

2014 SALARY GUIDE

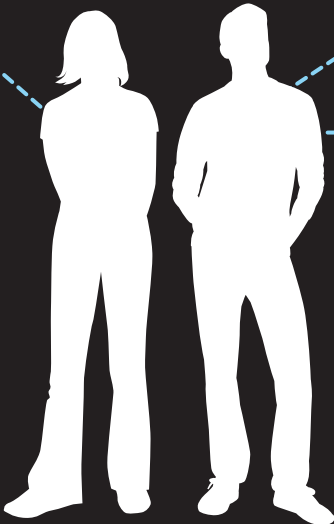
FOR IT PROFESSIONALS

THE TECH EFFECT

FUTURE TRENDS

SALARIES

JOB



MODIS

THE TECH EFFECT: EXPLORING TRENDS IN EMPLOYMENT AND COMPENSATION IN OUR COMPETITIVE INDUSTRY

Economists say that one of the biggest hurdles the IT industry will face in 2014 is not the lack of available jobs, but the shortage of viable talent. The competition for professionals with the most relevant skills is intensifying, creating challenges for businesses looking to connect with the right professionals for their critical positions.

At Modis, we help businesses overcome this challenge every day
We use our insight, knowledge and global resources to help leading organizations connect with exceptional IT professionals whose skills and experience provide a competitive edge. And, with our 2014 Salary Guide, we give you the information you need to attract and retain top tech talent.

This year's guide features the most thorough, accurate and current collection of compensation insight for the IT industry. The figures presented are based on detailed hiring metrics from our nationwide branch network and a comprehensive examination of national hiring data and trends. This accurate national salary data is broken out by base salary, total cash compensation and company size. And our local variance calculators help you find the right price for IT talent in your markets. In addition, we have provided detailed job descriptions for hundreds of IT positions, so you know exactly what kinds of skills are needed for each job.

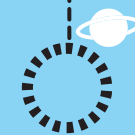
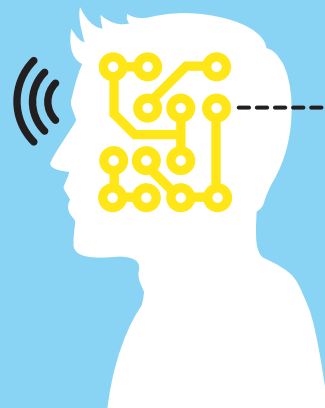
We're taking an even closer look at tech trends in 2014

In addition to our 2014 Salary Guide, we're also excited to tell you about a free white paper available for download on modis.com/salaryguide. In this white paper, we investigate the top tech trends and how they are shaping the jobs outlook for 2014 and beyond. Discover the industries and data-driven jobs that we expect to be game changers in the near future.

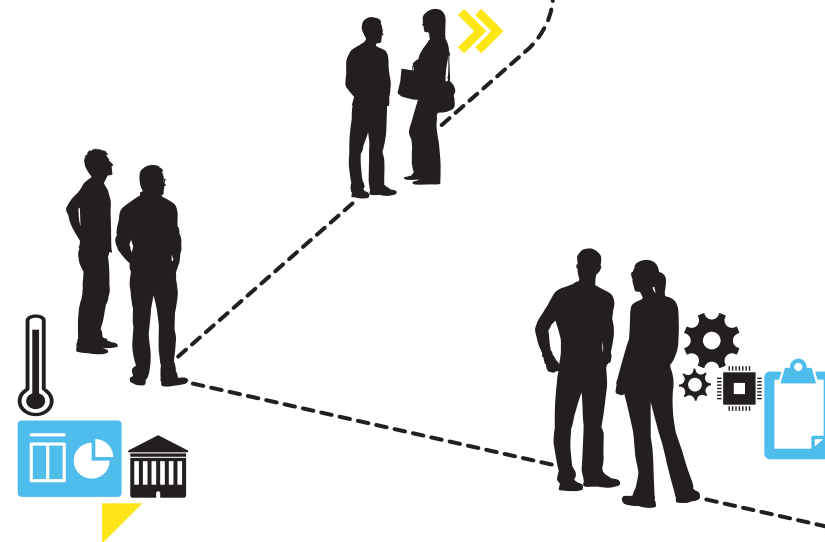
I hope our 2014 Salary Guide and free tech trend white paper prove to be valuable resources to help you recruit and retain the best IT professionals for your business.

Sincerely,

Jack Cullen, President



2014 SALARY GUIDE FOR IT PROFESSIONALS



MODIS

OUR DATA

The enclosed data was obtained through the Modis partnership with CareerBliss, a career community dedicated to helping people find happiness in the workplace and, therefore, in life. CareerBliss has millions of salary reports from real employees that are aggregated and formatted to be helpful to employers and employees alike. The company's information on average and starting salaries and company culture has been featured on *CNN*, *CNBC*, *Fox Business*, *Forbes*, *Yahoo Finance* and *The Huffington Post*.

Additionally, each office in the nationwide Modis branch network has reviewed the data against their own internal data, as well as that of local clients and IT professionals in their market. Based on that review, some modifications have been made to the raw data to ensure localized accuracy.

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U.S. NATIONAL SALARY DATA

NATIONAL MULTIPLIERS*

Albany	NY	100.7%	Ft. Worth	TX	96.5%	Orange County	CA	108.7%
Atlanta	GA	99.0%	Greensboro	NC	95.7%	Orlando	FL	93.2%
Austin	TX	94.9%	Greenville	SC	95.2%	Philadelphia	PA	102.9%
Baltimore	MD	103.2%	Harrisburg	PA	99.9%	Phoenix	AZ	98.5%
Birmingham	AL	92.9%	Hartford	CT	105.9%	Pittsburgh	PA	96.7%
Boston	MA	109.3%	Houston	TX	99.5%	Portland	OR	101.2%
Cedar Rapids	IA	90.6%	Huntsville	AL	95.9%	Raleigh	NC	98.9%
Charleston	SC	96.1%	Jacksonville	FL	95.3%	Richmond	VA	98.5%
Charlotte	NC	99.2%	Kansas City	MO	96.8%	Rochester	NY	99.0%
Chattanooga	TN	92.3%	Knoxville	TN	88.7%	Sacramento	CA	105.4%
Chesapeake	VA	94.6%	Los Angeles	CA	108.1%	Saint Louis	MO	97.3%
Chicago	IL	105.0%	Louisville	KY	94.3%	Salt Lake City	UT	94.8%
Cincinnati	OH	96.4%	Media	PA	103.0%	San Antonio	TX	92.8%
Cleveland	OH	100.2%	Memphis	TN	93.0%	San Diego	CA	104.5%
Columbia	SC	91.1%	Miami	FL	97.2%	San Francisco	CA	120.0%
Columbus	OH	98.4%	Milwaukee	WI	94.5%	San Jose	CA	118.2%
Dallas	TX	98.8%	Minneapolis	MN	104.1%	Seattle	WA	107.2%
Denver	CO	100.3%	Nashville	TN	92.2%	Syracuse	NY	93.7%
Des Moines	IA	96.7%	New York	NY	115.0%	Tallahassee	FL	118.2%
Detroit	MI	101.5%	Newark	NJ	114.0%	Tampa	FL	93.9%
East Bay	CA	111.3%	Oklahoma City	OK	93.3%	Tulsa	OK	94.4%
Ft. Lauderdale	FL	98.9%	Omaha	NE	94.1%	Vienna	VA	107.3%
						Washington	DC	109.1%

Example based on the Average Base Salary of a Java Developer in Detroit, MI

NATIONAL BASE SALARY AVERAGE FIGURE	NATIONAL MULTIPLIER	AVERAGE BASE SALARY FOR A JAVA DEVELOPER IN DETROIT, MI
\$81,776	x 101.5%	= \$83,002

*National multipliers are based on salary averages. Increases and decreases in demand for certain positions may impact this percentage.

AVERAGE BASE SALARY BY COMPANY SIZE

SMALL	MEDIUM	LARGE
Based on less than \$50 million in annual sales, all industries. This figure represents the average.	Based on \$50-\$200 million in annual sales, all industries. This figure represents the average.	Based on greater than \$200 million in annual sales, all industries. This figure represents the average.

BASE SALARY

LOW	HIGH	AVERAGE
Based on all company sizes and industries. Only 10% of the workforce is paid below this figure.	Based on all company sizes and industries. Only 10% of the workforce is paid above this figure.	Based on all company sizes and industries. This figure represents the average.

TOTAL CASH COMPENSATION

LOW	HIGH	AVERAGE
Based on all company sizes and industries. Includes annual cash incentives. Only 10% of the workforce is paid below this figure.	Based on all company sizes and industries. Includes annual cash incentives. Only 10% of the workforce is paid above this figure.	Based on all company sizes and industries. Includes annual cash incentives. This figure represents the average.

Analyst

	AVERAGE BASE SALARY BY COMPANY SIZE			BASE SALARY			TOTAL CASH COMPENSATION		
	SMALL	MEDIUM	LARGE	LOW	HIGH	AVERAGE	LOW	HIGH	AVERAGE
Applications Systems Analyst I	50,895	52,528	56,077	43,334	68,899	54,309	43,803	70,572	56,180
Applications Systems Analyst II	59,514	62,937	70,135	52,765	83,703	67,253	53,558	86,075	68,642
Applications Systems Analyst III	80,824	83,536	87,864	68,972	102,104	84,814	70,387	107,525	86,492
Applications Systems Analyst IV	90,455	95,910	100,097	80,418	114,802	96,289	81,956	121,892	100,549
Applications Systems Analyst V	100,104	105,837	110,493	87,320	128,172	106,387	88,492	136,539	109,573
Business Data Analyst I	52,371	55,660	59,007	44,576	69,290	56,247	44,894	69,460	56,470
Business Data Analyst II	64,920	65,260	70,802	54,636	86,146	68,058	56,822	87,123	68,868
Business Data Analyst III	80,523	84,666	87,502	68,392	103,047	84,560	69,132	104,731	86,784
Business Systems Analyst I	48,949	50,062	54,547	41,236	64,709	51,660	41,947	66,881	53,155
Business Systems Analyst II	63,460	67,276	69,620	52,300	84,391	66,879	54,763	89,661	68,701
Business Systems Analyst III	68,785	72,851	78,497	61,882	92,540	76,632	62,988	96,990	78,718
Business Systems Analyst IV	70,460	73,243	96,425	73,937	108,545	90,915	75,487	115,863	94,520
Business Systems Analyst V	95,300	98,595	108,113	81,409	123,925	101,888	83,985	131,123	107,349
Change Management Specialist	110,769	121,130	138,653	93,646	158,553	125,555	96,352	162,578	128,609
Information Technology Auditor I	51,477	53,045	55,413	41,036	70,164	53,022	41,597	72,960	54,086
Information Technology Auditor II	65,668	68,085	69,952	51,421	85,473	68,594	53,214	89,134	69,979
Information Technology Auditor III	80,259	85,403	86,338	67,611	101,712	84,000	68,864	108,868	88,055
Information Technology Auditor IV	93,098	95,567	99,595	75,239	115,406	96,874	78,898	123,224	102,266
Interface Analyst	60,181	63,886	69,249	54,631	85,032	66,831	55,679	85,638	68,447
Quality Control Analyst I	42,835	47,950	51,558	30,240	58,439	44,700	31,683	59,411	44,992
Quality Control Analyst II	52,363	58,645	61,686	39,462	72,557	53,434	40,802	76,687	55,216
Quality Control Analyst III	69,939	77,699	86,051	48,088	92,932	73,246	50,110	97,002	75,018
Quality Control Analyst IV	78,779	85,616	94,105	65,118	100,920	82,037	70,171	121,705	86,233

Database Development, Administration and BI

	AVERAGE BASE SALARY BY COMPANY SIZE			BASE SALARY			TOTAL CASH COMPENSATION		
	SMALL	MEDIUM	LARGE	LOW	HIGH	AVERAGE	LOW	HIGH	AVERAGE
Business Intelligence Specialist	105,309	108,439	113,697	81,402	138,091	109,165	86,520	159,313	117,138
Data Architect I	62,729	64,407	65,468	37,524	93,009	63,972	38,463	103,822	68,514
Data Architect II	85,978	89,464	90,493	57,522	118,977	87,902	60,022	127,147	90,019
Data Architect III	91,228	97,995	99,500	72,868	120,095	97,281	73,191	127,498	99,411
Data Architect IV	106,860	111,539	113,624	87,551	139,219	110,444	89,170	150,579	114,587
Data Architect V	114,740	120,506	122,418	98,044	153,757	118,946	104,567	165,457	126,713
Data Management Director	123,330	131,786	143,136	105,285	166,596	128,995	110,202	200,196	145,331
Data Modeling Analyst	90,641	94,239	97,441	69,295	113,565	93,390	72,081	115,979	99,780

Database Development, Administration and BI CONTINUED

	AVERAGE BASE SALARY BY COMPANY SIZE			BASE SALARY			TOTAL CASH COMPENSATION		
	SMALL	MEDIUM	LARGE	LOW	HIGH	AVERAGE	LOW	HIGH	AVERAGE
Data Warehouse Manager	105,095	111,348	119,429	89,300	136,198	112,378	90,653	154,901	120,145
Data Warehouse Programming Specialist	84,395	86,863	90,484	69,379	109,872	87,268	70,279	115,945	89,856
Data Warehouse Specialist	88,497	92,247	96,768	69,645	113,335	92,263	70,142	121,270	97,008
Database Administration Manager	105,612	108,949	118,956	85,919	135,821	111,799	87,741	151,852	120,522
Database Administrator	84,647	85,554	89,656	66,672	107,479	87,880	67,808	111,810	89,699
Database Analyst I	52,738	53,665	57,967	37,535	71,442	55,932	38,358	73,371	56,906
Database Analyst II	67,207	67,870	72,668	50,125	90,549	69,281	50,654	92,778	70,863
Database Analyst III	83,523	86,086	91,823	67,517	105,197	88,397	68,574	112,391	90,746
Database Analyst IV	94,456	95,808	102,260	80,033	117,502	98,489	81,567	124,234	100,523
Database Analyst V	107,017	109,279	115,390	87,221	135,239	111,852	91,164	140,805	114,143
Database Report Writer	55,132	58,784	62,946	40,485	82,087	59,328	40,814	85,500	60,551
Database Warehouse Analyst, Sr.	85,945	87,704	93,412	69,886	106,299	88,754	72,947	113,779	93,401
Oracle Database Admin	97,929	98,253	103,421	78,553	118,409	100,896	79,642	124,317	102,134
Report Developer	55,409	58,201	62,384	40,285	81,761	59,565	40,895	84,907	60,489

