

**GENERAL SERVICES ADMINISTRATION
FEDERAL SUPPLY SERVICE**

AUTHORIZED FEDERAL SUPPLY SCHEDULE PRICE LIST

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through *GSA Advantage!*, a menu-driven database system. The INTERNET address *GSA Advantage!* is: GSAAdvantage.gov.



SCHEDULE TITLE **MULTIPLE AWARD SCHEDULE**

FEDERAL SUPPLY GROUP **MAS**

CONTRACT NUMBER: **47QTC A20D00BN**
For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at fss.gsa.gov.

CONTRACT PERIOD: **JUNE 23, 2020 – JUNE 22, 2025**

CONTRACTOR: **INSPIRED TECHNOLOGIES OF NORTH FLORIDA, INC.
(DBA INSPIRED TECHNOLOGIES
3058 HIGHLAND OAKS TERRACE
TALLAHASSEE, FL 32301
WWW.INSPIRED-TECH.NET**

Point of Contact for
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Business Size: **Small**

CUSTOMER INFORMATION

1a	Awarded SIN(s):	54151S	Information Technology Professional Services
		511210	Software Licenses
		OLM	Order-level Materials
1b	Lowest Priced Item:	See Pricelist	
1c	Hourly Rates & Labor Category Descriptions:	See below	
2	Maximum Order:	SIN 54151S & 511210 - \$500,000; OLM - \$250,000	
3	Minimum Order:	\$100	
4	Geographic Coverage:	Worldwide	
5	Point of Production:	U.S.	
6	Discount:	Prices shown are net of discount.	
7	Quantity Discounts:	None	
8	Prompt Payment Terms:	Net 30 Days Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions.	
9a	Government Purchase Cards	Government Purchase Cards are accepted at or below the micro-purchase threshold.	
9b		Contract will accept the Government Commercial Credit Card above the micro-purchase threshold.	
10	Foreign Items:	None	
11	Time of Delivery:		
	a. Normal:	511210 (Software) – 7 Days; 54151S - As Agreed Upon with Ordering Activity	
	b. Expedited	Contact Contractor	
	c. Overnight & 2-day delivery	Contact Contractor	
	d. Urgent Requirements	Contact Contractor	
12	FOB Point(s):	Destination for worldwide delivery	
13a	Ordering Address:	Same as Contractor address	
13b	Ordering procedures:	For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's), are found in Federal Acquisition Regulation (FAR) 8.405-3.	
14	Payment Address:	Same as Contractor address	
15	Warranty Provision:	Standard Commercial Warranty	

- 16 **Export packing charges, if applicable:** N/A
- 17 **Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level):** Contact Contractor
- 18 **Terms and conditions of rental, maintenance, and repair (if applicable):** N/A
- 19 **Terms and conditions of installation (if applicable):** N/A
- 20 **Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable):** N/A
- 20a **Terms and conditions for any other services (if applicable):** N/A
- 21 **List of service and distribution points (if applicable):** N/A
- 22 **List of participating dealers (if applicable):** N/A
- 23 **Preventive maintenance (if applicable):** N/A
- 24a **Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants):** N/A
- 24b **Section 508 Compliance for EIT:** The EIT standards can be found at www.Section507gov – see details at www.inspired-tech.net
- 25 **DUNS Number:** 177082414
- 26 **Notification regarding registration in SAM database:** Contractor has an Active Registration in the SAM database. (Cage: 609C1)

GSA Rates

Labor Category	GSA Rate
Director Systems and Programming (3. Sr. Manager)	133.56
Mgmt. Applications Development (1. Team Leader)	93.80
Mgmt. Applications Development (3. Sr. Manager)	108.61
Enterprise Application Integration (EA) Engineer	113.97
Systems Analyst (C. Advanced)	74.06
Applications Development Analyst (C. Advanced)	98.74
Database Manager (3. Sr. Manager)	83.93
Data Architect (C. Advanced)	137.93

