect/Administrator capabilities with 6 or more years of relevant professional experience, relies on skills, experience, and judgment to plan and accomplish project assignments. Independently and in teamwork situations, performs a variety of complicated architecture and technical administrator tasks. A wide degree of creativity and self-motivation in job performance is expected.
Geospatial Business Analyst	Geospatial Business Analysts serve as experts in defining, researching, and devising appropriate geospatial technology components (tools, data, methodologies), and relating that to business oriented requirements that can be integrated into an agency's or enterprise information system architecture that will optimize geospatial application and data utilization. The role provides an effective interface with business customers (*e.g.* non IT program staff and managers) and applies direction and leadership to other professional IS/GIS staff deployed in program, agency and/or enterprise project work. This includes providing advice, assistance and serving as the primary liaison contact coordinating and consulting on geospatial systems development, and formulating business requirements related to strategic plans and technical work plans that identify and incorporate information technology outcomes. Assists in project planning and preparing high level business status reports for management are also functions of this position responsibility.
Geospatial Business Analyst Junior	Qualifications – Junior Geospatial Business Analyst will have ample technical capabilities with a minimum of 1-3 years of relevant professional experience, relies on instructions and pre-established guidelines to perform the functions of the job, primary job functions will require exercising minimal independent judgment.
Geospatial Business Analyst Senior	Qualifications – Senior Geospatial Business Analyst will have ample technical capabilities with 4 years of relevant professional experience, relies on experience and judgment to plan and accomplish goals. Independently performs a variety of complicated tasks, and works effectively in team activities. May lead and direct the work of others. A wide degree of creativity and self-motivation in job performance is expected.
Geospatial Business Analyst Senior II	Qualifications – Senior Geospatial Business Analyst will have ample technical capabilities with 5 or more years of relevant professional experience, relies on experience and judgment to plan and accomplish goals. Independently performs a variety of complicated tasks, and works effectively in team activities. May lead and direct the work of others. A wide degree of creativity and self-motivation in job performance is expected.
Geospatial Information Specialist	Geospatial Information Specialist positions provide versatile capabilities evaluating, planning, developing, and utilizing Geographic Information System (GIS) related tools and data components. This position category has the aptitude and ability to understand geospatial project objectives and problems, identify alternative solutions, perform feasibility studies and cost/benefit analysis of solutions to meet project requirements. Analyzes user requirements, procedures, and problems to automate processing or to improve existing computer system. Confers with personnel of organizational units involved to analyze current operational procedures, identify problems, and learn specific input and output requirements, such as forms of data input, how data is to be summarized, and formats for reports. Writes detailed description of user needs, program functions, and steps required to develop or modify computer program. Reviews geospatially enabled computer system capabilities, specifications, and data assets to determine if requested program project requirements will be feasible.
Geospatial Information Specialist Junior	Qualification - GIS Systems Analyst capabilities with approximately 1-3 years of relevant professional experience, relies on instructions and pre-established guidelines to perform the functions of the job, primary job functions typically require exercising minimal independent judgment.
Geospatial Information Specialist Senior	Qualification - GIS Systems Analyst capabilities with 4 or more years of relevant professional experience, relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, an advanced degree of creativity and latitude is expected.
Geospatial Information Technician	Geospatial Technician positions perform Geographic Information System (GIS) related tools and data components to complete project work. Performs functional production tasks such as data editing, cartographic production, quality control checking. Perform routine cartographic design and map production assignments using GIS software modules. Assemble subset data into databases for integration and analysis. Conduct elementary data processing and map transformation routines. Design and prepare maps for program user projects. Understands basics of processing spatial geographic and or remote sensing data. Create and use geographic information systems automated programs for use in spatial data processing and analysis. Prepare and document automated programs to process and analyze spatial and tabular database information. Develop menu-driven user interface tools for data access and query. Assist analysts and other staff developing data, processing algorithms, and preparing map transformations. Work with technical production staff and program users to define and develop GIS applications and data.
Geospatial Information Technician Junior	Qualifications - Geospatial Information Services Technician will possess basic GIS technical skills and capabilities with approximately 1-3 years of relevant technician level experience. Relies on instructions and pre-established guidelines to perform the functions of the job, primary job functions typically require exercising minimal independent judgment.
Geospatial Information Technician Senior	Qualifications - Senior Geospatial Information Services Technician will possess advanced GIS technical skills and capabilities with 4 or more years of relevant technician level experience. Relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, an advanced level of creativity and latitude is expected.
Geospatial Services Consultant	Geospatial Services Consultant positions provide technical leadership and project management roles for complex geospatial, integrated system development and infrastructure implementation projects. Consultants of this category offer high-level consulting skills to agency programs on the selection and use of geospatial technologies; working as a liaison and advocate with program customers in representing program business requirements and plans; reviewing the design, development and implementation of GIS projects to ensure appropriate technology implementation, quality and adherence to framework standards; providing consulting GIS specific high-level expert consultation to an agency and enterprise on strategic evaluation and/or adoption of new and emerging technologies; implementing and/or facilitating geospatial system analysis and design efforts; establishing agency-wide technical standards, policies and frameworks; providing geospatial specific project management services, and supporting customer business operations. Qualifications - Geospatial Services Consultant capabilities with 5 or more years of relevant professional experience, relies on skills, experience and judgment to plan and accomplish project assignments. Independently and in teamwork situations, performs a variety of complicated technical consulting services activities. May lead and direct the work of others. A wide degree of creativity and self-motivation in job performance is expected.