Enterprise Systems Analysis and Integration

	AVERAGE BASE SALARY BY COMPANY SIZE			BASE SALARY			TOTAL CASH COMPENSATION		
	SMALL	MEDIUM	LARGE	LOW	HIGH	AVERAGE	LOW	HIGH	AVERAGE
CRM Application Admin	81,788	88,888	102,230	75,080	112,425	89,884	78,775	172,812	109,726
CRM Application Architect	119,651	126,397	138,272	95,375	153,454	128,320	102,465	176,180	140,134
CRM Integration Specialist	96,863	110,968	127,618	86,096	130,314	110,796	91,542	147,254	121,551
CRM Program Director	126,661	136,045	142,643	119,543	143,275	133,029	134,843	176,816	158,130
ERP Administrator	69,358	73,653	82,432	48,369	104,272	75,250	48,813	111,850	76,906
ERP Analyst I	63,447	65,035	66,920	46,915	89,892	65,484	47,241	95,085	66,092
ERP Analyst II	78,485	80,567	83,204	56,348	106,551	80,562	56,597	112,081	82,403
ERP Analyst III	96,288	98,649	102,494	75,611	125,535	98,632	77,385	132,355	102,976
ERP Programmer I	67,453	69,409	74,045	47,135	94,534	70,027	48,054	98,979	71,877
ERP Programmer II	73,017	75,998	81,330	55,102	105,625	77,148	56,983	109,551	78,445
ERP Programmer III	91,163	92,916	104,664	76,313	120,505	96,759	78,056	127,180	100,478
ERP Project Manager	109,236	114,499	124,957	87,413	147,625	118,549	92,534	167,163	128,271
Operating Systems Programmer I	53,521	55,721	57,559	39,797	75,540	55,363	40,159	77,493	55,982
Operating Systems Programmer II	63,006	64,636	68,994	50,905	79,935	64,836	51,631	81,736	65,732
Operating Systems Programmer III	76,151	79,147	85,932	62,195	97,893	81,593	63,605	100,730	82,877
Operating Systems Programmer IV	93,469	95,811	103,392	78,182	116,426	97,589	78,462	120,351	100,766
Operating Systems Programmer V	101,010	104,635	113,142	83,077	125,471	106,343	84,637	134,317	108,514
SAP Basis Consultant	98,847	99,960	113,006	90,217	123,196	103,985	91,001	126,097	113,070
SAP Project Manager	88,484	91,312	102,063	77,263	113,520	94,632	94,994	133,263	112,392
Systems Architect	102,911	106,426	116,258	88,247	134,964	110,534	91,705	150,962	118,363

Health IT

	AVERAGE BASE SALARY BY COMPANY SIZE			BASE SALARY			TOTAL CASH COMPENSATION		
	SMALL	MEDIUM	LARGE	LOW	HIGH	AVERAGE	LOW	HIGH	AVERAGE
Ambulatory Systems Analyst	60,050	63,441	70,770	52,607	83,619	67,588	53,345	86,332	68,985
Ambulatory Systems Architect / Builder	102,808	106,002	117,544	87,896	133,756	111,085	91,613	149,463	117,538
Ambulatory Systems Project Manager	82,475	84,072	95,083	68,598	107,011	88,076	70,518	115,147	92,172
Ambulatory Systems Trainer	54,973	60,269	66,944	46,438	80,077	60,787	46,787	83,098	62,679
Clinical Project Manager	82,393	84,915	94,989	69,425	107,979	87,639	70,376	116,305	92,726
Clinical Systems Analyst	68,647	72,490	79,128	61,450	93,375	76,555	63,051	97,477	79,034
Clinical Systems Architect / Builder	103,634	106,425	117,307	88,334	134,694	111,421	91,613	150,061	117,774
Clinical Systems Project Manager	82,064	84,578	94,893	69,356	107,546	88,252	71,295	115,494	92,818
Clinical Systems Trainer	55,248	59,730	66,611	46,068	80,960	60,727	47,256	81,698	62,617
Health Information Management (HIM) Project Manager	98,102	98,458	102,750	73,497	127,688	98,645	75,209	132,481	100,738
Revenue Cycle Analyst	47,655	51,108	55,666	33,838	64,345	48,280	35,394	67,962	49,574
Revenue Cycle Architect / Builder	103,324	106,637	118,014	87,982	134,022	110,754	92,255	149,761	118,365
Revenue Cycle Project Manager	124,692	136,847	152,322	84,933	174,132	128,023	85,439	183,062	131,698
Revenue Cycle Trainer	55,523	60,690	66,543	46,115	80,156	61,213	46,975	82,518	62,430

Management and Project Management

	AVERAGE BASE SALARY BY COMPANY SIZE			BASE SALARY			TOTAL CASH COMPENSATION		
	SMALL	MEDIUM	LARGE	LOW	HIGH	AVERAGE	LOW	HIGH	AVERAGE
Business Process Consultant	91,034	93,418	103,122	76,444	121,810	97,789	79,298	131,842	102,574
Chief Information Security Officer	160,729	169,124	175,900	113,808	236,228	166,227	114,069	280,721	184,630
Chief Information Technology Officer	157,971	198,899	278,773	143,867	346,153	232,076	150,607	497,322	284,216
Data Center Director	126,528	135,063	146,785	106,950	171,165	133,974	112,605	213,434	147,563
Information Technology Director	135,434	152,860	183,543	117,897	210,951	163,221	124,227	263,156	184,452
Information Technology Manager	103,137	108,620	111,575	78,559	143,124	107,363	79,899	158,486	113,521
IT Project Coordinator	84,871	88,920	93,793	68,685	117,211	89,302	71,100	124,467	96,017
IT Project Manager I	69,212	70,538	79,691	54,557	96,036	74,411	56,462	101,412	77,952
IT Project Manager II	81,982	84,409	95,368	69,286	107,871	87,376	70,516	115,610	91,895
IT Project Manager III	94,817	96,383	109,211	79,717	122,348	100,754	82,189	135,282	107,325
IT Quality Assurance Manager / Director	104,383	111,689	126,010	87,236	139,149	114,746	89,162	149,552	119,859
Project Engineering Manager	99,548	101,447	113,077	79,007	130,829	105,991	81,502	148,301	114,050
Project Lead – Application Systems & Programming	104,232	108,487	112,538	87,176	133,161	110,212	90,379	148,378	115,773
Vice President of IT	155,903	201,489	282,937	143,143	339,594	233,937	154,842	506,795	287,072

Network Design and Administration

	AVERAGE BASE SALARY BY COMPANY SIZE			BASE SALARY			TOTAL CASH COMPENSATION		
	SMALL	MEDIUM	LARGE	LOW	HIGH	AVERAGE	LOW	HIGH	AVERAGE
Enterprise Infrastructure Architect	110,750	113,755	124,675	94,877	149,605	118,679	99,478	169,893	129,160
Linux Administrator	78,569	81,529	83,340	55,072	104,039	81,180	55,526	105,775	82,488
Mail Server Admin	69,321	73,355	75,504	54,933	98,577	74,663	55,218	102,394	76,410
Messaging Engineer	105,366	105,969	109,443	82,197	126,364	106,940	84,489	136,556	115,754
Network Administrator – Windows I	51,934	53,660	55,772	39,304	71,013	53,726	39,445	72,120	55,028
Network Administrator – Windows II	62,348	63,514	66,611	50,277	81,240	64,852	51,047	84,708	65,911
Network Administrator – Windows III	70,955	73,903	77,501	57,559	91,799	74,996	58,142	94,571	75,376
Network Administrator – Windows IV	80,626	82,038	86,844	63,293	102,208	82,379	63,941	105,484	84,580
Network Administrator – Windows V	90,746	92,929	96,318	74,873	121,627	92,847	78,011	125,255	96,197
Network Control Center Director	108,064	115,599	127,608	95,558	129,375	118,011	101,960	167,725	127,263
Network Control Center Manager	91,664	96,086	104,265	76,022	122,353	99,135	78,500	133,587	104,955
Network Control Technician I	47,359	48,888	50,929	37,121	65,590	49,432	37,310	66,386	50,086
Network Control Technician II	55,121	56,495	62,237	42,237	75,846	59,150	43,633	77,573	59,451
Network Control Technician III	66,867	69,386	73,467	51,220	92,832	70,346	51,593	97,663	72,176
Network Engineer I	54,825	55,528	59,900	43,781	75,066	57,564	44,247	76,229	58,637
Network Engineer II	69,343	70,347	75,067	56,398	90,658	72,930	56,661	93,373	74,338
Network Engineer III	82,473	83,407	90,903	68,745	105,002	86,134	71,036	110,061	88,982
Storage Management Specialist	86,608	89,472	93,799	66,339	115,361	90,461	67,872	124,883	94,651
Systems Administrator	69,219	73,057	75,219	54,548	92,702	72,236	55,314	95,590	74,034
Systems Administrator, Senior	82,588	87,761	100,374	69,389	109,913	88,866	70,678	115,052	92,101
Telecommunications Analyst I	48,423	49,621	51,160	37,272	64,900	49,472	37,320	66,605	50,273
Telecommunications Analyst II	60,823	62,890	63,696	48,042	76,471	61,691	48,972	79,084	63,279
Telecommunications Analyst III	74,421	77,063	78,146	59,062	91,927	75,250	59,591	95,986	77,768
Telecommunications Analyst IV	85,610	86,478	89,525	69,664	108,024	86,935	70,894	109,251	89,136
Telecommunications Analyst V	89,023	91,824	94,662	69,912	121,598	91,530	71,311	124,976	94,394
Telecommunications Technician I	44,332	46,550	49,186	34,703	58,681	46,250	35,348	59,628	46,741
Telecommunications Technician II	53,505	55,181	58,773	42,048	70,888	56,269	42,053	72,468	56,567
Telecommunications Technician III	62,944	68,154	70,376	50,936	84,793	66,874	51,025	86,883	68,647
UNIX Administrator	83,736	87,319	90,184	66,444	110,698	87,665	67,304	116,195	90,021

Programming and Software Engineering

	AVERAGE BASE SALARY BY COMPANY SIZE			BASE SALARY			TOTAL CASH COMPENSATION		
	SMALL	MEDIUM	LARGE	LOW	HIGH	AVERAGE	LOW	HIGH	AVERAGE
.Net Developer	77,735	78,487	82,911	55,916	99,482	80,137	57,869	106,072	83,016
Applications Development Manager	102,603	108,461	117,481	91,303	132,840	111,628	93,077	148,781	118,138
Applications Engineer I	50,791	52,630	54,614	40,418	73,777	52,715	41,151	75,147	53,956
Applications Engineer II	66,919	69,130	72,519	52,941	88,853	69,721	53,149	93,062	70,835
Applications Engineer III	85,505	87,035	90,440	66,742	109,653	88,058	69,154	116,992	90,488
Applications Engineer IV	91,814	94,988	100,177	76,250	111,831	96,045	76,813	118,039	98,369
Applications Engineer V	114,187	115,956	121,940	94,125	137,099	116,844	96,749	151,683	123,354
Applications Systems Architect	90,290	95,364	102,682	81,443	114,572	96,987	82,582	137,417	105,900
Client / Server Programmer I	50,740	51,852	57,761	43,264	70,569	53,910	44,726	71,751	54,922
Client / Server Programmer II	61,972	66,696	71,858	51,833	83,534	66,497	53,171	86,114	68,073
Client / Server Programmer III	79,662	82,233	87,895	66,097	100,884	82,238	67,163	102,960	84,449
Client / Server Programmer IV	88,338	92,666	100,955	73,805	119,114	93,769	74,981	125,339	96,042
Client / Server Programmer V	93,091	97,207	107,140	83,514	119,273	99,060	85,099	126,163	100,545
GIS Analyst I	38,646	39,340	41,619	30,983	47,207	40,495	31,880	49,196	41,221
GIS Analyst II	45,575	46,945	49,502	40,331	53,642	48,161	41,575	53,925	48,303
GIS Analyst III	54,849	56,341	60,074	48,901	67,933	57,646	49,359	70,095	59,676
GIS Analyst IV	65,662	67,275	71,825	54,376	89,281	68,909	55,285	94,797	72,528
GIS Analyst V	81,970	83,091	88,319	65,633	103,238	84,883	67,868	108,691	89,060
Java Developer	79,719	80,653	83,579	56,368	99,781	81,766	58,688	105,624	84,798
Java Developer, Sr.	92,262	93,800	97,585	74,969	122,412	94,229	75,498	127,547	97,979
Mainframe Programmer I	45,841	46,695	49,500	37,942	59,758	47,800	38,886	61,055	48,918
Mainframe Programmer II	59,706	63,343	65,881	48,191	81,725	62,923	48,645	84,685	63,808
Mainframe Programmer III	74,556	78,566	80,829	63,250	97,445	78,103	64,947	101,221	79,325
Mainframe Programmer IV	82,100	85,890	89,065	72,575	102,826	85,919	73,170	109,242	86,799
Mainframe Programmer V	96,747	102,043	106,844	83,885	123,439	101,378	85,105	129,436	103,002
Programmer I	50,054	55,592	57,985	43,179	69,062	54,446	44,383	70,217	55,388
Programmer II	63,556	66,288	68,995	51,830	81,639	66,486	53,209	84,839	68,453
Programmer III	76,902	79,208	85,041	64,452	97,535	81,778	66,079	101,377	83,639
Programmer IV	90,462	92,108	99,400	78,505	112,146	95,223	80,016	119,248	97,102
Programmer V	97,405	100,690	109,459	87,174	126,933	104,290	88,503	134,685	108,932
Release Engineer	79,655	82,767	86,523	59,473	110,890	83,889	67,111	120,566	85,130
Software Architect	110,839	117,850	121,371	94,834	137,954	117,704	98,340	156,229	127,377
Software Architect Sr.	130,999	138,446	143,383	107,789	157,541	137,636	117,186	184,682	152,351
Software Engineer I	54,656	56,215	62,521	47,975	68,985	58,769	49,258	69,930	59,118
Software Engineer II	68,770	71,383	79,218	58,935	90,717	73,785	60,289	93,402	75,049
Software Engineer III	81,539	85,486	94,344	70,764	104,470	88,028	71,375	108,260	89,422
Software Engineer IV	96,242	101,084	110,375	86,196	122,814	103,555	88,568	127,891	106,708
Software Engineer V	108,417	112,331	124,318	95,985	137,942	117,169	101,651	145,185	119,654

Programming and Software Engineering CONTINUED

	AVERAGE BASE SALARY BY COMPANY SIZE			BASE SALARY			TOTAL CASH COMPENSATION		
	SMALL	MEDIUM	LARGE	LOW	HIGH	AVERAGE	LOW	HIGH	AVERAGE
Software Quality Assurance Analyst I	43,185	45,417	49,929	35,806	58,649	47,132	36,233	61,310	48,363
Software Quality Assurance Analyst II	60,234	62,059	72,989	47,467	82,551	65,507	48,460	85,630	67,603
Software Quality Assurance Analyst III	73,115	80,605	86,147	64,185	95,827	79,533	65,460	101,101	82,712
Software Support Engineer I	50,269	51,395	52,862	37,558	68,992	51,391	38,308	70,118	52,284
Software Support Engineer II	62,200	64,007	65,759	48,646	83,546	64,150	50,500	86,061	65,605
Software Support Engineer III	79,355	81,007	84,103	55,449	99,480	81,594	56,632	104,000	82,984