Data Modeler (C. Advanced)	106.39
Database Analyst (C. Advanced)	106.40
Database Administrator (C. Advanced)	83.93
Mgmt. Quality Assurance (3. Sr. Manager)	133.97
Quality Assurance Analyst (C. Advanced)	85.71
Manager, Client Technologies (3. Sr. Manager)	143.83
Client Technologies Technician (C. Advanced)**	78.80
Mgmt. Customer Support (3. Sr. Manager)	127.09
Customer Support Technician (C. Advanced)	60.10
Director, Network Operations (2. Manager)	148.75
Director, Network Operations (3. Sr. Manager)	154.34
Manager, Network Operations (3. Sr. Manager)	151.72
Network Architect (C. Advanced)	113.17
Network Engineer (C. Advanced)	109.10
Network Analyst (C. Advanced)	108.51
Network Administrator (C. Advanced)	83.74
Network Technician (C. Advanced)	62.07
Mgmt. Internet Operations (3. Sr. Manager)	167.86
Internet/Web Architect (C. Advanced)	111.58
Web Applications Programmer (C. Advanced)	85.12
Webmaster (C. Advanced)	87.69
Internet/Web Systems Administrator (C. Advanced)	87.23
Director, Data Center Operations	145.15
Manager, Computer Operations (3. Sr. Manager)	118.17

Manager, Telecommunication Operations (3. Sr. Manager)	119.43
Telecommunication Engineer (C. Advanced)	89.45
Telecommunication Technician (C. Advanced)	75.02
Director, Data Warehouse (1. Team Leader)	106.10
Director, Data Warehouse (2. Manager)	159.96
Director, Data Warehouse (3. Sr. Manager)	200.44
Manager, Data Warehouse	105.09
Business Intelligence Analyst	110.71
Manager, CRM Technology	75.23
ERP Systems Administrator	93.59
Manager IT Procurement	95.21
Director, HR/IT	162.55
Documentation Specialist/Technical Writer (C. Advanced)	74.51
Director, IT Risk and Compliance	172.80
Security Manager (3. Sr. Manager)	112.25
Network Security Specialist	100.33
Systems Architect (C. Advanced)	76.03
Systems Software Programmer (C. Advanced)	105.41
UNIX System Administrator	104.43
Storage Management Specialist	84.59
Enterprise Architect	123.43
Business Process Consultant (C. Advanced)	101.47
Program Manager (3. Sr. Manager)	135.97
Project Manager (3. Sr. Manager)	88.87

Customer Service Hotline Representative (C. Advanced)**	49.12
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*The Service Contract Labor Standards (SCLS) is applicable to this contract and it includes SCLS applicable labor categories. The prices for the indicated (**) SCLS labor categories are based on the U.S. Department of Labor Wage Determination Number(s) identified in the SCLS matrix. The prices awarded are in line with the geographic scope of the contract (i.e. nationwide).*

SCLS Eligible Contract Labor Category	SCLS Equivalent Code Title	WD Number
Client Technologies Technician	14160 – Personal Computer Support Technician	2015-4569
Customer Service Hotline Representative	01043 – Customer Service Representative III	2015-4569

Inspired Technologies Labor Category Descriptions

Director, Systems and Programming

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

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

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

Minimum Certifications and Education: Bachelor’s Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Mgmt. Applications Development

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

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

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

Minimum Certifications and Education: Bachelor's Degree in Computer Science, Information Systems, or other related field.

Enterprise Application Integration (EAI Engineer)

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

Functional Responsibility: Responsible for developing and deploying integrated solutions aimed at modernizing, consolidating and coordinating the independently designed applications within and across the enterprises. Determines how existing applications, legacy systems, databases, Web interfaces and/or hardware logic, which may be currently operating on multiple platforms, work together to meet the new and emerging enterprise requirements. Develops methods to efficiently reuse existing components. Works with users to gather business requirements, performs database analysis, codes and tests middleware routines to ensure successful and seamless communication among the various IT systems and applications components. Participates in component and data architecture design, software product evaluation and buy vs. build recommendations.

Possesses skills and knowledge of Enterprise Application Integration (EAI) methodologies and processes such as object-oriented programming, distributed, cross-platform program communication using message brokers with Common Object Request Broker Architecture, enterprise-wide content and data distribution using common databases and data standards implemented with the Extensible Markup Language (XML), middleware applications and message queuing approaches.

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

Minimum Certifications and Education: Bachelor's Degree in Computer Science, Information Systems, or other related field.