Geospatial Solutions Developer	Geospatial Solutions Developers plan, construct, implement, and document Geographic Information System (GIS) related tools and data components utilizing computer development programs. Understands the concepts and methods inherent to the geospatial technology discipline in relation to automated tool building and integration with other technology and scientific disciplines. Applies knowledge of programming techniques and computer systems. Evaluates user requests for new or modified programming. Consults with users to identify current and future business objectives. Captures requirements using industry and enterprise standard geographic information system development frameworks and tools. Converts project specifications, using industry standard tools, such as object-oriented tools and code generation, into sequences of detailed instructions and logical steps for coding into language processable by computer systems.
Geospatial Solutions Developer Junior	Qualifications - Geospatial Solutions Developer will have ample technical capabilities with a minimum of 1-3 years of relevant professional experience, relies on instructions and pre-established guidelines to perform the functions of the job. Primary job functions will require exercising a moderate level of independent judgment.

Geospatial Solutions Developer Senior	Qualifications - Geospatial Solutions Developer will have ample technical capabilities with 4 years of relevant professional experience, relies on experience and judgment to plan and accomplish goals, performs a variety of complicated tasks, and works effectively independently and in team activities. May lead and direct the work of others. An advanced degree of creativity and latitude is required. Primary job functions will require the ability to exercise a high level of independent judgment.
Geospatial Solutions Developer Senior II	Qualifications - Geospatial Solutions Developer will have ample technical capabilities with 5 or more years of relevant professional experience, relies on experience and judgment to plan and accomplish goals, performs a variety of complicated tasks, and works effectively independently and in team activities. May lead and direct the work of others. An advanced degree of creativity and latitude is required. Primary job functions will require the ability to exercise a high level of independent judgment.
9. PEOPLESOFT	
PeopleSoft Analyst	Assists with the development and maintenance of the PeopleSoft package. Customizes and configures workflow to allow the integration of client/server applications. Tests PeopleSoft configuration to ensure the system is meeting the organization's needs.
PeopleSoft Analyst I	May require a bachelor's degree in area of specialty and 1-2 years of experience in the field or in a related area. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Typically reports to a supervisor or manager.
PeopleSoft Analyst II	May require a bachelor's degree in area of specialty and 2-4 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision. A certain degree of creativity and latitude is required. Typically reports to a supervisor or manager.
PeopleSoft Analyst III	May require a bachelor's degree in area of specialty and 4-6 years of experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. May lead and direct the work of others. A wide degree of creativity and latitude is expected. Typically reports to a supervisor or manager.
PeopleSoft Analyst IV	May require a bachelor's degree in area of specialty and 6-8 years of experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. May lead and direct the work of others. A wide degree of creativity and latitude is expected. Typically reports to a supervisor or manager.
PeopleSoft Applications Systems Analyst	Reviews, analyzes, and modifies programming systems including encoding, testing, debugging, and installing to support an organization's application systems. Consults with users to identify current operating procedures, and to clarify program objectives. May be expected to write documentation to describe program development, logic, coding, and corrections. Writes manual for users to describe installation and operating procedures. May require a bachelor's degree in a related area and 2-5 years of experience in the field or in a related area. Familiar with relational databases and client-server concepts. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. May lead and direct the work of others. Typically reports to a project leader or manager. A wide degree of creativity and latitude is expected.
PeopleSoft Data Warehouse Manager	Develops and implements information management strategies. Coordinates and manages information management solutions. Scopes, plans, and prioritizes multiple projects. Manages all aspects of the warehouses, such as data sourcing, migration, quality, design, and implementation. Requires a bachelor's degree with at least 7 years of experience in data warehouse design and development experience. Generally manages a team of exempt and nonexempt employees. Relies on experience and judgment to plan and accomplish goals. Typically reports to senior management. Experience with Oracle data warehouses is required.
PeopleSoft Data Warehouse Specialist	Designs, implements, and supports data warehousing. Implements business rules via stored procedures, middleware, or other technologies. Defines user interfaces and functional specifications. Responsible for verifying accuracy of data, and the maintenance and support of the data warehouse. Requires a bachelor's degree with at least 2 years of experience in data warehousing design. Familiar with standard concepts, practices, and procedures within a particular field. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. Typically reports to a manager. A certain degree of creativity and latitude is required. Experience with PeopleSoft data warehouse is required.
PeopleSoft Database Administrator	Administers, maintains, develops, and implements policies and procedures for ensuring the security and integrity of the PeopleSoft database. Implements data models and database designs, data access and table maintenance codes; resolves database performance issues, database capacity issues, replication, and other distributed data issues. May require a bachelor's degree in a related area and 2-4 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision; typically reports to a manager. A certain degree of creativity and latitude is required. Experience with Oracle databases is required.
PeopleSoft Database Analyst	Supports and maintains PeopleSoft-based systems and provides computer technical expertise, technical guidance and direction in the implementation and operation of computer systems. Organizes and schedules a variety of computer system tasks, in a timely and proficient manner and in compliance with State of Wisconsin system policies and procedures. Individual must maintain a good working relationship with co-workers and other State of Wisconsin staff and perform other duties as assigned or defined in the performance evaluation of technical policies and procedures. The individual in the position provides technical expertise in support of State of Wisconsin applications and other third party tools. The job duties of this position are highly involved team interaction with developers and users, requiring well written communication and scheduling function initiative. Other activities include assisting environment support of Development, Testing, Unit Acceptance Testing and Production and other environments necessary in support of PeopleSoft. Considerable independent judgment is required in providing assistance to professional staff involved in code migrations, code release scheduling and use of SOC compliance and Separation of Duty responsibilities.
PeopleSoft Database Analyst I	May require a bachelor's degree in a related area and 0-2 years of experience in the field or in a related area.
PeopleSoft Database Analyst II	May require a bachelor's degree in a related area and 2-4 years of experience in the field or in a related area.