Security

	AVERAGE BASE SALARY BY COMPANY SIZE			BASE SALARY			TOTAL CASH COMPENSATION		
	SMALL	MEDIUM	LARGE	LOW	HIGH	AVERAGE	LOW	HIGH	AVERAGE
Data Security Analyst	70,273	72,292	75,200	52,747	93,565	73,188	53,513	97,852	74,903
Data Security Analyst, Senior	85,254	88,351	92,170	60,852	107,404	89,187	63,509	112,127	90,794
Data Security Manager	102,471	104,657	110,999	85,115	137,679	106,200	85,707	152,467	112,364
Data Security Supervisor	89,575	91,454	95,265	66,964	124,472	91,272	68,267	129,103	93,560
IS Security Manager	96,453	101,135	111,151	77,816	128,806	102,670	80,849	139,932	110,858
Security Administrator	64,961	68,785	76,471	50,011	95,324	69,423	52,067	113,425	79,854
Security Programmer	78,189	82,811	93,031	59,939	99,075	78,503	61,706	103,362	81,528
Systems / Application Security Analyst	78,279	79,424	89,576	48,495	117,836	83,869	48,644	135,940	96,461

Technical Support

	AVERAGE BASE SALARY BY COMPANY SIZE			BASE SALARY			TOTAL CASH COMPENSATION		
	SMALL	MEDIUM	LARGE	LOW	HIGH	AVERAGE	LOW	HIGH	AVERAGE
Computer Operator I	34,603	35,198	37,739	27,736	46,145	35,967	27,945	47,069	36,521
Computer Operator II	41,691	42,405	44,074	32,851	53,005	41,803	33,231	53,794	42,188
Computer Operator III	47,890	48,178	51,246	38,324	61,348	48,176	38,947	62,886	49,537
Customer Service Representative I	30,199	30,349	30,937	25,194	37,805	30,357	25,248	39,219	31,056
Customer Service Representative II	33,073	35,055	39,009	29,137	45,245	36,171	29,727	46,417	36,940
Customer Service Representative III	40,909	41,175	42,763	33,986	51,612	41,771	35,175	53,376	42,922
Data Entry Clerk I	26,516	26,892	27,698	21,678	33,676	27,187	21,915	33,927	27,320
Data Entry Clerk II	29,271	31,433	32,934	24,105	38,800	30,595	24,196	39,323	30,669

Technical Support CONTINUED

	AVERAGE BASE SALARY BY COMPANY SIZE			BASE SALARY			TOTAL CASH COMPENSATION		
	SMALL	MEDIUM	LARGE	LOW	HIGH	AVERAGE	LOW	HIGH	AVERAGE
Help Desk Manager	81,571	84,575	92,084	61,728	109,405	85,704	63,934	117,921	90,258
Help Desk Supervisor I	57,436	59,966	63,095	41,707	82,283	60,371	43,077	84,434	61,726
Help Desk Supervisor II	67,034	69,953	74,159	51,391	95,388	70,938	51,519	98,038	72,884
Help Desk Supervisor III	77,873	81,407	85,459	61,515	109,395	82,431	62,315	116,467	84,915
Help Desk Support	43,816	45,354	48,108	36,905	58,166	46,235	37,300	59,914	47,756
Help Desk Support Assistant	37,595	38,666	41,108	31,284	48,668	39,311	31,679	49,837	40,338
Help Desk Support, Senior	51,532	54,015	58,069	42,739	69,190	55,188	42,999	70,926	56,371
Installation & Maintenance Technician I	44,178	44,987	46,394	31,843	60,142	45,127	31,955	60,173	45,685
Installation & Maintenance Technician II	51,508	52,265	53,651	38,443	67,583	52,356	38,925	67,672	52,809
Installation & Maintenance Technician III	62,106	63,092	65,766	44,764	79,881	63,894	45,018	81,505	64,684
Installation & Maintenance Technician, Director	92,958	105,357	122,872	86,515	127,639	106,116	93,584	147,422	119,910
Installation & Maintenance Technician, Supervisor	67,986	73,978	77,545	53,338	100,119	74,484	53,699	107,793	77,259
LAN / WAN Administrator	71,157	72,972	76,307	55,265	89,892	73,060	56,603	93,107	75,297
LAN Support I	48,726	49,256	50,259	38,390	63,000	49,675	38,479	63,929	51,032
LAN Support II	59,013	59,410	62,376	46,688	77,790	60,313	47,307	79,101	61,581
LAN Support III	70,006	72,082	79,775	58,721	97,008	75,351	59,758	99,927	77,007
PC Maintenance Technician I	39,625	41,087	42,844	31,705	51,358	40,631	31,856	52,057	41,388
PC Maintenance Technician II	47,427	48,915	50,534	37,874	61,475	49,669	37,956	62,888	50,182
PC Maintenance Technician III	53,134	55,780	57,826	41,828	71,768	55,050	42,248	73,158	55,552
Sales Engineer I	51,175	53,112	55,293	39,671	70,819	53,294	40,302	72,485	55,600
Sales Engineer II	66,117	68,982	71,083	48,296	90,531	69,209	51,259	108,491	75,702
Sales Engineer III	80,037	83,031	86,167	64,533	104,475	81,982	68,825	123,863	91,865
Sales Engineer IV	94,384	97,531	101,980	78,509	120,138	98,254	80,621	138,157	102,417
Sales Engineer V	95,749	99,438	103,046	89,480	122,429	98,845	93,406	183,457	106,153
Technical Recruiter	59,002	61,576	64,068	44,100	82,815	62,005	45,576	87,464	63,672
Technical Sales Support Specialist I	47,535	48,764	50,774	37,017	63,870	49,128	37,585	66,462	49,930
Technical Sales Support Specialist II	58,452	59,808	63,125	45,859	78,649	61,048	45,891	82,903	61,749
Technical Sales Support Specialist III	73,695	76,450	79,899	54,127	98,911	76,884	55,799	105,184	79,620
Technical Sales Support Specialist IV	90,743	93,457	96,986	71,386	124,683	93,398	74,409	131,763	96,804
Technical Support Analyst I	48,013	50,003	50,842	34,861	64,645	49,570	35,507	65,636	50,106
Technical Support Analyst II	59,014	61,088	63,334	44,027	79,948	60,984	44,899	83,420	62,495
Technical Support Analyst III	72,379	76,111	79,370	55,175	103,137	75,799	56,448	108,199	78,431

Technical Writing

	AVERAGE BASE SALARY BY COMPANY SIZE			BASE SALARY			TOTAL CASH COMPENSATION		
	SMALL	MEDIUM	LARGE	LOW	HIGH	AVERAGE	LOW	HIGH	AVERAGE
Documentation Specialist I	41,886	43,784	46,952	33,189	55,768	44,341	34,072	57,830	45,583
Documentation Specialist II	51,254	53,206	55,987	39,168	69,752	53,488	40,343	72,422	54,971
Documentation Specialist III	62,052	64,008	66,822	48,998	82,127	63,844	49,851	84,497	65,504
Editor - Web	57,578	59,965	61,649	50,314	70,228	59,078	52,177	70,480	59,390
Editor Assistant - Web	50,855	52,789	55,954	24,316	63,211	52,982	24,949	63,541	53,758
Editor Senior - Web	87,074	90,421	93,122	76,180	137,666	91,350	76,575	137,853	92,755
Instructional Technology Specialist	51,074	51,478	52,445	37,923	67,892	51,387	39,060	69,713	51,850
Technical Trainer	55,358	59,969	66,543	45,886	80,639	60,787	47,068	82,850	61,933
Technical Trainer Sr.	72,664	76,486	82,689	58,718	93,178	77,458	59,964	93,390	78,603
Technical Writer I	44,920	46,385	47,309	36,195	58,377	46,269	36,460	59,024	47,056
Technical Writer II	55,225	57,014	58,643	44,574	71,434	57,297	44,881	72,422	58,146
Technical Writer III	67,659	69,903	71,713	56,272	86,195	69,904	56,372	89,233	71,126
Technical Writer IV	80,941	83,005	85,715	68,585	104,466	83,311	70,429	108,767	85,035

Web Development and Administration

	AVERAGE BASE SALARY BY COMPANY SIZE			BASE SALARY			TOTAL CASH COMPENSATION		
	SMALL	MEDIUM	LARGE	LOW	HIGH	AVERAGE	LOW	HIGH	AVERAGE
Content Engineer I	75,127	77,430	79,681	68,551	115,335	78,221	71,724	121,337	89,527
Content Engineer II	101,710	107,964	112,086	85,835	124,766	107,438	85,938	136,378	113,511
Content Engineer III	113,075	122,422	124,927	114,219	157,794	118,701	121,670	163,708	131,145
Content Manager	73,364	79,853	82,872	53,703	112,962	80,151	53,822	123,957	82,206
Content Specialist	53,617	54,348	56,203	41,462	72,293	54,520	42,221	75,665	56,846
Designer I	50,389	52,710	54,321	38,335	64,365	52,043	38,340	65,280	52,829
Designer II	58,993	63,293	65,486	43,431	70,858	62,077	45,339	73,145	62,752
Designer III	72,945	79,592	81,590	57,790	96,734	76,981	60,333	101,488	78,482
GUI Programmer I	58,141	61,230	63,898	46,577	72,061	60,202	47,103	73,378	61,106
GUI Programmer II	69,170	73,806	77,313	49,326	93,083	73,449	49,332	96,429	73,554
GUI Programmer III	80,517	85,350	87,436	65,613	122,187	84,931	72,599	127,957	87,088
Interface Design Director – Web	136,312	147,860	150,756	132,234	162,578	144,614	139,646	187,271	150,662
Interface Designer – Web	75,584	78,517	80,774	68,355	93,706	78,656	70,529	96,053	85,706
Interface Designer, Sr. – Web	84,342	90,461	92,817	57,609	107,423	87,332	74,277	114,070	87,999
Interface Developer	51,404	56,640	61,781	37,927	67,515	53,765	39,684	69,644	54,505
Web Applications Developer	76,446	80,645	87,102	59,125	100,381	81,228	61,048	103,035	81,707
Web Software Developer	68,933	72,372	78,368	51,918	92,869	72,748	53,094	95,375	74,610
Web Software Developer, Senior	80,818	82,749	91,458	71,364	103,997	86,004	73,183	109,143	88,262
Webmaster	64,494	65,891	69,567	47,195	91,011	67,196	47,234	93,510	68,349

Analyst

Applications Systems Analyst I

Responsible for planning, designing and implementing information systems. Performs encoding, testing, debugging and installation activities as necessary. Works with organizational end users to clarify current operating procedures and communicate program objectives. Relies on established guidelines and instructions to perform daily job functions. Works under immediate supervision and usually reports to a project leader or manager. May require a bachelor's degree in a related area and 0-3 years of relevant experience

Applications Systems Analyst II

Responsible for planning, designing and implementing information systems. Performs encoding, testing, debugging and installation activities as necessary. Works with organizational end users to clarify current operating procedures and communicate program objectives. Relies on limited knowledge and professional discretion to achieve goals. Works under general supervision and usually reports to a project leader or manager, though some ingenuity and flexibility is required. May require a bachelor's degree in a related area and 2-5 years of relevant experience.

Applications Systems Analyst III

Responsible for planning, designing and implementing information systems. Performs encoding, testing, debugging and installation activities as necessary. Works with organizational end users to clarify current operating procedures and communicate program objectives. Relies on knowledge and professional discretion to achieve goals. Usually reports to a project leader or manager. May manage others. Significant ingenuity and flexibility is expected. May require a bachelor's degree in a related area and at least 5 years of relevant experience.

Applications Systems Analyst IV

Responsible for planning, designing and implementing information systems. Performs encoding, testing, debugging and installation activities as necessary. Works with organizational end users to clarify current operating procedures and communicate program objectives. Relies on extensive knowledge and professional discretion to achieve goals. Usually reports to a department head. May manage others. Significant ingenuity and flexibility is expected. May require a bachelor's degree in a related area and 6-8 years of relevant experience.

Applications Systems Analyst V

Responsible for planning, designing and implementing information systems. Performs encoding, testing, debugging and installation activities as necessary. Works with organizational end users to clarify current operating procedures and communicate program objectives. Relies on extensive knowledge and professional discretion to achieve goals. May offer consultation to senior management and often serves as the top-level expert in the field. Manages others. Significant ingenuity and flexibility is expected. May require a bachelor's degree in area of specialty and at least 8 years of relevant experience.

Business Data Analyst I

Analyzes data using a variety of techniques. Plans, executes and monitors business solutions. Works directly with clients and project and business leaders to identify analytical requirements. Relies on established guidelines and instructions to perform daily job functions. Works under immediate supervision and usually reports to a supervisor. Requires a bachelor's degree in area of specialty and 0-2 years of relevant experience.

Business Data Analyst II

Analyzes data using a variety of techniques. Plans, executes and monitors business solutions. Works directly with clients and project and business leaders to identify analytical requirements. Relies on limited knowledge and professional discretion to achieve goals. Works under general supervision and usually reports to a supervisor, though some ingenuity and flexibility is required. Requires a bachelor's degree in area of specialty and 2-4 years of relevant experience.

Business Data Analyst III

Analyzes data using a variety of techniques. Plans, executes and monitors business solutions. Works directly with clients and project and business leaders to identify analytical requirements. Provides advice and guidance to junior analysts. Relies on knowledge and professional discretion to achieve goals. Usually reports to a department head. May manage others. Significant ingenuity and flexibility is expected. Requires a bachelor's degree in area of specialty and 4-6 years of relevant experience.

Business Systems Analyst I

Evaluates business systems and how they align with user needs. Documents requirements, establishes scope and objectives and determines strategy for implementing systems that achieve business goals. Relies on established guidelines and instructions to perform daily job functions. Works under immediate supervision and usually reports to a supervisor. May require an associate's degree in a related area and 0-2 years of relevant experience.

Business Systems Analyst II

Evaluates business systems and how they align with user needs. Documents requirements, establishes scope and objectives and determines strategy for implementing systems that achieve business goals. Relies on limited knowledge and professional discretion to achieve goals. Works under general supervision and usually reports to a supervisor, though some ingenuity and flexibility is required. May require an associate's degree in a related area and 2-4 years of relevant experience.

Business Systems Analyst III

Evaluates business systems and how they align with user needs. Documents requirements, establishes scope and objectives and determines strategy for implementing systems that achieve business goals. Relies on knowledge and professional discretion to achieve goals. Usually reports to a supervisor. May manage others. Significant ingenuity and flexibility is expected. May require a bachelor's degree in a related area and 4-6 years of relevant experience.

Business Systems Analyst IV

Evaluates business systems and how they align with user needs. Documents requirements, establishes scope and objectives and determines strategy for implementing systems that achieve business goals. Relies on extensive knowledge and professional discretion to achieve goals. Usually reports to a department head. Manages others. Significant ingenuity and flexibility is required. May require a bachelor's degree in a related area and 6-8 years of relevant experience.