Systems Analyst

Minimum Experience: 3 years of systems analysis/programming experience.

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

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

Minimum Certifications and Education: Bachelor's Degree in Computer Science, Information Systems, or other related field.

Applications Development Analyst

Minimum Experience: 2 years of programming/systems analysis experience.

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

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

Minimum Certifications and Education: Bachelor's Degree in Computer Science, Information Systems or other related field.

Database Manager

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

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

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

Minimum Certifications and Education: Bachelor's Degree in Computer Science, Information Systems, or other related field.

Data Architect

Minimum Experience: 7 years of experience with large and complex database management systems.

Functional Responsibility: Responsible for enterprise-wide data design, balancing optimization of data access with batch loading and resource utilization factors. Knowledgeable in most aspects of designing and constructing data architectures, operational data stores, and data marts. Focuses on enterprise-wide data modeling and database design.

Defines data architecture standards, policies and procedures for the organization, structure, attributes and nomenclature of data elements, and applies accepted data content standards to technology projects. Responsible for business analysis, data acquisition and access analysis and design, Database Management Systems optimization, recovery strategy and load strategy design and implementation.

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

Minimum Certifications and Education: Bachelor's Degree in Computer Science, Information Systems, or other related field.

Data Modeler

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

Functional Responsibility: Accountable for analyzing and developing complex logical database designs,

logical data models and relational data definitions in support of corporate and customer information systems requirements.

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

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

Minimum Certifications and Education: Bachelor's Degree in Computer Science, Information Systems, or other related field.

Database Analyst

Minimum Experience: 3 years of IT work experience in DBA, DBMS design and support and relevant computing environments.

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

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

Minimum Certifications and Education: Bachelor's Degree in Computer Science, Information Systems, or other related field.

Database Administrator

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

Functional Responsibility: Manages and maintains all production and non-production databases. Responsible for standards and design of physical data storage, maintenance, access and security administration. Performs backup and recovery on Database Management Systems, configures database parameters, and prototype designs against logical data models, defines data repository requirements,

data dictionaries and warehousing requirements. This position optimizes database access and allocates/re-allocates database resources for optimum configuration, database performance and cost.

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

Minimum Certifications and Education: Bachelor's Degree in Computer Science, Information Systems, or other related field.

Manager, Quality Assurance

Minimum Experience: 7 years of systems development and business experience. Experience in developing and conducting test processes for multiple types of systems, client users and/or units across an organization.

Requires prior management, supervisory or team leader experience.

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

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

Minimum Certifications and Education: Bachelor's Degree in Computer Science, Information Systems, or other related field.

Quality Assurance Analyst

Minimum Experience: 3 years of systems development, testing and/or business experience.

Functional Responsibility: Responsible for developing and executing formal test plans to ensure the delivery of quality software applications. Involved in test planning, writing test cases/scripts, test case automation and test execution. Defines and tracks quality assurance metrics such as defects, defect counts, test results and test status. Collects and analyzes data for software process evaluation and improvements, and integrates them into business processes to address the business needs. Documents all

problems and assists in their resolution. Delivers quality process training to technical staff and acts as an internal quality consultant to advise or influence business or technical partners. Performs quality audits across the various IT functions to ensure quality standards, procedures and methodologies are being followed.

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

Minimum Certifications and Education: Bachelor's Degree in Computer Science, Information Systems, or similar.

Manager, Client Technologies

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

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

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

Minimum Certifications and Education: Bachelor's Degree in Computer Science, Information Systems, or other related field.

Client Technologies Technician

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

Functional Responsibility: Configures and installs software for IT users' desktops and laptops. Involved in the installation and rollout of new software packages, upgrades and new desktop hardware. Maintains desktop software and hardware; supports mobile workforce. Provides Tier 2 support to IT users for basic software and hardware of end-user computing and desktop-based LAN systems. Troubleshoots problems using scripts and checklists as guides. Escalates to Tier 3 support when necessary. Documents problems

and resolutions. May perform end-user training. Strong customer service skills are important in this position. Participates in the testing and evaluation of new desktop packages and implements prototypes.

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

Minimum Certifications and Education: Associate's Degree, or technical institute degree/certificate.