PeopleSoft Database Analyst III	Requires a bachelor's degree in area of specialty and 4-5 years of experience in the field or in a related area.
PeopleSoft Database Analyst IV	Requires a bachelor's degree in area of specialty and 6-8 years of experience in the field or in a related area. Leads and directs the work of others. A wide degree of creativity and latitude is expected. Typically reports to a manager or head of a unit/department.
PeopleSoft Database Analyst V	Requires a bachelor's degree in area of specialty and at least 8-10 years of experience in the field or in a related area. May provide consultation on complex projects and is considered to be the top level contributor/specialist. A wide degree of creativity and latitude is expected. Typically reports to a manager or head of a unit/department.

PeopleSoft Database Analyst VI	Requires a bachelor's degree in area of specialty and 10 or more years of experience in the field or in a related area. May provide consultation on complex projects and is considered to be the top level contributor/specialist. A wide degree of creativity and latitude is expected. Typically reports to a manager or head of a unit/department.
PeopleSoft Database Librarian	Designs, enters, audits, and maintains data database. Responsible for verifying all data to be entered into database meets set standards and requirements. May require an associate's degree in a related area and 3-5 years of experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and direct the work of others. Typically reports to a manager. A wide degree of creativity and latitude is expected. Experience with PeopleSoft data is required.
PeopleSoft Programmer	Reviews, analyzes, and modifies the programming systems including encoding, testing, and debugging to support an organization's PeopleSoft applications. Ensures that software can be completely integrated into the PeopleSoft system. Designs new modules to improve system efficiency. May require a bachelor's degree in area of specialty and 4-6 years of experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. May lead and direct the work of others. A wide degree of creativity and latitude is expected. Typically reports to a supervisor or manager.
PeopleSoft Project Manager	Develops, plans, and implements the Enterprise Resource Planning (ERP) system. Sets deadlines, assigns responsibilities, and monitors progress for the ERP system. Evaluates and recommends changes to current and future ERP system requirements to meet organizational needs. Requires a bachelor's degree in area of specialty and at least 8 - 10 years of experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs a group of ERP Analysts. A wide degree of creativity and latitude is expected. Typically reports to top management.
PeopleSoft Project Manager II/Sr.	Develops, plans, and implements the Enterprise Resource Planning (ERP) system. Sets deadlines, assigns responsibilities, and monitors progress for the ERP system. Evaluates and recommends changes to current and future ERP system requirements to meet organizational needs. Requires a bachelor's degree in area of specialty and 10 or more years of experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs a group of ERP Analysts. A wide degree of creativity and latitude is expected. Typically reports to top management.
PeopleSoft Security Analyst	Assists with the development and maintenance of PeopleSoft package specific to all security aspects. Customizes and configures security per user requirements. Tests PeopleSoft security configuration to ensure the system is meeting corporate needs. May require a bachelor's degree in area of specialty and 4-6 years of experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. May lead and direct the work of others. A wide degree of creativity and latitude is expected. Typically reports to a supervisor or manager.
10. MISCELLANEOUS POSITIONS	
CRM Integration Specialist	Responsible for Customer Relationship Management (CRM) system integration. Ensures all functions of CRM system effectively work with all other applications and operating systems. Requires a bachelor's degree in area of specialty and at least 7 years of experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others. A wide degree of creativity and latitude is expected. Typically reports to a manager or head of a unit/department.
CRM Integration Specialist II/Sr.	Responsible for Customer Relationship Management (CRM) system integration. Ensures all functions of CRM system effectively work with all other applications and operating systems. Requires a bachelor's degree in area of specialty and 8 or more years of experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others. A wide degree of creativity and latitude is expected. Typically reports to a manager or head of a unit/department.
Firewall Design Consultant	Custom position requires manager to add their own description
HP Openview Administrator	Custom position requires manager to add their own description
HP Service Manager Consultant	Custom position requires manager to add their own description
HP Universal Configuration Mgmt DB Consultant	Custom position requires manager to add their own description
Information Security Manager	The Information Security Manager is the focal point for the Information Security function. The position is responsible for effectively analyzing, planning, organizing, leading and executing IT security programs and projects from conception to operationalization while managing risk, scope, schedule and budget. This position supports business and technical staff including subject matter experts and end users, technical resources (internal and third-party vendors), senior management and executives in the design, development and delivery of security solutions that ensure that the Information Security requirements are fully addressed and continuous improvements are being achieved.
SharePoint Systems Administrator I, II, III & IV	Responsible for planning, managing, and executing deliverables and timelines associated with Microsoft SharePoint Server and SharePoint Online. Resolve issues through self research, peer groups networks, or discussion forums. Install, configure, upgrade, and deploy applications, systems software, and products throughout platform with minimum supervision. Identify and resolve system issues proactively. Perform daily monitoring and troubleshooting of the platform components; installs and configures patches and upgrades as required. Resolve complex issues through hands-on technical solutions, self research, peer groups networks, or discussion forums. Own and ensure adherence of team members to systems implementation methodology.
Surveillance & Access Control Technician I, II & III	Coordinates inspection surveillance activities in accordance with the approved ITP (Inspection & Test Plan) and organization procedures for projects. Addresses Notification of Inspection (NOI) requests, liaising with nominated inspection bodies (Agency) and ensures that appropriately qualified inspectors are assigned in a timely manner for surveillance activities. Makes sure that all necessary documentation is approved by organization prior to the inspection. Provides Inspector with all relevant documentation, including Request for Inspection (RFI), approved Inspection and Test Plans (ITP) and relevant Purchase Orders. Makes sure Inspectors are aware of Suppliers' Personal Protection Equipment (PPE) requirements for the site. Reviews, distributes and maintains inspection and test reports from organization nominated inspection bodies, approving inspection reports. Liaising with Agency, Inspectors and Quality Lead if any issues accrued prior, during or after inspection. Notify the Quality Manager and Quality Leads of any quality issues aligned in Inspection reports.