Business Systems Analyst V

Evaluates business systems and how they align with user needs. Documents requirements, establishes scope and objectives and determines strategy for implementing systems that achieve business goals. Relies on extensive knowledge and professional discretion to achieve goals. May offer consultation to senior management and often serves as the top-level expert in the field. Manages others. Significant ingenuity and flexibility is required. May require a bachelor's degree in a related area and 6-8 years of relevant experience.

Change Management Specialist

Evaluates the impact of change, including the implementation or revision of business processes, systems and technology. Conducts an organizational assessment to determine change management strategies that minimize disruption and ensure optimal results. Offers recommendations to senior management based on research and experience. Relies on extensive knowledge and professional discretion to achieve goals. Usually reports to top management and is considered to be the top-level specialist in the field. Significant ingenuity and flexibility is expected. Requires a master's degree in area of specialty and 7 years of relevant experience.

Information Technology Auditor I

Assesses the performance of IT infrastructure, systems and policies versus established corporate standards for productivity, accuracy and security. Reviews processes pertaining to data processing, data security and programming guidelines. Assesses potential risks and recommends enhancements. Relies on established guidelines and instructions to perform daily job functions. Works under immediate supervision and usually reports to a supervisor. May require a bachelor's degree and 0-2 years of relevant experience.

Information Technology Auditor II

Assesses the performance of IT infrastructure, systems and policies versus established corporate standards for productivity, accuracy and security. Reviews processes pertaining to data processing, data security and programming guidelines. Assesses potential risks and recommends enhancements. Relies on limited knowledge and professional discretion to achieve goals. Works under general supervision and usually reports to a supervisor, though some ingenuity and flexibility is required. May require a bachelor's degree and 2-4 years of relevant experience.

Information Technology Auditor III

Assesses the performance of IT infrastructure, systems and policies versus established corporate standards for productivity, accuracy and security. Reviews processes pertaining to data processing, data security and programming guidelines. Assesses potential risks and recommends enhancements. Relies on knowledge and professional discretion to achieve goals. Usually reports to a supervisor. May manage others. Significant ingenuity and flexibility is required. May require a bachelor's degree and 4-6 years of relevant experience.

Information Technology Auditor IV

Assesses the performance of IT infrastructure, systems and policies versus established corporate standards for productivity, accuracy and security. Reviews processes pertaining to data processing, data security and programming guidelines. Assesses potential risks and recommends enhancements. Relies on extensive knowledge and professional discretion to achieve goals. Usually reports to a supervisor. Manages others. Significant ingenuity and flexibility is required. May require a bachelor's degree and 6-8 years of relevant experience.

Interface Analyst

Supports and performs feasibility, analytical and cost/benefit studies regarding clinical interface systems. Performs data mapping and data translations. Ensures system integrity, compatibility and standardization. Coordinates and maintains Electronic Health Records (EHR) interfaces security. Works under general supervision. Requires a bachelor's degree in math, computer science or related field and at least 2 years of experience in the field or related area.

Quality Control Analyst I

Performs quality control evaluations, writes and establishes specifications, assists in the validation of quality control tests and writes Standard Operating Procedures. Relies on instructions, guidelines and familiarity with common practices and procedures to achieve goals. Works under immediate supervision. Typically reports to a manager. May require a bachelor's degree and 0-3 years of relevant experience.

Quality Control Analyst II

Performs quality control evaluations, writes and establishes specifications, assists in the validation of quality control tests and writes Standard Operating Procedures. Relies on experience, judgment and familiarity with common practices and procedures to achieve goals. Performs a variety of tasks. Works under general supervision. A certain degree of creativity and latitude is required. Usually reports to a manager. Typically requires a bachelor's degree in area of specialty and 2-5 years of experience in the field or in a related area.

Quality Control Analyst III

Performs quality control evaluations, writes and establishes specifications, assists in the validation of quality control tests and writes Standard Operating Procedures. Relies on extensive experience, judgment and familiarity with a variety of practices and procedures to achieve goals. Performs a variety of tasks. May lead and direct the work of others. A wide degree of creativity and latitude is expected. Usually reports to a manager. Typically requires a bachelor's or master's degree and 5-8 years of experience in the field or in a related area.

Quality Control Analyst IV

Performs quality control evaluations, writes and establishes specifications, assists in the validation of quality control tests and writes Standard Operating Procedures. Relies on extensive experience, judgment and familiarity with a variety of practices and procedures to achieve goals. Performs a variety of tasks. May lead and direct the work of others. A wide degree of creativity and latitude is expected. Usually reports to a manager. Typically requires a bachelor's or master's degree and at least 8 years of experience in the field or in a related area.

Database Development, Administration, and BI

Business Intelligence Specialist

Leads strategic design and implementation activities for business intelligence applications, including integration with databases and data warehouses. Responsible for ensuring Business Intelligence is available to enhance decision making through all support functions. Identifies, researches and resolves technical problems. Relies on extensive knowledge and professional discretion to plan and achieve goals. Manages others. Significant ingenuity and flexibility is expected. Usually reports to the head of a unit/department. Requires a bachelor's degree in area of specialty and 5 years of relevant experience.

Data Architect I

Creates and implements a design for the storage and maintenance of data. Develops approaches for warehouse implementation, data acquisition and archive recovery. Deletes old data when necessary. May evaluate new data sources for adherence to quality standards and ease of integration. Relies on established guidelines and instructions to perform daily job functions. Works under immediate supervision and usually reports to a supervisor or manager. May require a bachelor's degree and 0-2 years of relevant experience.

Data Architect II

Creates and implements a design for the storage and maintenance of data. Develops approaches for warehouse implementation, data acquisition and archive recovery. Deletes old data when necessary. May evaluate new data sources for adherence to quality standards and ease of integration. Relies on knowledge and professional discretion to achieve goals. Works under general supervision and usually reports to a supervisor or manager. May require a bachelor's degree and 2-4 years of relevant experience.

Data Architect III

Creates and implements a design for the storage and maintenance of data. Develops approaches for warehouse implementation, data acquisition and archive recovery. Deletes old data when necessary. May evaluate new data sources for adherence to quality standards and ease of integration. Relies on knowledge and professional discretion to achieve goals. Significant ingenuity and flexibility is expected. Usually reports to a supervisor or manager. May require a bachelor's degree and 4-6 years of relevant experience.

Data Architect IV

Creates and implements a design for the storage and maintenance of data. Develops approaches for warehouse implementation, data acquisition and archive recovery. Deletes old data when necessary. May evaluate new data sources for adherence to quality standards and ease of integration. Relies on extensive knowledge and professional discretion to achieve goals. Significant ingenuity and flexibility is expected. Manages others, but usually reports to the head of a department. Requires a bachelor's degree and 6-8 years of relevant experience.

Data Architect V

Creates and implements a design for the storage and maintenance of data. Develops approaches for warehouse implementation, data acquisition and archive recovery. Deletes old data when necessary. May evaluate new data sources for adherence to quality standards and ease of integration. Relies on extensive knowledge and professional discretion to achieve goals. Significant ingenuity and flexibility is expected. Manages others, but usually reports to the head of a department. Requires a bachelor's degree and 8-10 years of relevant experience.

Data Management Director

Ensures a smooth and effective data management infrastructure encompassing data warehouses, data stores, database architecture and other related systems. Responsible for overseeing data systems and ensuring they meet organizational requirements. Relies on extensive knowledge and professional discretion to achieve goals. Significant ingenuity and flexibility is expected. Manages others. Usually reports to senior management. Requires a bachelor's degree and at least 10 years of field experience.

Data Modeling Analyst

Creates and manages data models in accordance with an organization's needs. Oversees the flow of information between departments through the use of relational databases. Eliminates data redundancies. Interfaces with stakeholders to understand an organization's data needs. Relies on knowledge and professional discretion to achieve goals. Significant ingenuity and flexibility is required. May manage others. Usually reports to a manager. May require a bachelor's degree and at least 5 years of relevant experience.

Data Warehouse Manager

Designs, develops and manages information management strategies and solutions. Oversees the warehouse and all related activities, including data sourcing, migration, design, implementation and quality control. Relies on knowledge and professional discretion to achieve goals. Manages others. Significant ingenuity and flexibility is expected. Usually reports to senior management. Requires a bachelor's degree with at least 7 years of relevant experience.

Data Warehouse Programming Specialist

Oversees data warehouse design and configuration. Codes and documents procedures and tests and debugs data warehouses. Relies on knowledge and professional discretion to achieve goals. Some ingenuity and flexibility is expected. Usually reports to a manager or department head. Requires a bachelor's degree with at least 2-4 years of relevant experience.

Data Warehouse Specialist

Designs, models and implements data warehousing activities. Programs and configures databases and provides support to end users. Responsible for verifying data accuracy, implementing business rules and supporting the data warehouse. Relies on knowledge and professional discretion to achieve goals. Usually reports to a supervisor. A certain degree of ingenuity and flexibility is required. Requires a bachelor's degree and at least 2 years of field experience.

Database Administration Manager

Provides technical leadership for architecture, design, documentation and maintenance of an internal database and related systems. Oversees the evaluation, design and implementation of database enhancements and develops a long-term strategy for data storage. Establishes policies and procedures related to data security and integrity and monitors and limits database access as needed. Relies on extensive knowledge and professional discretion to achieve goals. Manages others. Significant ingenuity and flexibility is expected. Usually reports to top management. Requires a bachelor's degree with at least 7 years of relevant experience.

Database Administrator

Provides technical support for the development, implementation and maintenance of an internal database. Maintains policies and procedures for ensuring database's security and integrity. Implements data models, database designs, data access and table maintenance codes. Resolves database performance and capacity issues, and replication and other distributed data issues. Relies on knowledge and professional discretion to plan and achieve goals. Works under general supervision and usually reports to a supervisor, though some ingenuity and flexibility is required. May require a bachelor's degree in a related area and 2-4 years of relevant experience.

Database Analyst I

Maintains data storage and access by evaluating, designing and implementing company database[s]. Identifies data sources, constructs data decomposition diagrams, provides data flow diagrams and documents the process. Writes codes for database access, modifications and constructions. Relies on established guidelines and instructions to perform daily job functions. Works under immediate supervision and usually reports to a manager. May require a bachelor's degree in a related area and 0-2 years of relevant experience.

Database Analyst II

Maintains data storage and access by evaluating, designing and implementing company database[s]. Identifies data sources, constructs data decomposition diagrams, provides data flow diagrams and documents the process. Writes codes for database access, modifications and constructions. Relies on knowledge and professional discretion to achieve goals. Works under general supervision and usually reports to a manager, though some degree of ingenuity and flexibility is required. May require a bachelor's degree in a related area and 2-4 years of relevant experience.

Database Analyst III

Maintains data storage and access by evaluating, designing and implementing company database[s]. Identifies data sources, constructs data decomposition diagrams, provides data flow diagrams and documents the process. Writes codes for database access, modifications and constructions. Relies on knowledge and professional discretion to achieve goals. Works under general supervision and may manage others. Significant ingenuity and flexibility is required. May require a bachelor's degree in a related area and 4-6 years of relevant experience.

Database Analyst IV

Maintains data storage and access by evaluating, designing and implementing company database[s]. Identifies data sources, constructs data decomposition diagrams, provides data flow diagrams and documents the process. Writes codes for database access, modifications and constructions. Relies on knowledge and professional discretion to achieve goals. Usually reports to a manager or department head and manages others. Significant ingenuity and flexibility is required. May require a bachelor's degree in a related area and 6-8 years of relevant experience.

Database Analyst V

Maintains data storage and access by evaluating, designing and implementing company database[s]. Identifies data sources, constructs data decomposition diagrams, provides data flow diagrams and documents the process. Writes codes for database access, modifications and constructions. Relies on knowledge and professional discretion to achieve goals. May offer consultation to senior management and often serves as the top-level expert in the field. May manage others. Significant ingenuity and flexibility is expected. May require a bachelor's degree in a related area and 8-10 years of relevant experience.

Database Report Writer

Responsible for developing, documenting and supporting reporting activity utilizing software. Supports research teams or management by evaluating raw data and reporting results. Works with other stakeholders to achieve desired results. Relies on experience and professional discretion to achieve goals. Usually reports to a supervisor. Some degree of ingenuity and flexibility is expected. Requires a bachelor's degree in area of specialty and 2-4 years of relevant experience.

Database Warehouse Analyst, Sr.

Assesses business information needs and identifies system requirements. Evaluates business intelligence data and produces reports. Acts as liaison between IT and business units. Ensures data accuracy. Assesses data extraction, report generation and bugs appearing in operations involving the data warehouse. Relies on extensive knowledge and professional discretion to achieve goals. Performs a variety of tasks. Significant ingenuity and flexibility is expected. Usually reports to a supervisor or department head. Significant creativity is expected. Requires a bachelor's degree in area of specialty and 4-6 years of relevant experience.

Oracle Database Administrator

Implements and executes policies to ensure the security, integrity and operability of an Oracle database. Installs and upgrades Oracle server and application tools. Creates database storage structures, resolves database issues and maintains system security. Relies on limited knowledge and professional discretion to plan and accomplish goals. Works under general supervision and usually reports to a supervisor, though some ingenuity and flexibility is required. May require a bachelor's degree in a related area and 3-5 years of relevant experience.

Report Developer

Responsible for database administration, data consolidation, data analysis and management reporting. Utilizes software to generate metrics and develop actionable recommendations. Supports research teams and management by collecting and analyzing data and reporting results. Collaborates with various functional teams such as marketing, research and IT to achieve business results. Relies on experience, judgment and familiarity with practices and procedures to achieve goals. A certain degree of creativity and latitude is expected. Typically reports to a supervisor or manager. Requires a bachelor's degree in area of specialty and 2-4 years of experience in the field or in a related area.

Enterprise Systems Analysis and Integration

CRM Application Administrator

Responsible for administering the Customer Relationship Management (CRM) software. Responsible for maintaining the CRM system and performing necessary updates. Keeps track of enterprise-wide usage of the system and performs administrative tasks. Works under general supervision and usually reports to a manager, though some ingenuity and flexibility is required. Must have a bachelor's degree in area of specialty and at least 6 years of relevant experience.

CRM Application Architect

Designs, develops and constructs Customer Relationship Management (CRM) application systems and consults with clients to meet application needs. Relies on extensive knowledge and professional discretion to achieve goals. Usually reports to a manager. Manages others. Significant ingenuity and flexibility is expected. Requires a bachelor's degree in area of specialty and at least 7 years of relevant experience.

CRM Integration Specialist

Integrates Customer Relationship Management (CRM) system with other applications and operating systems. Ensures CRM is functioning properly. Relies on extensive knowledge and professional discretion to achieve goals. Usually reports to a manager. Manages others. Significant ingenuity and flexibility is expected. Requires a bachelor's degree in area of specialty and at least 7 years of relevant experience.