Director, Network Operations

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

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

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

Minimum Certifications and Education: Bachelor's Degree in Computer Science, Information Systems, or other related field.

Manager, Network Operations

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

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

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

Minimum Certifications and Education: Bachelor's Degree in Computer Science, Information Systems, or other related field.

Network Architect

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

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

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

Minimum Certifications and Education: Bachelor's Degree in Computer Science, Information Systems, or other related field.

Network Engineer

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

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

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

Minimum Certifications and Education: Bachelor's Degree in Computer Science, Information Systems, or other related field.

Network Analyst

Minimum Experience: 3 years of IT work experience in infrastructure/network environments in network design, implementation, administration and support.

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

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

Minimum Certifications and Education: Bachelor's Degree in Computer Science, Information Systems, or other related field.

Network Administrator

Minimum Experience: 3 years of IT work experience in infrastructure/network environments in network operations, support, maintenance and administration.

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

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

Minimum Certifications and Education: Bachelor's Degree or technical institute degree/certificate in Computer Science, Information Systems, or other related field.

Network Technician

Minimum Experience: 1 year of IT work experience in infrastructure/network environments.

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

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

Minimum Certifications and Education: Associate's Degree, or technical institute degree/certificate in Computer Science, Information Systems, or other related field.

Manager, Internet Operations

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

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

Middle level management in Web systems and services operations and management functions. Works under general direction of senior level management. Typically manages and mentors supervisors, project leaders and/or technical staff. Works on multiple, complex projects as a project leader and a subject matter expert.

Frequently reports to a Chief Technology Officer, IT Chief Operating Officer, E-Business Executive or Departmental IT Executive.

Minimum Certifications and Education: Bachelor's Degree in Computer Science, Information Systems, or other related field.

Internet/Web Architect

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

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

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

Minimum Certifications and Education: Bachelor's Degree in Computer Science, Information Systems, or other related field.

Web Applications Programmer

Minimum Experience: 3 years of IT work experience in software development, installation and modification in an online environment.

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

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

Minimum Certifications and Education: Bachelor's Degree in Computer Science, Information Systems, or other related field.

Webmaster

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

Functional Responsibility: Accountable for the design, upgrading, enhancement, maintenance, availability and effectiveness of technical functionality and content for one or more Web sites of the enterprise. Coordinates the publishing of Web site content, user interface, look/feel and level of specificity to suit a wide range of needs. Responsible for working closely with marketing and systems teams to coordinate content, developing on-going site structure and updates. Knowledge and experience in HTML, including style sheets, templates, complex tables, frames, image maps, CGI programming, applets, animation, multimedia design and delivery, and Web publishing procedures, is essential. Primary focus is generally on gathering requirements that relate to the organization's business objectives relative to site audiences, and continuous content updates and site upgrades to enhance site hits/visits. Webmaster, in a junior role, would focus more extensively on programming content rather than the technical aspects of this position. Impact and complexity of this job increases if organization is utilizing Internet solutions (vs. only Intranet), especially those having significant business impact (e.g., e-business).

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

Minimum Certifications and Education: Bachelor's Degree in Computer Science, Information Systems, or other related field.

Internet/Web Systems Administrator

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

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

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

Minimum Certifications and Education: Bachelor's Degree in Computer Science, Information Systems, or other related field.

Director, Data Center Operations

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

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

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

Minimum Certifications and Education: Bachelor's Degree in Computer Science, Information Systems, or other related field.

Manager, Computer Operations

Minimum Experience: 7 years of IT work experience including managing team(s) responsible for production and operations support.

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

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

Minimum Certifications and Education: Bachelor's Degree in Computer Science, Information Systems, or other related field.

Manager, Production Support

Minimum Experience: 7 years of IT work experience including managing team(s) responsible for production and operations support.

Functional Responsibility: Manages the daily operations of the Production Support group. Develops and implements policies and procedures for the production support function which includes operator training and development, data center scheduling, installation and re-start and recovery procedures. Monitors and reports all production outages.

Performs proactive analysis on all factors impacting high availability and service level attainment.

Requires interaction with appropriate IT and business unit personnel. This position requires in-depth knowledge of computer operations, monitoring and control, systems recovery and production processing control.