Telecommunications Analyst II	Reviews, analyzes, evaluates and maintains an organization's telecommunications system. Designs, develops, and tests telecommunications software solutions. Provides customer training of the telecommunications features and functionality. May require an associate's degree, or its equivalent, and 2-4 years of experience in the field or a related area. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. A wide degree of creativity and latitude is expected. Typically reports to a supervisor or manager.
Telecommunications Analyst III	Reviews, analyzes, evaluates and maintains an organization's telecommunications system. Designs, develops, and tests telecommunications software solutions. Provides customer training of the telecommunications features and functionality. May require an associate's degree, or its equivalent, and 5 or more years of experience in the field or a related area. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. A wide degree of creativity and latitude is expected. Typically reports to a supervisor or manager.

Telecommunications Technician II	Installs, troubleshoots, repairs, and maintains telecommunications equipment. Provides reports, completes requests for new service, and determines methodology for installing telephone service. Determines appropriateness of moderate equipment changes or modifications including call switches, test trunks and test links, and installs communication circuits. May require an associate's degree, or its equivalent, and 2-5 years of experience in the field or a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision. A certain degree of creativity and latitude is required. Typically reports to a project leader or manager.
Telecommunications Technician III	Installs, troubleshoots, repairs, and maintains telecommunications equipment. Provides reports, completes requests for new service, and determines methodology for installing telephone service. Determines appropriateness of moderate equipment changes or modifications including call switches, test trunks and test links, and installs communication circuits. May require an associate's degree, or its equivalent, and 5 or more years of experience in the field or a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision. A certain degree of creativity and latitude is required. Typically reports to a project leader or manager.
11. ARCHITECTS	
Application Architect	Provide architectural and big picture oversight for development of new or enhanced software products. Responsible for ensuring quality and consistency of the software architecture across the system and providing day-to-day technical guidance to the development teams. Define the system, technical, and application architectures for major areas of development, and recommend course of action to maintain cost effectiveness and competitiveness. Stay up-to-date on business initiatives and objectives, particularly as these relate to infrastructure and development architecture issues. Research and implement best practices frameworks/capability models that will control costs, provide higher quality, and/or increase predictability of service delivery. Research new technology and development tools to remain abreast of current and emerging technology.
Application Architect I	Conducts routine tasks as directed. Moderate supervision with some latitude for independent judgement. Typically requires one to three years experience.
Application Architect II	Career-Development position within field. Requires moderate skill sets and developing proficiency within discipline. Conducts tasks and assignments as directed. Works with limited supervision with latitude for independent judgement. Typically requires four to five years experience.
Application Architect III	Career-Level position within field. Requires experience and proficiency in discipline. Conducts complex work important to the organization. Works with minimal supervision with wide latitude for independent judgment. Typically requires six to nine years experience.
Application Architect IV	Career-Level position within field. Requires experience and proficiency in discipline. Conducts complex work important to the organization. Works with minimal supervision with wide latitude for independent judgment. Typically requires 10 or more years experience.
Business Intelligence Architect I	Responsible for design and maintenance of business intelligence applications. Identifies, researches, and resolves technical problems. Ensures that the use of business intelligence applications enhances business decision making capabilities. Requires a bachelor's degree in area of specialty and 1 to 3 years of experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks.
Business Intelligence Architect II	Responsible for design and maintenance of business intelligence applications. Identifies, researches, and resolves technical problems. Ensures that the use of business intelligence applications enhances business decision making capabilities. Requires a bachelor's degree in area of specialty and 4 to 6 years of experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks.
Business Intelligence Architect III	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. Bachelor's or Master's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience. Typically has 7 to 10 years of experience with large and complex database management systems, business intelligence tools and systems.
Business Intelligence Architect IV	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. Bachelor's or Master's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience. Typically has 10 or more years of experience with large and complex database management systems, business intelligence tools and systems.
CRM Integration Architect III	Responsible for Customer Relationship Management (CRM) system integration. Ensures all functions of CRM system effectively work with all other applications and operating systems. Requires a bachelor's degree in area of specialty and 10 years of experience in the field or in a related area. 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. Acts as an internal consultant, advocate, mentor and change agent. Bachelor's or Master's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience. Typically has 5 years of relevant architecture experience. Requires advanced to expert level knowledge and understanding of architecture, application systems design and integration.
CRM Integration Architect IV	Responsible for Customer Relationship Management (CRM) system integration. Ensures all functions of CRM system effectively work with all other applications and operating systems. Requires a bachelor's degree in area of specialty and at least 11 years of experience in the field or in a related area. 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. Acts as an internal consultant, advocate, mentor and change agent. Bachelor's or Master's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience. Typically has 6 or more years of relevant architecture experience. Requires advanced to expert level knowledge and understanding of architecture, application systems design and integration.
Enterprise Architect	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.
Enterprise Architect II	Bachelor's or Master's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience. Typically has 5 to 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.
Enterprise Architect III	Bachelor's or Master's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience. Typically has 7 to 10 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.

Enterprise Architect IV	Bachelor's or Master's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience. Typically has 10 or more years of IT work experience in multiple IT areas and 3 or more years of relevant enterprise wide architecture experience in one or more specialty areas.