CRM Program Director

Leads the Customer Relationship Management (CRM) initiative for an organization. Reviews CRM project proposals to determine costs, timeline, funding, staffing requirements and goals. Relies on extensive knowledge and professional discretion to achieve goals. Usually reports to senior management. Manages others. Significant ingenuity and flexibility is expected. Requires a bachelor's degree in area of specialty and at least 10 years of relevant experience.

ERP Administrator

Ensures optimal performance for Enterprise Resource Planning (ERP) systems. Implements, evaluates and designs ERP systems and applications. Troubleshoots ERP-related issues and monitors ERP systems security. Installs new releases, system upgrades and patches, as required. Relies on limited knowledge and professional discretion to achieve goals. Works under general supervision and usually reports to a manager, though some ingenuity and flexibility is required. May require a bachelor's degree in a related area and 3-5 years of relevant experience.

ERP Analyst I

Helps with the implementation and ongoing maintenance of the Enterprise Resource Planning (ERP) system. Tests ERP layout to ensure the system is meeting the businesses' needs. Customizes and configures workflow to facilitate ERP integration with other applications. Relies on established guidelines and instructions to perform daily job functions. Works under immediate supervision and usually reports to a supervisor. May require a bachelor's degree and 0-2 years of relevant experience.

ERP Analyst II

Helps with the implementation and ongoing maintenance of the Enterprise Resource Planning (ERP) system. Tests ERP layout to ensure the system is meeting the businesses' needs. Customizes and configures workflow to facilitate ERP integration with other applications. Relies on limited knowledge and professional discretion to achieve goals. Works under general supervision and usually reports to a supervisor, though some ingenuity and flexibility is required. May require a bachelor's degree and 2-4 years of relevant experience.

ERP Analyst III

Helps with the implementation and ongoing maintenance of the Enterprise Resource Planning (ERP) system. Tests ERP layout to ensure the system is meeting the businesses' needs. Customizes and configures workflow to facilitate ERP integration with other applications. Relies on knowledge and professional discretion to achieve goals. Usually reports to a supervisor. May manage others. Significant ingenuity and flexibility is required. May require a bachelor's degree and 4-6 years of relevant experience.

ERP Programmer I

Evaluates, assesses and enhances the programming systems needed to support an organization's Enterprise Resource Planning (ERP) applications. Ensures that other software can be fully integrated into the ERP system. Develops new modules to enhance system performance. Relies on knowledge and professional discretion to achieve goals. Usually reports to a supervisor. Significant ingenuity and flexibility is expected. May require a bachelor's degree in area of specialty and 0-2 years of relevant experience.

ERP Programmer II

Evaluates, assesses and enhances the programming systems needed to support an organization's Enterprise Resource Planning (ERP) applications. Ensures that other software can be fully integrated into the ERP system. Develops new modules to enhance system performance. Relies on knowledge and professional discretion to achieve goals. Usually reports to a supervisor. Significant ingenuity and flexibility is expected. May require a bachelor's degree in area of specialty and 2-4 years of relevant experience.

ERP Programmer III

Evaluates, assesses and enhances the programming systems needed to support an organization's Enterprise Resource Planning (ERP) applications. Ensures that other software can be fully integrated into the ERP system. Develops new modules to enhance system performance. Relies on knowledge and professional discretion to achieve goals. Usually reports to a supervisor. May manage others. Significant ingenuity and flexibility is expected. May require a bachelor's degree in area of specialty and 4-6 years of relevant experience.

ERP Project Manager

Designs, produces and executes the Enterprise Resource Planning (ERP) system. Establishes timelines, assigns resources and monitors ongoing progress. Assesses performance of ERP system and recommends enhancements. Relies on extensive knowledge and professional discretion to achieve goals. Usually reports to senior management. Manages a group of ERP Analysts. Significant ingenuity and flexibility is expected. Requires a bachelor's degree in area of specialty and at least 8 years of relevant experience.

Operating Systems Programmer I

Evaluates, designs, implements and refines computer operating systems to meet business goals. Diagnoses, troubleshoots and documents related problems. Relies on established guidelines and instructions to perform daily job functions. Works under immediate supervision and usually reports to a project leader or manager. May require an associate's degree or its equivalent and 0-2 years of relevant experience.

Operating Systems Programmer II

Evaluates, designs, implements and refines computer operating systems to meet business goals. Diagnoses, troubleshoots and documents related problems. Relies on limited knowledge and professional discretion to achieve goals. Works under general supervision and usually reports to a project leader or manager, though some ingenuity and flexibility is required. May require an associate's degree or its equivalent and 2-5 years of relevant experience.

Operating Systems Programmer III

Evaluates, designs, implements and refines computer operating systems to meet business goals. Diagnoses, troubleshoots and documents related problems. Relies on knowledge and professional discretion to achieve

goals. Usually reports to a project leader or manager. May manage others. Significant ingenuity and flexibility is expected. May require an associate's degree or its equivalent and 4-6 years of relevant experience.

Operating Systems Programmer IV

Evaluates, designs, implements and refines computer operating systems to meet business goals. Diagnoses, troubleshoots and documents related problems. Relies on extensive knowledge and professional discretion to achieve goals. Usually reports to a department head. Manages others. Significant ingenuity and flexibility is expected. Requires a bachelor's degree in area of specialty and 6-8 years of relevant experience.

Operating Systems Programmer V

Evaluates, designs, implements and refines computer operating systems to meet business goals. Diagnoses, troubleshoots and documents related problems. Relies on extensive knowledge and professional discretion to achieve goals. May offer consultation to senior leadership and is considered to be the top-level in this field. Usually reports to a department head. Manages others. Significant ingenuity and flexibility is expected. Requires a bachelor's degree in area of specialty and at least 8-10 years of relevant experience.

SAP Basis Consultant

Assists in the analysis, programming, design and implementation of SAP Basis systems. Develops SAP architecture requirements and specifications and ensures the system is meeting corporate needs. Relies on extensive knowledge and professional discretion to achieve goals. Typically reports to a department head. Significant ingenuity and flexibility is expected. Requires a bachelor's degree in area of specialty and at least 7 years of relevant experience.

SAP Project Manager

Manages all activities related to SAP implementation projects. Ensures that all SAP project goals are achieved. Relies on extensive knowledge and professional discretion to achieve goals. Typically reports to senior management. Manages others. Significant ingenuity and flexibility is expected. Requires a bachelor's degree in area of specialty and at least 7 years of relevant experience.

Systems Architect

Designs, develops and implements information systems and operations systems in support of network, communications and core business functions. Evaluates end user needs, client goals, budgets and existing applications to define system requirements and technical standards. May be responsible for drafting user guides and beta testing pre-release systems. Relies on extensive knowledge and professional discretion to achieve goals. Usually reports to a department head or senior management. Manages others. Significant ingenuity and flexibility is expected. Requires a bachelor's degree and at least 7 years of relevant experience.

Health IT**Ambulatory Systems Analyst**

Reviews, analyzes, and modifies programming systems including encoding, testing, debugging and installing to support an organization's application systems. Consults with users to identify current operating procedures and to clarify program objectives. May be expected to document and describe program development, logic, coding and corrections. Writes manual for users to describe installation and operating procedures. Familiar with relational databases and client-server concepts. Relies on experience and judgment to achieve goals. Works under general supervision; typically reports to a project leader or manager. A certain degree of creativity and latitude is required. May require a bachelor's degree in a related area and 2-5 years of experience in the field or in a related area.

Ambulatory Systems Architect/Builder

Develops and implements policies and procedures to ensure that systems support the organization's business requirements and meet the needs of end users. Defines systems requirements based on user/client needs, cost and required integration with existing applications, systems or platforms. Defines technical standards and functionality tests. May develop specifications, prototypes or initial user guides. Familiar with a variety of the field's concepts, practices and procedures. Relies on extensive experience, judgment and familiarity with practices and procedures to achieve goals. Leads and directs the work of others. A wide degree of creativity and latitude is expected. Typically reports to a head of a unit/department or top management. May require a bachelor's degree and at least 7 years of experience in the field or in a related area.

Ambulatory Systems Project Manager

Responsible for the coordination and completion of projects within the information technology department. Oversees all aspects of projects. Sets deadlines, assigns responsibilities and monitors and summarizes progress of project. Builds and maintains working relationships with team members, vendors and other departments involved in the projects. Prepares reports for upper management regarding status of project. Relies on limited experience, judgment and familiarity with standard practices and procedures to achieve goals. Leads and directs the work of others. A wide degree of creativity and latitude is expected. Typically reports to a manager or head of a unit/department. May require a bachelor's degree and 4-6 years of experience in the field or in a related area.

Ambulatory Systems Trainer

Participates in and conducts technical training programs. Determines training objectives. Writes training programs, including outline, text, handouts and tests. Designs laboratory exercises. Lectures class – following outline, handouts and texts – on safety, installation, programming, maintenance and repair of software, machinery and equipment. Administers written and practical exams and writes performance reports to evaluate trainees' performance. Relies on limited experience, judgment and familiarity with standard practices and procedures to achieve goals. Works under general supervision; typically reports to a manager. Requires a bachelor's degree in a related area and 2-4 years of experience in the field or in a related area.

Clinical Project Manager

Responsible for the coordination and completion of projects within the information technology department. Oversees all aspects of projects. Sets deadlines, assigns responsibilities and monitors and summarizes progress of project. Builds and maintains working relationships with team members, vendors and other departments involved in the projects. Prepares reports for upper management regarding status of project. Relies on limited experience, judgment and familiarity with a variety of practices and procedures to achieve goals. Leads and directs the work of others. A wide degree of creativity and latitude is expected. Typically reports to a manager or head of a unit/department. May require a bachelor's degree and 4-6 years of experience in the field or in a related area.

Clinical Systems Analyst

Reviews, analyzes and evaluates business systems and user needs. Documents requirements, defines scope and objectives and formulates systems to parallel overall business strategies. Familiar with relational database concepts and client-server concepts. Relies on experience and judgment to achieve goals. May lead and direct the work of others. A wide degree of creativity and latitude is expected. Typically reports to a manager. May require a bachelor's degree in a related area and 4-6 years of experience in the field or in a related area.

Clinical Systems Architect/Builder

Develops and implements policies and procedures to ensure that systems support the organization's business requirements and meet the needs of end users. Defines systems requirements based on user/client needs, cost and required integration with existing applications, systems or platforms. Defines technical standards and functionality tests. May develop specifications, prototypes or initial user guides. Relies on extensive experience, judgment and familiarity with a variety of practices and procedures to achieve goals. Leads and directs the work of others. A wide degree of creativity and latitude is expected. Typically reports to a head of a unit/department or top management. May require a bachelor's degree and at least 7 years of experience in the field or in a related area.

Clinical Systems Project Manager

Responsible for the coordination and completion of projects within the information technology department. Oversees all aspects of projects. Sets deadlines, assigns responsibilities and monitors and summarizes progress of project. Builds and maintains working relationships with team members, vendors and other departments involved in the projects. Prepares reports for upper management regarding status of project. Relies on limited experience, judgment and familiarity with a variety of practices and procedures to achieve goals. Leads and directs the work of others. A wide degree of creativity and latitude is expected. Typically reports to a manager or head of a unit/department. May require a bachelor's degree and 4-6 years of experience in the field or in a related area.

Clinical Systems Trainer

Participates in and conducts technical training programs. Determines training objectives. Writes training programs, including outline, text, handouts and tests, and designs laboratory exercises. Lectures class – following outline, handouts and texts – on safety, installation, programming, maintenance and repair of software, machinery and equipment. Administers written and practical exams and writes performance reports to evaluate trainees' performance. Relies on limited experience, judgment and familiarity with standard practices and procedures to achieve goals. Works under general supervision; typically reports to a manager. Requires a bachelor's degree in a related area and 2-4 years of experience in the field or in a related area.

Health Information Management (HIM)**Project Manager**

Directs and oversees all policies and procedures related to healthcare information management. Responsible for ensuring accuracy and efficiency in the medical records and transcription departments. Reviews processes and identifies areas for improvement taking into account user needs. May act as liaison between information services and technology department, ensuring that systems are accessible and in accordance with the needs of the organization. Ensures that all record keeping and information disbursement complies with HIPAA regulations. Relies on extensive experience, judgment and familiarity with a variety of practices and procedures to achieve goals. Leads and directs the work of others. A wide degree of creativity and latitude is required. Typically reports to top management. Requires a bachelor's degree in area of specialty and at least 10 years of experience in the field or in a related area.

Revenue Cycle Analyst

Compiles and analyzes revenue information for an organization. Reviews organizational billing practices to ensure invoice accuracy and proper revenue recognition. Reviews ledger for outstanding accounts and contacts clients to initiate collections. Conducts revenue forecast analysis and presents findings to senior management. Relies on experience, judgment and familiarity with standard practices and procedures to achieve goals. Works under general supervision. A certain degree of creativity and latitude is required. Typically reports to a supervisor or manager. Requires a bachelor's degree and 2-4 years of experience in the field or in a related area.

Revenue Cycle Architect/Builder

Develops and implements policies and procedures to ensure that systems support the organization's business requirements and meet the needs of end users. Defines systems requirements based on user/client needs, cost and required integration with existing applications, systems or platforms. Defines technical standards and functionality tests. May develop specifications, prototypes or initial user guides. Relies on extensive experience, judgment and familiarity with a variety of practices and procedures to achieve goals. Leads and directs the work of others. A wide degree of creativity and latitude is expected. Typically reports to a head of a unit/department or top management. May require a bachelor's degree and at least 7 years of experience in the field or in a related area.

Revenue Cycle Project Manager

Directs and oversees the overall policies, objectives and initiatives of an organization's revenue cycle activities. Reviews, designs and implements processes surrounding pricing, billing, third party payer relationships, collections and other financial analyses to ensure that clinical revenue cycle is effective and properly utilized. Relies on extensive experience, judgment and familiarity with a variety of practices and procedures to achieve goals. Leads and directs the work of others. A wide degree of creativity and latitude is expected. Typically reports to top management. May require a bachelor's degree in area of specialty and at least 10 years of experience in the field or in a related area.

Revenue Cycle Trainer

Participates in and conducts technical training programs. Determines training objectives. Writes training programs, including outline, text, handouts, and tests and designs laboratory exercises. Lectures class – following outline, handouts and texts – on safety, installation, programming, maintenance and repair of software, machinery and equipment. Administers written and practical exams and writes performance reports to evaluate trainees' performance. Relies on limited experience, judgment and familiarity with standard practices and procedures to achieve goals. Works under general supervision; typically reports to a manager. Requires a bachelor's degree in a related area and 2-4 years of experience in the field or in a related area.

Management and Project Management

Business Process Consultant

Monitors, evaluates and makes recommendations to enhance the processes and systems of an organization. Conducts testing to assess the potential impact of recommended improvements. May provide face-to-face consultation to affected stakeholders and departments. Relies on extensive knowledge and professional discretion to achieve goals. Usually reports to senior management. May manage others. Significant ingenuity and flexibility is expected. May require an advanced degree and at least 7 years of field experience.