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

Minimum Certifications and Education: Bachelor's Degree in Computer Science, Information Systems, or other related field.

Manager, Telecommunications Operations

Minimum Experience:

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

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

Middle level management in telecommunications operations. Works under general direction of senior level management. Typically manages and mentors supervisors, project leaders and/or technical staff.

Works on multiple, complex projects as a project leader and a subject matter expert. Frequently reports to an IT Chief Operating Officer, Operating Unit IT Executive or Departmental IT Executive.

Minimum Certifications and Education: Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Telecommunications Engineer

Minimum Experience: 3 years of IT work experience in telecommunications and multi-platform environments.

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

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

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

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

Minimum Certifications and Education: Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Telecommunications Technician

Minimum Experience: Typically has 1 to 2 years of IT work experience with basic understanding of telecommunications and multi- platform environments.

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

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

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

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

Director, Data Warehouse

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

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

Minimum Certifications and Education: Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Manager, Data Warehouse

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

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

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

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

Minimum Certifications and Education: Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Business Intelligence Architect

Minimum Experience: 7 years of experience with large and complex database management systems, business intelligence tools and systems.

Functional Responsibility: 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.

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

Minimum Certifications and Education: Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Manager, Decision Support

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

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

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

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

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

Manager, CRM Technology

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

Functional Responsibility: Responsible for leading a team in analyzing and determining business requirements and managing the planning and execution of Customer Relationship Management (CRM) technology and associated programs to achieve business objectives of enhancing customer satisfaction, optimizing profitability and developing long-term customer loyalty. Acts as a liaison between the IT and business communities in developing and implementing CRM solutions, manages the business impact of all CRM projects. Oversees the development and improvement of the technology framework that supports the integration of enterprise customer response process through various customer services channels (e.g., mail, email, Web, call center). Partners with Sales, Marketing and the business community to develop CRM strategies and support the development and execution of customer campaigns and promotions by mining the enterprise CRM database. Works closely with data management, infrastructure and development groups to ensure required data and systems are in place to meet the enterprise's CRM needs. Leads the research, evaluation and selection of CRM technologies.

Possesses a thorough understanding of data architectural development methodology, process and data modeling, Web and call center technologies for CRM solutions. Has working knowledge of database marketing methodologies and processes, including but are not limited to channel and segment marketing, direct marketing and online marketing. Strong project management skills in planning and monitoring projects in a cross-functional environment.

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

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

ERP Systems Administrator

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

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

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

Minimum Certifications and Education: Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Manager, IT Procurement

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

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

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

Minimum Certifications and Education: Bachelor's Degree in Business Administration, Finance, Accounting, or other related field. Or equivalent work experience.

Manager, Vendor Relationships

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

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

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

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

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

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

Director, HR/IT

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

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

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

This position may have a joint reporting function into human resources and senior IT leadership (the CIO). This is a multifaceted position requiring a broad combination of skills spanning human resources, general management capabilities, and a solid understanding of IT functions, roles and responsibilities. Senior level management. Typically manages and mentors mid-level managers. Works on multiple, complex projects in a leadership capacity by providing direction and support. Frequently reports to a corporate human resource executive, Chief Information Officer or IT Chief Operating Officer.

Minimum Certifications and Education: Bachelor's Degree in Business Administration, Human Resources, or other related field. Or equivalent work experience.

Documentation Specialist/Technical Writer

Minimum Experience: 3 years of business or technical writing experience and working knowledge of multiple software and graphics packages.

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

Reviews, critiques, and edits documentation including design documents, programmer notes and system overviews. Requires knowledge of company product lines and document structure. Depending on the industry/work environment, such documents may include various media, including written and video. Responsibilities include maintenance of internal documentation library, providing and/or coordinating special documentation services as required, and oversight of special projects. Must have strong organizational and project management skills and excellent writing and editing skills. Intermediate professional level role. Works on several moderately complex, to complex document management projects as a project team member. May coach more junior staff.