Technical Architect	Design, implement, and maintain the organization's application systems and/or IT infrastructure. Provide an architectural framework for information system development, maintenance, and enhancement efforts. Understand user and process requirements, and ensure those requirements can be achieved through high quality deliverables. Work closely with developers and engineers to develop road maps for applications, align development plans, and to ensure effective integration among information systems and the IT infrastructure. Monitor technological advancements to ensure that solutions are continuously improved, supported, and aligned with industry and company standards, as well as emerging business requirements. Understand the interactions between systems, applications, and services within the environment, and evaluate the impact of changes or additions. Analyze systems and perform usability testing to ensure performance and reliability, enhance scalability, and meet security requirements.
Technical Architect I	Conducts routine tasks as directed. Moderate supervision with some latitude for independent judgement. Typically requires one to three years' experience.
Technical Architect II	Career-Development position within field. Requires moderate skill sets and developing proficiency within discipline. Conducts tasks and assignments as directed. Works with moderate supervision with some latitude for independent judgment. Typically requires four to five years experience.
Technical Architect III	Requires experience and proficiency in discipline. Conducts complex work important to the organization. Works with minimal supervision with wide latitude for independent judgment. Typically requires six to nine years experience.
Technical Architect IV	Requires experience and proficiency in discipline. Conducts complex work important to the organization. Works with minimal supervision with wide latitude for independent judgment. Typically requires 10 or more years experience.
12. WEB DEVELOPMENT	
Certified Microsoft .NET web Developer	Develop websites and Internet applications using the Microsoft .NET framework; ASP.NET; C# or Visual Basic; and related development technologies. Perform various coding and programming tasks, such as design or development of Web front-end, back-end Web-based applications, and Web/Internet services. May involve coding and integration of text, graphics, sound, and/or video.
Certified Microsoft .NET web Developer I	Entry-Level position within field. Requires little to no experience in discipline. Conducts routine tasks as directed. Closely supervised with little latitude for independent judgment. Typically requires up to three years experience or equivalent education.
Certified Microsoft .NET web Developer II	Career-Development position within field. Requires moderate skill sets and developing proficiency within discipline. Conducts tasks and assignments as directed. Works with moderate supervision with some latitude for independent judgment. Typically requires four to five years experience or equivalent education.
Certified Microsoft .NET web Developer III	Career-Level position within field. Requires experience and proficiency in discipline. Conducts complex work important to the organization. Works with minimal supervision with wide latitude for independent judgment. Typically requires six to nine years experience or equivalent education.
Certified Microsoft .NET web Developer IV	Career-Level position within field. Requires experience and proficiency in discipline. Conducts complex work important to the organization. Works with minimal supervision with wide latitude for independent judgment. Typically requires 10 or more years experience or equivalent education.
.NET Web Developer I	The entry level .NET Web Developer designs, develops, and implements web-based applications using .NET framework to support business requirements. Includes the use of related development technologies such as ASP.NET, MVC, .NET CORE and supported programming languages (e.g. C#, C++, bootstrap) and scripting languages (e.g. TypeScript, JavaScript). Performs development of front-end and back-end development of web applications and web API's (webservices). Follows approved life cycle methodologies, creates documentation, and performs application coding and testing. Resolves technical issues through debugging, research, and investigation. Requires a bachelor's or associates degree in area of specialty or 1-2 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Code is closely monitored by senior tech leads.
.NET Web Developer II	The intermediate level .NET Web Developer designs, develops, and implements web-based applications using .NET framework to support business requirements. Includes the use of related development technologies such as ASP.NET, MVC, .NET CORE and supported programming languages (e.g. C#, C++, bootstrap) and scripting languages (e.g. TypeScript, JavaScript). Performs development of front-end and back-end development of web applications and web API's (webservices). Follows approved life cycle methodologies, creates documentation, and performs application coding and testing. Resolves technical issues through debugging, research, and investigation. Requires a bachelor's or associates degree in area of specialty or 3-7 years of experience in the field or in a related area. Experience with standard concepts, practices, and procedures within a particular field. Can perform with limited supervision, code is reviewed by team. May review junior developer's code.
NET Web Developer III	The senior level .NET Web Developer designs, develops, and implements web-based applications using .NET framework to support business requirements. Includes the use of related development technologies such as ASP.NET, MVC, .NET CORE and supported programming languages (e.g. C#, C++, bootstrap) and scripting languages (e.g. TypeScript, JavaScript). Performs development of front-end and back-end development of web applications and web API's (webservices). Follows approved life cycle methodologies, creates documentation, and performs application coding and testing. Resolves technical issues through debugging, research, and investigation. Requires a bachelor's or associates degree in area of specialty or 8+ years of experience in the field or in a related area. Experience with standard concepts, practices, and procedures within a particular field. Can perform with no direct supervision, code is reviewed by team. Reviews junior developer's code.
Java Developer	Designs, develops, and implements web-based Java applications to support business requirements. Follows approved life cycle methodologies, creates design documents, and performs program coding and testing. Resolves technical issues through debugging, research, and investigation.
Java Developer I	Requires a bachelor's degree in area of specialty and 0-2 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. A wide degree of creativity and latitude is required. Typically reports to a supervisor or manager.
Java Developer II	Requires a bachelor's degree in area of specialty and 2-4 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. A wide degree of creativity and latitude is required. Typically reports to a supervisor or manager.
Java Developer III	Requires a bachelor's degree in area of specialty and 4-6 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. A wide degree of creativity and latitude is required. Typically reports to a supervisor or manager.
Java Developer IV	Requires a bachelor's degree in area of specialty and 6 or more years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. A wide degree of creativity and latitude is required. Typically reports to a supervisor or manager.