Chief Information Security Officer

Acts as the authority for enterprise security standards and policies. Develops information security standards and has ultimate responsibility for the security and functionality of information systems. Relies on extensive knowledge and professional discretion to achieve goals. Usually reports to senior management. Manages others. Significant ingenuity and flexibility is expected. Requires a bachelor's degree with at least 12 years of experience in the field.

Chief Information Technology Officer

Provides expert guidance, direction and leadership in regards to a company's selection and use of technologies. Leads an organization's IT function. Determines long-term needs and pursues purchases and contracts that will aid in accomplishing business objectives. Responsible for budgeting, strategic planning and forecasting. Relies on extensive knowledge and professional discretion to achieve goals. Usually reports to a CEO or COO. Manages others. Significant ingenuity and flexibility is expected. May require an advanced degree in a related area with at least 10 years of IT experience.

Data Center Director

Directs personnel and implements policies to ensure the optimization of servers, networks and systems. Provides timely, accurate and consistent technical infrastructure service and presentation to internal and external clients. Coordinates with other teams to identify and implement new systems to support business function at effective cost. Relies on extensive knowledge and professional discretion to achieve goals. Usually reports to senior management. Manages others. Significant ingenuity and flexibility is required. Requires a bachelor's degree in area of specialty and at least 10 years of field experience.

Information Technology Director

Plans and implements additions, deletions and major modifications in pursuit of IT and business goals. Assesses needs across enterprises and within individual business units to determine strategies for meeting business objectives. Modifies existing IT systems or develops new approaches. Relies on extensive knowledge and professional discretion to achieve goals. Usually reports to a CIO. Manages others. Significant ingenuity and flexibility is expected. Requires a bachelor's degree in a related area with at least 8 years of field experience.

Information Technology Manager

Manages the IT department. Develops and executes plans that support the organization's IT needs. Ensures proper functioning of the information processing system and oversees necessary upgrades. Aligns hardware, software and associated peripherals with organizational needs. Relies on extensive knowledge and professional discretion to achieve goals. Usually reports to senior management. Manages others. Significant ingenuity and flexibility is expected. Usually reports to top management. Requires a bachelor's degree and at least 5 years of relevant experience.

IT Project Coordinator

Coordinates IT projects and ensures proper use of company IT resources. Generates project status reports, establishes project timelines, leads project meetings and resolves technical issues. Defines the scope of individual projects by analyzing system requirements and business objectives. Documents project progress and milestones. Relies on knowledge and professional discretion to achieve goals. Usually reports to a supervisor. Significant ingenuity and flexibility is expected. Requires a bachelor's degree and at least 5 years of relevant experience.

IT Project Manager I

Creates, manages and executes project plans to support the ongoing needs of the IT department. Coordinates resources, establishes deadlines and assigns responsibilities. Tracks the progress of projects and compiles status reports for senior management. Builds working relationships with team members, vendors and other departments involved in the projects. Relies on limited knowledge and professional discretion to achieve goals. Usually reports to a department head. Significant ingenuity and flexibility is expected. May require a bachelor's degree and 2-4 years of relevant experience.

IT Project Manager II

Creates, manages and executes project plans to support the ongoing needs of the IT department. Coordinates resources, establishes deadlines and assigns responsibilities. Tracks the progress of projects and compiles status reports for senior management. Builds working relationships with team members, vendors and other departments involved in the projects. Relies on knowledge and professional discretion to achieve goals. May manage others. Usually reports to a department head. Significant ingenuity and flexibility is expected. May require a bachelor's degree and 4-6 years of relevant experience.

IT Project Manager III

Creates, manages and executes project plans to support the ongoing needs of the IT department. Coordinates resources, establishes deadlines and assigns responsibilities. Tracks the progress of projects and compiles status reports for senior management. Builds working relationships with team members, vendors and other departments involved in the projects. Relies on extensive knowledge and professional discretion to achieve goals. Manages others. Usually reports to a department head. Significant ingenuity and flexibility is expected. May require a bachelor's degree and at least 7 of relevant experience.

IT Quality Assurance Director

Plans and directs quality assurance initiatives. Develops internal metrics and monitors adherence to quality assurance standards. Directs the design and implementation of IT services. Relies on extensive knowledge and professional discretion to achieve goals. Usually reports to senior management. Manages others. Significant ingenuity and flexibility is expected. Requires a bachelor's degree with at least 15 years of field experience.

IT Quality Assurance Manager

Assures consistent quality of IT systems by developing, executing and enforcing enterprise quality assurance practices and procedures. Leads a team of quality assurance analysts and oversees testing and validation initiatives to uncover potential issues. Makes recommendations for product or service enhancements and updates. Relies on extensive knowledge and professional discretion to achieve goals. Usually reports to department head. Manages others. Significant ingenuity and flexibility is expected. Requires a bachelor's degree with at least 7 years of field experience.

Project Engineering Manager

Designs and manages all specialized engineers working on specific projects. Leads the development, implementation and evaluation of complex designs. Directs product construction and testing to ensure completion of projects as efficiently and effectively as possible. Relies on extensive knowledge and professional discretion to achieve goals. Usually reports to a department head. Manages others. Significant ingenuity and flexibility is expected. Requires a bachelor's degree in area of specialty and at least 7 years of relevant experience.

Project Lead – Application Systems and Programming

Leads application systems and programming teams for individual projects. Provides technical support to project team members. Coordinates team members and enforces schedules. Manages complex application features and technical designs. Develops and executes complex application features. Relies on knowledge and professional discretion to achieve goals. Usually reports to a department head. Manages others. Significant ingenuity and flexibility is expected. Requires a bachelor's degree in a related area with at least 7 years of experience in the field.

Vice President of IT

Responsible for driving, executing and realizing the company's IT vision and strategy. Assesses IT applications to determine their ability to yield optimal business results. Builds strong relationships across departments. Maintains overall responsibility for management of ecommerce platforms. Requires 10+ years prior experience in successfully managing web programs and IT teams.

Network Design and Administration

Enterprise Infrastructure Architect

Responsible for guiding the implementation of technology platforms needed to support enterprise infrastructure and initiatives. Assesses system requirements and ensures that system can be integrated with existing applications. Ensures optimal performance for all systems. Offers support to other departments, as needed. Possesses extensive knowledge of infrastructure, application programming

and web and software applications. Relies on extensive knowledge and professional discretion to achieve goals. Usually reports to senior management. Manages others. Significant ingenuity and flexibility is expected. Requires a bachelor's degree in area of specialty and 6-8 years of relevant experience.

Linux Administrator

Provisions, installs, configures and maintains Linux operating systems. Identifies problems associated with the operating system and performs troubleshooting activities. Monitors systems performance and ensures compliance with security standards. Relies on limited knowledge and professional discretion to achieve goals. Works under general supervision and usually reports to a project leader or manager, though some ingenuity and flexibility is required. May require a bachelor's degree in a related area and 3-5 years of relevant experience. May also require a Linux certification such as Red Hat.

Mail Server Administrator

Designs, develops and maintains an organization's email network and system(s). Establishes user accounts and security guidelines, tracks server performance and provides first-level resolution for issues. Monitors existing messaging infrastructure and server usage, ensuring proper working order. May document internal policies or develop training for end-users. Relies on knowledge and professional discretion to achieve goals. Works under general supervision and usually reports to a manager, though a certain degree of ingenuity and flexibility is required. Requires a bachelor's degree and 2-4 years of experience in systems administration and/or client support. May require certification in one or more messaging systems.

Messaging Engineer

Designs, develops, implements and manages messaging systems. Ensures the consistency and compatibility of all messaging applications. Relies on knowledge and professional discretion to achieve goals. Performs a variety of complicated tasks. Significant ingenuity and flexibility is expected. Usually reports to a supervisor. Requires a bachelor's degree and at least 5 years of relevant experience.

Network Administrator I

Supports, designs, maintains and monitors internal and external networks. Implements and manages all systems, applications, security and network configurations. Resolves network performance issues and establishes a disaster recovery plan. Recommends upgrades, patches and new applications and equipment. Provides technical support and guidance to users. Relies on established guidelines and instructions to perform daily job functions. Works under immediate supervision and usually reports to a supervisor. May require a bachelor's degree in area of specialty and 0-2 years of relevant experience.

Network Administrator II

Supports, designs, maintains and monitors internal and external networks. Implements and manages all systems, applications, security and network configurations. Resolves network performance issues and establishes a disaster recovery plan. Recommends upgrades, patches and new applications and equipment. Provides technical support and guidance to users. Relies on limited knowledge and professional discretion to achieve goals. Works under general supervision and usually reports to a supervisor, though some ingenuity and flexibility is required. May require a bachelor's degree in area of specialty and 2-4 years of relevant experience.

Network Administrator III

Supports, designs, maintains and monitors internal and external networks. Implements and manages all systems, applications, security and network configurations. Resolves network performance issues and establishes a disaster recovery plan. Recommends upgrades, patches and new applications and equipment. Provides technical support and guidance to users. Relies on knowledge and professional discretion to achieve goals. Usually reports to a supervisor or department head. Significant ingenuity and flexibility is expected. May require a bachelor's degree in area of specialty and 4-6 years of relevant experience.

Network Administrator IV

Supports, designs, maintains and monitors internal and external networks. Implements and manages all systems, applications, security and network configurations. Resolves network performance issues and establishes a disaster recovery plan. Recommends upgrades, patches and new applications and equipment. Provides technical support and guidance to users. Relies on extensive knowledge and professional discretion to achieve goals. Usually reports to a

department head. Significant ingenuity and flexibility is expected. May require a bachelor's degree in area of specialty and 6-8 years of relevant experience.

Network Administrator V

Supports, designs, maintains and monitors internal and external networks. Implements and manages all systems, applications, security and network configurations. Resolves network performance issues and establishes a disaster recovery plan. Recommends upgrades, patches and new applications and equipment. Provides technical support and guidance to users. Relies on extensive knowledge and professional discretion to achieve goals. May offer consultation to senior leadership and is considered to be the top-level expert in this field. Usually reports to a department head. Significant ingenuity and flexibility is expected. May require a bachelor's degree in area of specialty and 8-10 years of relevant experience.

Network Control Center Director

Directs the network control function of an organization. Establishes quality benchmarks for network transmission and performance and ensures levels are met. Relies on extensive knowledge and professional discretion to achieve goals. Usually reports to senior management. Manages others. Significant ingenuity and flexibility is expected. Requires a bachelor's degree in area of specialty and at least 10 years of relevant experience.

Network Control Center Manager

Manages the network control function of an organization. Monitors and maintains quality levels for the network and resolves issues related to transmission quality. Relies on extensive knowledge and professional discretion to achieve goals. Usually reports to a department head. Manages others. Significant ingenuity and flexibility is expected. Requires a bachelor's degree in area of specialty and at least 7 years of relevant experience.

Network Control Technician I

Manages the company's network systems and detects, analyzes and resolves issues when necessary. Recommends and implements network enhancements. Relies on established guidelines and instructions to perform daily job functions. Works under immediate supervision and usually reports to a supervisor. May require an associate's degree in a related area and 0-3 years of relevant experience.

Network Control Technician II

Manages the company's network systems and detects, analyzes and resolves issues when necessary. Recommends and implements network enhancements. Relies on limited knowledge and professional discretion to achieve goals. Works under general supervision and usually reports to a supervisor, though some ingenuity and flexibility is required. May require an associate's degree in a related area and 2-5 years of relevant experience.

Network Control Technician III

Manages the company's network systems and detects, analyzes and resolves issues when necessary. Recommends and implements network enhancements. Relies on knowledge and professional discretion to achieve goals. Usually reports to a supervisor. Significant ingenuity and flexibility is expected. May require an associate's degree in a related area and at least 5 years of relevant experience.

Network Engineer I

Oversees the installation, configuration and ongoing maintenance of networked information systems. Uses knowledge of LAN/WAN systems to help design and install internal and external networks. Tests and evaluates network systems to eliminate problems and make improvements. Relies on established guidelines and instructions to perform daily job functions. Works under immediate supervision and usually reports to a supervisor. Requires a bachelor's degree in area of specialty and 0-2 years of relevant experience.

Network Engineer II

Oversees the installation, configuration and ongoing maintenance of networked information systems. Uses knowledge of LAN/WAN systems to help design and install internal and external networks. Tests and evaluates network systems to eliminate problems and make improvements. Relies on limited knowledge and professional discretion to achieve goals. Works under general supervision and usually reports to a supervisor, though some ingenuity and flexibility is required. Requires a bachelor's degree in area of specialty and 2-5 years of relevant experience.

Network Engineer III

Oversees the installation, configuration and ongoing maintenance of networked information systems. Uses knowledge of LAN/WAN systems to help design and install internal and external networks. Tests and evaluates network systems to eliminate problems and make improvements. Relies on knowledge and professional discretion to achieve goals. Usually reports

to a supervisor. May manage others. Significant ingenuity and flexibility is expected. Requires a bachelor's degree in area of specialty and at least 5 years of relevant experience.

Storage Management Specialist

Develops and implements storage systems and procedures. Resolves issues related to storage systems. Generates usage reports for submission to leadership. Maintains efficient and reliable backup and recovery procedures. Experienced with operating systems and Storage Area Networks (SAN) and backup solutions. Relies on knowledge and professional discretion to achieve goals. Usually reports to a department head. May manage others. Significant ingenuity and flexibility is expected. Requires a bachelor's degree in area of specialty and at least 5 years of relevant experience.

Systems Administrator

Maintains and operates computer systems or networks. Installs, supports and manages servers and resolves issues as needed. Installs patches and performs system backups and recovery. Monitors system configuration and maintains data files. Relies on established guidelines and instructions to perform daily job functions. Works under immediate supervision and usually reports to a project leader or manager. May require a bachelor's degree in a related area with at least 2 years of relevant experience.

Systems Administrator, Sr.

Maintains and operates computer systems or networks. Installs, supports and manages servers and resolves issues as needed. Installs patches and performs system backups and recovery. Monitors system configuration and maintains data files. Relies on limited knowledge and professional discretion to achieve goals. Works under general supervision and usually reports to a project leader or manager, though some ingenuity and flexibility is required. May require a bachelor's degree in a related area with at least 3-5 years of relevant experience.

Telecommunications Analyst I

Maintains and evaluates a company's telecommunications system. Plans, produces and assesses telecommunications software solutions. Conducts customer training related to telecommunications features and functionality. Relies on established guidelines and instructions to perform daily job functions. Works under immediate supervision. May require an associate's degree or its equivalent and 0-2 years of relevant experience.

Telecommunications Analyst II

Maintains and evaluates a company's telecommunications system. Plans, produces and assesses telecommunications software solutions. Conducts customer training related to telecommunications features and functionality. Relies on limited knowledge and professional discretion to achieve goals. Usually reports to a supervisor. Significant ingenuity and flexibility is expected. May require an associate's degree or its equivalent and 2-4 years of relevant experience.