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

Director, IT Risk and Compliance

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

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

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

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

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

Manager, Technical Training

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

Functional Responsibility: Manages the IT training life cycle, including needs analysis, training strategy and development and delivery of training programs and tools for IT professionals and end-users. Additionally, implements and manages a skills management and competency development process for the IT professional staff and end-user community. Coordinates or provides services to identify business and subsequent training drivers for the organization and identifies technology drivers for the analysis of roles and their associated skills and

competencies. Leads analysis of current skills to identify skill gaps and works with IT to prioritize skills training and development imperatives. Ensures a technical learning environment exists in the organization. Responsible for ensuring capability of technology is maximized through effective training, resulting in transfer of knowledge and skills that support organizational needs.

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

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

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

Security Manager

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

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

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

Minimum Certifications and Education: Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Network Security Specialist

Minimum Experience: 3 years of combined IT and security work experience with a broad exposure to

infrastructure/network and multi-platform environments. Requires knowledge of security issues, techniques and implications across all existing computer platforms.

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

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

Minimum Certifications and Education: Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Systems Architect

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

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

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

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

Minimum Certifications and Education: Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Systems Software Programmer

Minimum Experience: 4 years of IT work experience in systems administration and programming.

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

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

Minimum Certifications and Education: Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

UNIX Systems Administrator

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

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

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

Minimum Certifications and Education: Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Storage Management Specialist

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

Functional Responsibility: Provides efficient and reliable storage allocation and defines backup, recovery, archival procedures. Develops and implements business continuity practices for storage management. Installs, configures, tests and implements storage management software and hardware. Monitors use and availability of storage resources. Maintains and modifies backup and recovery

procedures to meet high availability and mission critical business needs. Troubleshoots storage related issues and takes appropriate actions. Generates reports and analysis on storage usage. Maintains storage configurations to provide capacity planning and performance monitoring/tuning of systems. Benchmarks, evaluates and makes recommendations for the selection of storage management software and hardware products. Possesses skills and knowledge related to network, operating systems, Storage Area Network (SAN), Network Attached Storage (NAS) and tape backup solutions.

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

Minimum Certifications and Education: Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Enterprise Architect

Minimum Experience: 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.

Functional Responsibility: 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.

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

Minimum Certifications and Education: Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Business Process Consultant

Minimum Experience: 7 years of IT experience, 4 years of experience in process engineering and 2 year's experience in project management.

Functional Responsibility: Facilitates the optimization of business unit performance by enhancing the alignment between business processes and information technology. Responsible for actively resolving day-to-day technology needs of the business unit with a focus on the analysis of processes—dissecting problems and suggesting solutions.

Includes complex systems process analysis, design and simulation. Must understand technical problems and solutions in relation to the current, as well as the future business environment. Must be able to suggest plans to integrate new and existing processes. Provides input and supports planning and

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

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

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

Program Manager

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

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

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

Minimum Certifications and Education: Bachelor's Degree in Computer Science, Business

Administration, or other related field. Or equivalent work experience. Project Management certification is required.

Project Manager

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

Functional Responsibility: Responsible for overall coordination, status reporting and stability of project oriented work efforts. Establishes and implements project management processes and methodologies for the IT community to ensure projects are delivered on time, within budget, adhere to high quality standards and meet customer expectations.

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

More senior role has responsibility for multiple large, complex projects with greater impact to the enterprise.

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

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

Manager, Customer Service Hotline

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

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

Establishes quality standards and performance metrics for customer service's hotline performance. Manages the design and implementation of knowledge based systems, ensures appropriate resources are

available to respond to customer inquiries/issues. Develops and implements learning strategy to maintain knowledge and provide growth for representatives. Resolves complex customer issues.

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

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

Customer Service Hotline Representative

Minimum Experience: Typically has 0 years of related work experience.

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

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

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

Manager, Technical Product Support

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

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

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

Middle level management. Works under general direction of senior level management. Typically manages and mentors supervisors, project leads and/or technical staff. Works on multiple, complex

issues/projects as a technical leader and the subject matter expert. Frequently reports to a corporate senior level software development executive, research and development executive, sales executive or Chief Technology Officer.

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

DEGREE SUBSTITUTION

In some instances, the experience of a resource is a valid substitute for education. The following chart indicates where experience may be substituted for the degree attained by an individual. Where there is experience equivalence, this equivalence is in addition to the minimal experience indicated in the description.

DEGREE	EXPERIENCE EQUIVALANCE
Associate's	2 years of relevant experience
Bachelor's	4 years of relevant experience