Senior Web Designer	Designs and constructs web pages/sites including incorporating graphic user interface (GUI) features and other techniques. Maintains and provides ongoing design of the website, promos and ad banners, seasonal content specials, and custom chat launcher design for partners. May require a bachelor's degree in a related area and 4-6 years of experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and direct the work of others. Typically reports to a project leader or manager. A wide degree of creativity and latitude is expected.
Wireless Developer	Designs, modifies, develops, writes and implements wireless applications, including software infrastructure and development tools. Supports and/or installs wireless applications, infrastructure and development tools. Participates in the testing process through test review and analysis, test witnessing and certification of the wireless application. Wireless developer capabilities with 2 or more years of experience, relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks. A wide degree of creativity and latitude is expected.
13. BUSINESS INTELLIGENCE & DATA WAREHOUSE	
Business Intelligence Data Modeler	Provide support for data warehousing initiatives, and monitor data warehousing system to ensure reliability and accuracy of information loaded into the databases. Analyze the logical and physical database models, and ensure models are in accordance with standards. Generate and prepare reports to support business objectives. Perform analysis and testing of relational databases, and investigate any data load failures or data retrieval issues.
Business Intelligence Data Modeler I	Entry-Level position within field. Requires minimal experience in the discipline. Conducts routine tasks as directed. Closely supervised with little latitude for independent judgment. Typically requires up to three years experience or equivalent education.
Business Intelligence Data Modeler II	Career-Development position within field. Requires moderate skill sets and developing proficiency within discipline. Conducts tasks and assignments as directed. Works with moderate supervision with some latitude for independent judgment. Typically requires four to five years experience or equivalent education.
Business Intelligence Data Modeler III	Career-Level position within field. Requires experience and proficiency in discipline. Conducts complex work important to the organization. Works with minimal supervision with wide latitude for independent judgment. Typically requires six to nine years experience or equivalent education.
Business Intelligence Data Modeler IV	Career-Level position within field. Requires experience and proficiency in discipline. Conducts complex work important to the organization. Works with minimal supervision with wide latitude for independent judgment. Typically requires 10 or more years experience or equivalent education.
Business Intelligence Technical Lead	Design, develop, and maintain relational databases for data storage and data mining. Perform data warehouse design and testing, including data design, database architecture, metadata, and repository creation. Develop processes and procedures for entering information into data warehousing systems and for ensuring reliability of information entered. Seek continuous improvement in performance of data warehouse and ensure security of data.
Business Intelligence Technical Lead I	Career-Level position within field. Requires experience and proficiency in discipline. Conducts complex work important to the organization. Works with minimal supervision with wide latitude for independent judgment. Typically requires six to nine years experience or equivalent education.
Business Intelligence Technical Lead II	Recognized as advanced individual contributor. Subject matter expert with additional experience and/or education in field. Conducts highly complex work critical to the organization. Works without supervision with extensive latitude for independent judgment. May assist less experienced peers. Typically requires 10 to 14 years experience or equivalent education.
Business Intelligence Technical Lead III	Recognized as expert in field, knowledgeable of emerging trends and industry practices. Conducts the most complex and vital work critical to the organization. Works without supervision with complete latitude for independent judgment. May mentor less experienced peers and display leadership as needed. Typically requires 15 years experience or equivalent education.
Business Intelligence Technical Lead IV	Recognized as expert in field, knowledgeable of emerging trends and industry practices. Conducts the most complex and vital work critical to the organization. Works without supervision with complete latitude for independent judgment. May mentor less experienced peers and display leadership as needed. Typically requires 15 or more years experience or equivalent education.
Data Warehouse Developer	Design, develop, and maintain relational databases for data storage and data mining. Perform data warehouse design and testing, including data design, database architecture, metadata, and repository creation. Develop processes and procedures for entering information into data warehousing systems and for ensuring reliability of information entered. Seek continuous improvement in performance of data warehouse and ensure security of data.
Data Warehouse Developer I	Entry-Level position within field. Requires little to no experience in discipline. Conducts routine tasks as directed. Closely supervised with little latitude for independent judgment. Typically requires up to three years experience or equivalent education.
Data Warehouse Developer II	Career-Development position within field. Requires moderate skill sets and developing proficiency within discipline. Conducts tasks and assignments as directed. Works with moderate supervision with some latitude for independent judgment. Typically requires four to five years experience or equivalent education.
Data Warehouse Developer III	Career-Level position within field. Requires experience and proficiency in discipline. Conducts complex work important to the organization. Works with minimal supervision with wide latitude for independent judgment. Typically requires six to nine years experience or equivalent education.
Data Warehouse Analyst	Provide support for data warehousing initiatives and monitor data warehousing system to ensure reliability and accuracy of information loaded into the databases. Analyze the logical and physical database models and ensure models are in accordance with standards. Generate and prepare reports to support business objectives. Perform analysis and testing of relational databases and investigate any data load failures or data retrieval issues.
Data Warehouse Analyst I	Entry-Level position within field. Requires little to no experience in discipline. Conducts routine tasks as directed. Closely supervised with little latitude for independent judgment. Typically requires up to three years experience or equivalent education.
Data Warehouse Analyst II	Career-Development position within field. Requires moderate skill sets and developing proficiency within discipline. Conducts tasks and assignments as directed. Works with moderate supervision with some latitude for independent judgment. Typically requires four to five years experience or equivalent education.
Data Warehouse Analyst III	Career-Level position within field. Requires experience and proficiency in discipline. Conducts complex work important to the organization. Works with minimal supervision with wide latitude for independent judgment. Typically requires six to nine years experience or equivalent education.