Telecommunications Analyst III

Maintains and evaluates a company's telecommunications system. Plans, produces and assesses telecommunications software solutions. Conducts customer training related to telecommunications features and functionality. Relies on knowledge and professional discretion to achieve goals. Usually reports to a supervisor. May manage others. Significant ingenuity and flexibility is expected. May require an associate's degree or its equivalent and 4-6 years of relevant experience.

Telecommunications Analyst IV

Maintains and evaluates a company's telecommunications system. Plans, produces and assesses telecommunications software solutions. Conducts customer training related to telecommunications features and functionality. Relies on extensive knowledge and professional discretion to achieve goals. Usually reports to a department head. Manages others. Significant ingenuity and flexibility is expected. May require a bachelor's degree in area of specialty and 6-8 years of relevant experience.

Telecommunications Analyst V

Maintains and evaluates a company's telecommunications system. Plans, produces and assesses telecommunications software solutions. Conducts customer training related to telecommunications features and functionality. Relies on extensive knowledge and professional discretion to achieve goals. May offer consultation to senior leadership and is considered to be the top-level expert in this field. Usually reports to a department head. Manages others. Significant ingenuity and flexibility is expected. May require a bachelor's degree in area of specialty and 8-10 years of relevant experience.

Telecommunications Technician I

Installs, maintains and repairs telecommunications equipment. Issues reports, facilitates new service requests and determines procedures for installing telephone service. Assesses the need for equipment changes or modifications. Relies on established guidelines and instructions to perform daily job functions. Works under immediate supervision and usually reports to a project leader or manager. May require an associate's degree or its equivalent and 0-3 years of relevant experience.

Telecommunications Technician II

Installs, maintains and repairs telecommunications equipment. Issues reports, facilitates new service requests and determines procedures for installing telephone service. Assesses the need for equipment changes or modifications. Relies on limited knowledge and professional discretion to achieve goals. Works under general supervision and usually reports to a project leader or manager, though some ingenuity and flexibility is required. May require an associate's degree or its equivalent and 2-5 years of relevant experience.

Telecommunications Technician III

Installs, maintains and repairs telecommunications equipment. Issues reports, facilitates new service requests and determines procedures for installing telephone service. Assesses the need for equipment changes or modifications. Relies on knowledge and professional discretion to achieve goals. Usually reports to a project leader or manager. Significant ingenuity and flexibility is expected. May require an associate's degree or its equivalent and at least 5 years of relevant experience.

UNIX Administrator

Installs, configures and maintains UNIX operating systems. Performs software installations and upgrades. Diagnoses and resolves UNIX-related issues and logs troubleshooting reports. Relies on knowledge and professional discretion to achieve goals. Works under general supervision and usually reports to a supervisor, though some ingenuity and flexibility is required. May require a bachelor's degree in a related area and 2-5 years of relevant experience.

Programming and Software Engineering

.Net Developer

Builds, designs and implements software packages for websites. Troubleshoots and debugs software code. Has knowledge of SQL, C++, HTML, CGI, JavaScript and other concepts. Relies on limited knowledge and professional discretion to achieve goals. Works under general supervision and typically reports to a project leader. Some ingenuity and flexibility required. May require a bachelor's degree in a related area and at least 2 years of relevant experience.

Applications Development Manager

Builds applications to meet business requirements and oversees a team of analysts or developers. Assesses existing applications and keeps abreast of industry standards and best practices. Determines technical changes, schedules projects and oversees timelines. Implements and monitors quality standards. Relies on extensive knowledge and professional discretion to plan and achieve goals. Manages others. Significant ingenuity and flexibility is expected. Usually reports to a department head. Requires a bachelor's degree in a related area and at least 7 years of application development experience.

Applications Engineer I

Supports the design, development and modification of applications and programs. Evaluates company products and competing equipment on the basis of ability and capacity. Acts as the technical liaison to the sales team by providing capability reports. Relies on established guidelines and instructions to perform daily job functions. Works under immediate supervision. May require a bachelor's degree in area of specialty and 0-2 years of relevant experience.

Applications Engineer II

Supports the design, development and modification of applications and programs. Evaluates company products and competing equipment on the basis of ability and capacity. Acts as the technical liaison to the sales team by providing capability reports. Relies on limited knowledge and professional discretion to achieve goals. Works under general supervision and usually reports to a supervisor, though some ingenuity and flexibility is required. May require a bachelor's degree in area of specialty and 2-4 years of relevant experience.

Applications Engineer III

Supports the design, development and modification of applications and programs. Evaluates company products and competing equipment on the basis of ability and capacity. Acts as the technical liaison to the sales team by providing capability reports. Relies on limited knowledge and professional discretion to achieve goals. Works under general supervision and usually reports to a supervisor, though some ingenuity and flexibility is required. May require a bachelor's degree in area of specialty and 4-6 years of relevant experience.

Applications Engineer IV

Supports the design, development and modification of applications and programs. Evaluates company products and competing equipment on the basis of ability and capacity. Acts as the technical liaison to the sales team by providing capability reports. Relies on knowledge and professional discretion to achieve goals. Usually reports to a supervisor. Significant ingenuity and flexibility is expected. May manage others. May require a bachelor's degree in area of specialty and 6-8 years of relevant experience.

Applications Engineer V

Supports the design, development and modification of applications and programs. Evaluates company products and competing equipment on the basis of ability and capacity. Acts as the technical liaison to the sales team by providing capability reports. Relies on significant knowledge and professional discretion to achieve goals. Usually reports to a department head. Significant ingenuity and flexibility is expected. Manages others. May require a bachelor's degree in area of specialty and 8-10 years of relevant experience.

Applications Systems Architect

Leads the development of system design and execution. Documents development requirements for database, applications and operation system environment. Consults with end users to test and debug applications to meet client needs. Serves as expert for all aspects of application design and development and may lead training for IT staff. Relies on extensive knowledge and professional discretion to achieve goals. May offer consultation to senior leadership and is considered to be the top-level expert in this field. Usually reports to a department head. Requires a bachelor's degree and may be expected to have an advanced degree in area of specialty and at least 5 years of relevant experience.

Client/Server Programmer I

Supports client/server software applications by reviewing, assessing and modifying programming systems. Relies on established guidelines and instructions to perform daily job functions. Works under general supervision. May require a bachelor's degree in a related area and 0-2 years of relevant experience.

Client/Server Programmer II

Supports client/server software applications by reviewing, assessing and modifying programming systems. Familiar with relational database concepts and client-server concepts. Relies on limited knowledge and professional discretion to achieve goals. Works under general supervision and usually reports to a project leader or manager, though some ingenuity and flexibility is required. May require a bachelor's degree in a related area and 2-4 years of relevant experience.

Client/Server Programmer III

Supports client/server software applications by reviewing, assessing and modifying programming systems. Familiar with relational database concepts and client-server concepts. Relies on knowledge and professional discretion to achieve goals. Usually reports to a project leader or manager. Significant ingenuity and flexibility is expected. May manage others. May require a bachelor's degree in a related area and 4-6 years of relevant experience.

Client/Server Programmer IV

Supports client/server software applications by reviewing, assessing and modifying programming systems. Expertise with relational database concepts and client-server concepts. Relies on extensive knowledge and professional discretion to achieve goals. Usually reports to a department head. Significant ingenuity and flexibility is expected. Manages others. May require a bachelor's degree in a related area and 6-8 years of relevant experience.

Client/Server Programmer V

Supports client/server software applications by reviewing, assessing and modifying programming systems. Expertise with relational database concepts and client-server concepts. Relies on extensive knowledge and professional discretion to achieve goals. May offer consultation to senior leadership and is considered to be the top-level expert in this field.

Usually reports to a department head. Significant ingenuity and flexibility is expected. Manages others. May require a bachelor's degree in a related area and 8-10 years of relevant experience.

GIS Analyst I

Utilizes Geographic Information System (GIS) techniques to better understand certain variables in a given geographic location. Extracts data from GIS software, performs analysis and offers detailed recommendations based on results. Provides maps and data sets to clients to supplement analysis. Knowledgeable of GIS software and technology. Works in conjunction with CADD drafters and technicians. Relies on established guidelines and instructions to perform daily job functions. Usually reports to a supervisor. Requires a bachelor's degree in area of specialty and 0-2 years of relevant experience.

GIS Analyst II

Utilizes Geographic Information System (GIS) techniques to better understand certain variables in a given geographic location. Extracts data from GIS software, performs analysis and offers detailed recommendations based on results. Provides maps and data sets to clients to supplement analysis. Knowledgeable of GIS software and technology. Works in conjunction with CADD drafters and technicians. Relies on limited knowledge and professional discretion to achieve goals. Usually reports to a supervisor. Requires a bachelor's degree in area of specialty and 2-3 years of relevant experience.

GIS Analyst III

Utilizes Geographic Information System (GIS) techniques to better understand certain variables in a given geographic location. Extracts data from GIS software, performs analysis and offers detailed recommendations based on results. Provides maps and data sets to clients to supplement analysis. Knowledgeable of GIS software and technology. Works in conjunction with CADD drafters and technicians. Relies on knowledge and professional discretion to achieve goals. Works under general supervision and usually reports to a supervisor, though some ingenuity and flexibility is required. Requires a bachelor's degree in area of specialty and 4-6 years of relevant experience.

GIS Analyst IV

Utilizes Geographic Information System techniques to better understand certain variables in a given geographic location. Extracts data from GIS software, performs analysis and offers detailed recommendations based on results. Provides maps and data sets to clients to supplement analysis. Knowledgeable of GIS software and technology. Works in conjunction with CADD drafters and technicians. Relies on extensive knowledge and professional discretion to achieve goals. Usually reports to a department head. May manage others. Significant ingenuity and flexibility is expected. Requires a bachelor's degree in area of specialty and 7-10 years of relevant experience. Additional certification may be required.

GIS Analyst V

Utilizes Geographic Information System techniques to better understand certain variables in a given geographic location. Extracts data from GIS software, performs analysis and offers detailed recommendations based on results. Provides maps and data sets to clients to supplement analysis. Knowledgeable of GIS software and technology. Works in conjunction with CADD drafters and technicians. Relies on extensive knowledge and professional discretion to achieve goals. Usually reports to a department head. Manages others. Significant ingenuity and flexibility is expected. Requires a bachelor's degree in area of specialty, at least 10 years of relevant experience and additional certifications.

Java Developer

Creates, designs and tests web-based Java applications to support business goals. Performs program coding and testing and addresses technical issues through research, investigation and debugging. Relies on knowledge and professional discretion to achieve goals. A degree of ingenuity and flexibility is required. Usually reports to a supervisor. Requires a bachelor's degree in area of specialty and 2-4 years of relevant experience.

Java Developer, Sr.

Creates, designs and tests web-based Java applications to support business goals. Performs program coding and testing and addresses technical issues through research, investigation and debugging. Relies on extensive knowledge and professional discretion to achieve goals. Significant ingenuity and flexibility is expected. Usually reports to a supervisor. Requires a bachelor's degree in area of specialty and 4-6 years of relevant experience.

Mainframe Programmer I

Analyzes, designs, develops and tests various components for large-scale mainframe computer systems. Manages online and batch application programs, implements disaster recovery plans and develops specifications and workflows. Relies on established guidelines and instructions to perform daily job functions. Usually reports to a project leader or manager. May require a bachelor's degree in a related area and 0-2 years of relevant experience.

Mainframe Programmer II

Analyzes, designs, develops and tests various components for large-scale mainframe computer systems. Manages online and batch application programs, implements disaster recovery plans and develops specifications and workflows. Relies on limited knowledge and professional discretion to achieve goals. Works under general supervision and usually reports to a project leader or manager, though some ingenuity and flexibility is required. May require a bachelor's degree in a related area and 2-4 years of relevant experience.

Mainframe Programmer III

Analyzes, designs, develops and tests various components for large-scale mainframe computer systems. Manages online and batch application programs, implements disaster recovery plans and develops specifications and workflows. Relies on knowledge and professional discretion to achieve goals. Usually reports to a project leader or manager. May manage others. Significant ingenuity and flexibility is expected. May require a bachelor's degree in a related area and 4-6 years of relevant experience.

Mainframe Programmer IV

Analyzes, designs, develops and tests various components for large-scale mainframe computer systems. Manages online and batch application programs, implements disaster recovery plans and develops specifications and workflows. Relies on extensive knowledge and professional discretion to achieve goals. Usually reports to a department head. Manages others. Significant ingenuity and flexibility is expected. May require a bachelor's degree in a related area and 6-8 years of relevant experience.

Mainframe Programmer V

Analyzes, designs, develops and tests various components for large-scale mainframe computer systems. Manages online and batch application programs, implements disaster recovery plans and develops specifications and workflows. Relies on extensive knowledge and professional discretion to achieve goals. May offer consultation to senior leadership and is considered to be the top-level expert in this field. Usually reports to a department head. Usually reports to a department head. Manages others. Significant ingenuity and flexibility is expected. May require a bachelor's degree in a related area and 8-10 years of relevant experience.

Programmer I

Analyzes, designs, develops and tests various programming systems, including encoding, testing, debugging and documenting programs. Relies on established guidelines and instructions to perform daily job functions. Works under immediate supervision. May require an associate's degree and 0-3 years of relevant experience.

Programmer II

Analyzes, designs, develops and tests various programming systems, including encoding, testing, debugging and documenting programs. Relies on limited knowledge and professional discretion to achieve goals. Works under general supervision and usually reports to a project leader or manager, though some ingenuity and flexibility is required. May require an associate's degree and 2-5 years of relevant experience.

Programmer III

Analyzes, designs, develops and tests various programming systems, including encoding, testing, debugging and documenting programs. Relies on knowledge and professional discretion to achieve goals. Usually reports to a project leader or manager. Significant ingenuity and flexibility is expected. May require a bachelor's degree and 4-6 years of relevant experience.

Programmer IV

Analyzes, designs, develops and tests various programming systems, including encoding, testing, debugging and documenting programs. Relies on knowledge and professional discretion to achieve goals. Usually reports to a project leader or manager. May manage others. Significant ingenuity and flexibility is expected. May require a bachelor's degree and 5-8 years of relevant experience.

Programmer V

Analyzes, designs, develops and tests various programming systems, including encoding, testing, debugging and documenting programs. Relies on significant knowledge and professional discretion to achieve goals. May offer consultation to senior leadership and is considered to be the top-level expert in this field. Usually reports to a department head. Usually reports to a department head. May manage others. Significant ingenuity and flexibility is expected. May require a bachelor's degree and 8-10 years of relevant experience.

Release Engineer

Manages software builds and releases. Responsible for the design and execution of builds, scripts, installation procedures and systems, including source code control and issue tracking. Works collaboratively with quality assurance team to ensure integrity of final version. Relies on knowledge and professional experience to achieve goals. Usually reports to a supervisor. Requires a bachelor's degree in a related area and 3-5 years of relevant experience.