14. COBOL	
COBOL Mainframe Programmer	Reviews, analyzes, and modifies programming systems including encoding, testing, debugging and installing for a large-scale mainframe computer system. Maintains and develops online and batch application programs. Develops and implements a disaster recovery plan. Works with project members to develop specifications, diagrams, and flowcharts.

COBOL Mainframe Programmer I	May require a bachelor's degree in a related area and 0-2 years of experience in the field or in a related area. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Primary job functions do not typically require exercising independent judgment. Typically reports to a project leader or manager.
COBOL Mainframe Programmer II	May require a bachelor's degree in a related area and 2-4 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision. A certain degree of creativity and latitude is required. Typically reports to a project leader or manager.
COBOL Mainframe Programmer III	May require a bachelor's degree in a related area and 4-6 years of experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and direct the work of others. Typically reports to a project leader or manager. A wide degree of creativity and latitude is expected.
COBOL Mainframe Programmer IV	Requires a bachelor's degree in area of specialty and 6-8 years of experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others. A wide degree of creativity and latitude is expected. Typically reports to a manager or head of a unit/department.
COBOL Mainframe Programmer V	Requires a bachelor's degree in area of specialty and at least 8-10 years of experience in the field or in a related area. Demonstrates expertise in a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. May provide consultation on complex projects and is considered to be the top level contributor/specialist. A wide degree of creativity and latitude is expected. Typically reports to a manager or head of a unit/department.
COBOL Mainframe Programmer VI	Requires a bachelor's degree in area of specialty and 10 or more years of experience in the field or in a related area. Demonstrates expertise in a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. May provide consultation on complex projects and is considered to be the top level contributor/specialist. A wide degree of creativity and latitude is expected. Typically reports to a manager or head of a unit/department.
15. CLOUD PLATFORM	
Cloud Platform	Cloud Platform positions play a key role in architecting, designing, planning, implementation, execution, support and maintenance of the Cloud Platform technologies, and tools to support the Cloud infrastructure and Cloud hosted applications of the organization. •Experience working with Cloud Platforms and their technologies (AWS, Azure, Google Cloud Platforms, etc.) •Experience in architecture, and design of Cloud technologies (infrastructure-as-a-service IaaS, Platform-as-a-service PaaS, software-as-a-service SaaS) needed for hosting Cloud solutions in the target Cloud Platform •Develop and maintain Cloud solutions in accordance with security policies and best practices in Cloud security •Experience with hybrid and/or multi-Cloud architectures, design, and implementation including networking, security, integration, and support considerations •Have excellent problem solving, and troubleshooting skills •Stay current with industry trends especially for Cloud Platform technologies and Cloud Platform security •Must be a team player
Cloud Engineer	Cloud Engineer responsibilities include the development, modification, support, and maintenance of the organization's Cloud Platform (AWS, Azure, Google, etc.) tenants and instances. This includes the various Cloud Platform technologies (IaaS, PaaS, or SaaS), Cloud-hosted Cloud applications, strategy, and policies. Incorporates Security Management and privacy requirements into Cloud implementations, and applications. Relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated programming, scripting and/or configuration tasks, including analysis and resolution of issues. A wide degree of creativity and latitude is expected. Lead and develop best practices for the Cloud Engineer team. Familiarity with marketplace apps, components, and technology as well as automated installation and support practices related to these items. Typically has around 3+ years of relevant experience working with Cloud technologies.
Cloud Architect	Cloud Architect responsibilities include the architecture, design, support, and maintenance of the organization's Cloud Platform (AWS, Azure, Google, etc.) tenants and instances. This includes various Cloud Platform technologies (IaaS, PaaS, or SaaS), Cloud-hosted applications, strategy, and policies. Evaluate, Identify, Modify and Develop a scalable Cloud Platform Architecture to support the Infrastructure and application development. Incorporates Security Management and privacy requirements and best practices into Cloud hardware, software, and applications. Defines architecture, technical direction, and roadmap for Cloud migrations, and Cloud deployments, including managing the Cloud implementations and technical solutions. Develops and coordinates Cloud architecture across diverse areas including application development, identity and access management, network and data management, and security. Relies on experience and judgment to plan and accomplish goals. Independently performs a variety of complicated tasks, including analysis and resolution of issues. A wide degree of creativity and latitude is expected. Typically has around 5+ years of relevant experience with Cloud technologies.
Certified Cloud Engineer	Certified Cloud Engineer responsibilities include the development, modification, support, and maintenance of the organization's Cloud Platform (AWS, Azure, Google, etc.) tenants and instances. This includes the various Cloud Platform technologies (IaaS, PaaS, or SaaS), Cloud-hosted applications, strategy, and policies. Incorporates Security Management and privacy requirements into Cloud implementations, and applications. Relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated programming, scripting and/or configuration tasks, including analysis and resolution of issues. A wide degree of creativity and latitude is expected. Lead and develop best practices for the Cloud Engineer team. Familiarity with marketplace apps, components, and technology as well as automated installation and support practices related to these items. Typically has around 3+ years of relevant experience working with Cloud technologies. Cloud Certification specific to a relevant Cloud Platform is required.
Certified Cloud Architect	Certified Cloud Architect responsibilities include the architecture, design, support, and maintenance of the organization's Cloud Platform (AWS, Azure, Google, etc.) tenants and instances. This includes various Cloud Platform technologies (IaaS, PaaS, or SaaS), Cloud-hosted, applications, strategy, and policies. Can Evaluate, Identify, Modify and Develop a scalable Cloud Platform Architecture to support the Infrastructure and application Development. Incorporates Security Management and privacy requirements and best practices into Cloud hardware, software, and applications. Defines architecture, technical direction, and roadmap for Cloud migrations, Cloud deployments including managing the Cloud implementations and technical solutions. Develops and coordinates Cloud architecture across diverse areas including application development, identity and access management, network and data management, and security. Relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, including analysis and resolution of issues. A wide degree of creativity and latitude is expected. Typically has around 5+ years of relevant experience with Cloud technologies. Cloud Certification specific to a relevant Cloud Platform is required.
16. WORKDAY	
Workday Integration Developer	Assists with the design, build, test and deployment of Workday Integration solutions. Ensure compliance with technical best practices, standards and policies.
Workday Integration Developer I	May require a bachelor's degree in area of specialty and 1-2 years of experience in the field or in a related area. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Typically reports to a supervisor or manager.
Workday Integration Developer II	May require a bachelor's degree in area of specialty and 3-4 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision. A certain degree of creativity and latitude is required. Typically reports to a supervisor or manager.
Workday Integration Developer III	May require a bachelor's degree in area of specialty and 5+ years of experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. May lead and direct the work of others. A wide degree of creativity and latitude is expected. Typically reports to a supervisor or manager.

Workday Report Developer	Assists in design, development, mapping and implemenation of data reporting and business intelligence systems. Performs data analysis and reporting. Ensure business requirements are met and solutions are efficient and accurate
Workday Report Developer I	May require a bachelor's degree in area of specialty and 1-2 years of experience in the field or in a related area. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Typically reports to a supervisor or manager.
Workday Report Developer II	May require a bachelor's degree in area of specialty and 3-4 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision. A certain degree of creativity and latitude is required. Typically reports to a supervisor or manager.
Workday Report Developer III	May require a bachelor's degree in area of specialty and 5+ years of experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. May lead and direct the work of others. A wide degree of creativity and latitude is expected. Typically reports to a supervisor or manager.
Workday Architect	Design, build, Test and Deploy Workday Integration Solutions. Ensure Business Requirements are met and solutions are efficient and accurate. Understanding of Workday security. Will have Workday integration experience.
Workday Architect I	May require a bachelor's degree in area of specialty and 1-2 years of experience in the field or in a related area. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Typically reports to a supervisor or manager.
Workday Architect II	May require a bachelor's degree in area of specialty and 3-4 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision. A certain degree of creativity and latitude is required. Typically reports to a supervisor or manager.
Workday Architect III	May require a bachelor's degree in area of specialty and 5+ years of experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. May lead and direct the work of others. A wide degree of creativity and latitude is expected. Typically reports to a supervisor or manager.
17. UI/UX DESIGNER	
UI/UX Designer	Designs and builds user interface (UI) and user experience (UX) features as a resource for Front-End Developers to create applications and web pages. Expertise in wireframing and prototyping to create intuitive UI and UX designs for modern web applications. Knowledge of code implementations, modern design principles including mobile enabled web design, design software development practice, proficiency in prototyping tools and experience conducting usability testing. Positions may require extensive experience in using UI/UX design software, US web design standards and creating component libraries. Must be comfortable working in an agile team but also have experience with user interviews, persona creation, empathy mapping and user flows. Excellent communication skills to collaborate effectively with cross-functional teams. Primarily responsible for getting the customer and development team on the same page and bridging the gap between business and technical sides of product. May require a bachelor's degree in a related area and several years of experience in the field or in a related area depending on level. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and direct the work of others. Must be proficient in design and product strategy. A wide degree of creativity and latitude is expected.
UI/UX Designer I	May require a bachelor's degree in area of specialty and 1-2 years of experience in the field or in a related area. Has experience of commonly used concepts, practices, design tools and procedures within the UI/UX areas specified in the description. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Typically reports to a supervisor or manager.
UI/UX Designer II	May require a bachelor's degree in area of specialty and 3-4 years of experience in the field or in a related area. Proficient with standard concepts, practices, design tools and procedures within the UI/UX areas specified in the description. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision. A certain degree of creativity and latitude is required. Typically reports to a supervisor or manager.
UI/UX Designer III	May require a bachelor's degree in area of specialty and 5+ years of experience in the field or in a related area. Extensive experience with a variety of the UI/UX field's concepts, design tools, practices, and procedures specified in the description. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. May lead the work of others. A wide degree of creativity and latitude is expected. Typically reports to a supervisor or manager.
New Job Descriptions added effective 10/23/2026	
18. JIRA SERVICE MANAGEMENT	
Jira Service Management	Responsible for the administration, configuration, optimization, and ongoing support of Jira Service Management (JSM) and related Atlassian tools. This role serves as a subject matter expert for service management processes, ensuring efficient IT service delivery, workflow automation, reporting, and end-user support. This role collaborates with business stakeholders, technical teams, and leadership to improve service operations, streamline processes, and maximize platform utilization.
Jira Service Management Specialist	May require a bachelor's degree in area of specialty and typically 2+ years of experience in the field or in a related area. Has hands on Jira Service Management Administration experience, can configure workflows, report and dashboard creation, data migration, and basic troubleshooting experience. This role may also require stakeholder engagement.
Jira Service Management Architect	May require a bachelor's degree in area of specialty and 5+ years of experience in the field or in a related area. Proficient with enterprise-wide Jira Service Management implemenations, integration experience, enterprise-scale workflow and automation design, ITSM and Service Management experience, and ITIL Expertise. This role will require Stakeholder engagement and independent decision making.
19. SCRUM MASTER	
Scrum Master	Responsible for leading, managing and supporting one or more Agile teams to help ensure projects meet deliverables while adhering to organizational governance requirements. The Scrum Master will ensure the team, Product Owner, and organization follow and understand Agile and Scrum principles while removing obstacles or road blocks to help improve team productivity. Scrum Masters are typically mid-to-senior level Agile Professionals.