Software Architect

Designs and develops new software and revises old software. Determines product requirements and develops high-level architectural specifications with a focus on feasibility, functionality and ease of integration with existing systems. Relies on extensive knowledge and professional discretion to achieve goals. Usually reports to a department head. May lead a team of developers. Usually reports to a department head or senior management. Requires a bachelor's degree and at least 7 years of relevant experience. An advanced degree in area of specialty may also be required.

Software Architect, Sr.

Designs and develops new software and revises old software. Determines product requirements and develops high-level architectural specifications with a focus on feasibility, functionality and ease of integration with existing systems. Relies on extensive knowledge and professional discretion to achieve goals. May offer consultation to senior leadership and is considered to be the top-level in this field. May lead a team of developers. Usually reports to a department head or senior management. Requires a bachelor's degree and at least 10 years of relevant experience. An advanced degree in area of specialty may also be required.

Software Engineer I

Creates and designs new software by analyzing, testing, assessing and implementing programming applications. Supports and installs applications and operating system. Assists in the testing process by conducting reviews and analyses, witnessing tests and participating in software certification. Relies on established guidelines and instructions to perform daily job functions. Works under immediate supervision. Requires a bachelor's degree in a related area and 0-2 years of relevant experience.

Software Engineer II

Creates and designs new software by analyzing, testing, assessing and implementing programming applications. Supports and installs applications and operating system. Assists in the testing process by conducting reviews and analyses, witnessing tests and participating in software certification. Relies on limited knowledge and professional discretion to achieve goals. Works under general supervision and usually reports to a supervisor, though some ingenuity and flexibility is required. Requires a bachelor's degree in a related area and 2-4 years of relevant experience.

Software Engineer III

Creates and designs new software by analyzing, testing, assessing and implementing programming applications. Supports and installs applications and operating system. Assists in the testing process by conducting reviews and analyses, witnessing tests and participating in software certification. Relies on knowledge and professional discretion to achieve goals. Usually reports to a supervisor. Significant ingenuity and flexibility is expected. Requires a bachelor's degree in a related area and 4-6 years of relevant experience.

Software Engineer IV

Creates and designs new software by analyzing, testing, assessing and implementing programming applications. Supports and installs applications and operating system. Assists in the testing process by conducting reviews and analyses, witnessing tests and participating in software certification. Relies on knowledge and professional discretion to achieve goals. Usually reports to a department head. Manages others. Significant ingenuity and flexibility is expected. Requires a bachelor's degree in a related area and 6-8 years of relevant experience.

Software Engineer V

Creates and designs new software by analyzing, testing, assessing and implementing programming applications. Supports and installs applications and

operating system. Assists in the testing process by conducting reviews and analyses, witnessing tests and participating in software certification. Relies on extensive knowledge and professional discretion to achieve goals. May offer consultation to senior leadership and is considered to be the top-level in this field. Usually reports to an executive. Manages others. Significant ingenuity and flexibility is expected. Requires a bachelor's degree in a related area and 8-10 years of relevant experience.

Software Quality Assurance Analyst I

Evaluates and tests software applications for usability and functionality. Responsible for developing and executing tests, writing and maintaining test automation and formulating quality assurance standards. Determines metrics for assessing quality assurance performance. Must have a working knowledge of quality assurance methodologies. Familiar with NT, UNIX and/or Solaris environments. Relies on knowledge and professional discretion to achieve goals. Works under general supervision. Some ingenuity and flexibility is required. Requires a bachelor's degree and 1-2 years of experience coding in C, C++ and Java.

Software Quality Assurance Analyst II

Evaluates and tests software applications for usability and functionality. Responsible for developing and executing tests, writing and maintaining test automation and formulating quality assurance standards. Determines metrics for assessing quality assurance performance. Must have a working knowledge of quality assurance methodologies. Familiar with NT, UNIX and/or Solaris environments. Relies on knowledge and professional discretion to achieve goals. Usually reports to a supervisor, though some ingenuity and flexibility is required. Requires a bachelor's degree and 2-4 years of experience coding in C, C++ and Java.

Software Quality Assurance Analyst III

Evaluates and tests software applications for usability and functionality. Responsible for developing and executing tests, writing and maintaining test automation and formulating quality assurance standards. Determines metrics for assessing quality assurance performance. Must have a working knowledge of quality assurance methodologies. Familiar with NT, UNIX and/or Solaris environments. Relies on extensive knowledge and professional discretion to achieve goals. Usually reports to a supervisor, May manage others. Some ingenuity and flexibility is expected. Requires a bachelor's degree and at least 5 years of experience coding in C, C++ and Java.

Software Support Engineer I

Addresses technical software and setup issues for customers, technicians and engineers. Develops technical solutions and performs troubleshooting activity, when required. Implements workaround procedures when standard methods have failed to ensure issues are addressed as quickly as possible. When necessary, escalates urgent problems to internal resources. Relies on limited knowledge and professional discretion to achieve goals. Works under general supervision and usually reports to a supervisor, though some ingenuity and flexibility is required. Requires a bachelor's degree in area of specialty and 0-2 years of relevant experience.

Software Support Engineer II

Addresses technical software and setup issues for customers, technicians and engineers. Develops technical solutions and performs troubleshooting activity, when required. Implements workaround procedures when standard methods have failed to ensure issues are addressed as quickly as possible. When necessary, escalates urgent problems to internal resources. Relies on knowledge and professional discretion to achieve goals. Works under general supervision and usually reports to a supervisor, though some ingenuity and flexibility is required. Requires a bachelor's degree in area of specialty and 2-4 years of relevant experience.

Software Support Engineer III

Addresses technical software and setup issues for customers, technicians and engineers. Develops technical solutions and performs troubleshooting activity, when required. Implements workaround procedures when standard methods have failed to ensure issues are addressed as quickly as possible. When necessary, escalates urgent problems to internal resources. Relies on extensive knowledge and professional discretion to achieve goals. Works under general supervision and usually reports to a supervisor, though some ingenuity and flexibility is required. Requires a bachelor's degree in area of specialty and 4-6 years of relevant experience.

Security

Data Security Analyst

Installs and maintains security software. Instructs computer users on security policies and procedures. Monitors network activity and ensures data is protected from unauthorized users. Identifies, reports and resolves security violations. Relies on established guidelines and instructions to perform daily job functions. Works under immediate supervision and usually reports to a supervisor. May require a bachelor's degree and 0-2 years of relevant experience.

Data Security Analyst, Sr.

Installs and maintains security software. Instructs computer users on security policies and procedures. Monitors network activity and ensures data is protected from unauthorized users. Identifies, reports and resolves security violations. Relies on knowledge and professional discretion to plan and achieve goals. Works under general supervision and usually reports to a supervisor, though some ingenuity and flexibility is required. May require a bachelor's degree and 2-4 years of relevant experience.

Data Security Manager

Manages and oversees systems to protect data from unauthorized access. Creates and implements policies and procedures for identifying, recording and addressing security violations. Relies on extensive knowledge and professional discretion to achieve goals. Usually reports to a department head. Manages others. Significant ingenuity and flexibility is expected. May require a bachelor's degree in area of specialty and at least 7 years of field experience.

Data Security Supervisor

Supervises the data security team and related activity to protect systems from unauthorized access. Identifies, records and addresses security violations. Relies on knowledge and professional discretion to achieve goals. Usually reports to a department head. Manages others. Significant ingenuity and flexibility is expected. May require a bachelor's degree in area of specialty and at least 4 years of field experience.

IS Security Manager

Develops and oversees information systems security. Manages IT security analysts to ensure that all applications are functional and secure. Relies on extensive knowledge and professional discretion to achieve goals. Manages others. Usually reports to senior management. Significant creativity and latitude is expected. Requires a bachelor's degree with at least 6-8 years of field experience.

Security Administrator

Implements network security policies, protects network from unauthorized access, monitors network usage and resolves access issues. Relies on extensive knowledge and professional discretion to achieve goals. Usually reports to a supervisor. May manage others. Significant ingenuity and flexibility is expected. Requires a bachelor's degree with at least 5 years of field experience.

Security Programmer

Analyzes information security systems and applications. Recommends and develops security measures to protect against unauthorized modification or loss. Relies on extensive knowledge and professional discretion to achieve goals. Usually reports to a department head. Significant ingenuity and flexibility is expected. Requires a bachelor's degree with at least 5 years of field experience.

Systems/Application Security Analyst

Evaluates information security systems and applications and suggests enhancements. Relies on extensive knowledge and professional discretion to achieve goals. Usually reports to a department head. Significant ingenuity and flexibility is expected. Requires a bachelor's degree with at least 5 years of field experience.

Technical Support

Computer Operator I

Monitors and controls computers and peripheral data processing equipment. Enters commands using computer terminal and manages controls on computer and peripheral equipment. Monitors the system for failure or errors and responds by addressing issues or notifying a supervisor. Loads peripheral equipment such as tapes and printer paper for operating runs. Relies on established guidelines and instructions to perform daily job functions. Works under immediate supervision. May require an associate's degree and 0-3 years of relevant experience.

Computer Operator II

Monitors and controls computers and peripheral data processing equipment. Enters commands using computer terminal and manages controls on computer and peripheral equipment. Monitors the system for failure or errors and responds by addressing issues or notifying a supervisor. Loads peripheral equipment such as tapes and printer paper for operating runs. Relies on limited knowledge and professional discretion to achieve goals. Works under general supervision and usually reports to a project leader or manager, though some ingenuity and flexibility is required. May require an associate's degree and 2-5 years of experience as a computer operator.

Computer Operator III

Monitors and controls computers and peripheral data processing equipment. Enters commands using computer terminal and manages controls on computer and peripheral equipment. Monitors the system for failure or errors and responds by addressing issues or notifying a supervisor. Loads peripheral equipment such as tapes and printer paper for operating runs. Relies on knowledge and professional discretion to achieve goals. Usually reports to a project leader or manager. May manage others. Significant ingenuity and flexibility is expected. May require an associate's degree and at least 5 years of experience as a computer operator.

Customer Service Representative I

Interacts with customers to fulfill orders, document communication and resolve issues. Relies on established guidelines and instructions to perform daily job functions. Works under immediate supervision and usually reports to a supervisor. Requires a high school diploma or equivalent and 0-3 years of relevant experience.

Customer Service Representative II

Interacts with customers to fulfill orders, document communication and resolve issues. Relies on limited knowledge and professional discretion to achieve goals. Works under general supervision and usually reports to a supervisor, though some ingenuity and flexibility is required. Requires a high school diploma or equivalent and 2-5 years of relevant experience.

Customer Service Representative III

Interacts with customers to fulfill orders, document communication and resolve issues. Relies on knowledge and professional discretion to achieve goals. Works under general supervision and usually reports to a supervisor, though some ingenuity and flexibility is required. Requires a high school diploma or equivalent and at least 5 years of relevant experience.

Data Entry Clerk I

Operates a data entry device, such as a keyboard or optical scanner, to enter data into an electronic format. Relies on established guidelines and instructions to perform daily job functions. Works under immediate supervision. Requires a high school diploma or its equivalent and 0-2 years of relevant experience.

Data Entry Clerk II

Operates a data entry device, such as a keyboard or optical scanner, to enter data into an electronic format. Relies on knowledge and professional discretion to achieve goals. Works under general supervision and usually reports to a supervisor, though some ingenuity and flexibility is required. Requires a high school diploma or its equivalent and 2-5 years of relevant experience.

Help Desk Manager

Oversees timely delivery of quality technical support to internal and external customers. Manages help desk personnel and develops policies and procedures governing how to troubleshoot IT issues, including identification, documentation, distribution and resolution. May assess new products or services and suggest enhancements to senior management. Relies on extensive knowledge and professional discretion to achieve goals. Manages others. Usually reports to a department head. Significant ingenuity and flexibility is expected. Requires a bachelor's degree and at least 7 years of relevant experience.

Help Desk Supervisor I

Supervises and coordinates activities of help desk personnel. Assists end users in resolving hardware and software issues by fielding telephone calls and email communication, diagnosing problems and performing troubleshooting activities. Develops escalation and resolution procedures and ensures help desk personnel adhere to these procedures. Trains, coaches and mentors help desk personnel. Relies on extensive knowledge and professional discretion to achieve goals. Usually reports to a department head. Significant ingenuity and flexibility is expected. May require a bachelor's degree.

Help Desk Supervisor II

Supervises and coordinates activities of help desk personnel. Assists end users in resolving hardware and software issues by fielding telephone calls and email communication, diagnosing problems and performing troubleshooting activities. Develops escalation and resolution procedures and ensures help desk personnel adhere to these procedures. Trains, coaches and mentors help desk personnel. Relies on extensive knowledge and professional discretion to achieve goals. Usually reports to a department head. Significant ingenuity and flexibility is expected. Manages others and has some authority for personnel actions. May require a bachelor's degree.

Help Desk Supervisor III

Supervises and coordinates activities of help desk personnel. Assists end users in resolving hardware and software issues by fielding telephone calls and email communication, diagnosing problems and performing troubleshooting activities. Develops escalation and resolution procedures and ensures help desk personnel adhere to these procedures. Trains, coaches and mentors help desk personnel. Relies on extensive knowledge and professional discretion to achieve goals. Usually reports to a department head. Significant ingenuity and flexibility is expected. Manages others and has full authority for personnel actions. May require a bachelor's degree.

Help Desk Support

Assists end users in resolving hardware and software issues by fielding telephone calls and email communication, diagnosing problems and performing troubleshooting activities. Documents, tracks and monitors the problem to facilitate a timely resolution. Relies on established guidelines and instructions to perform daily job functions. Works under immediate supervision. May require an associate's degree in a related area and 0 - 2 years experience.

Help Desk Support Assistant

Assists end users in resolving hardware and software issues by fielding telephone calls and email communication, diagnosing problems and performing troubleshooting activities. Documents, tracks and monitors the problem to facilitate a timely resolution. Relies on established guidelines and instructions to perform daily job functions. Works under immediate supervision and usually reports to a supervisor. May require an associate's degree in a related area. This is an entry level position and experience may not be required.

Help Desk Support, Sr.

Assists end users in resolving hardware and software issues by fielding telephone calls and email communication, diagnosing problems and performing troubleshooting activities. Documents, tracks and monitors the problem to facilitate a timely resolution. Relies on knowledge and professional discretion to achieve goals. Usually reports to a supervisor. May manage others. May require an associate's degree in a related area and 3-5 years of relevant experience.

Installation & Maintenance Technician I

Installs, maintains and repairs telecommunications components to ensure the network is functioning at peak efficiency. Relies on established guidelines and instructions to perform daily job functions. Works under immediate supervision. Requires a high school diploma or its equivalent and 0-2 years of relevant experience.

Installation & Maintenance Technician II

Installs, maintains and repairs telecommunications components to ensure the network is functioning at peak efficiency. Relies on knowledge and professional discretion to achieve goals. Works under general supervision and usually reports to a supervisor, though some ingenuity and flexibility is required. Requires a high school diploma or its equivalent and 2-4 years of relevant experience.

Installation & Maintenance Technician III

Installs, maintains and repairs telecommunications components to ensure the network is functioning at peak efficiency. Relies on knowledge and professional discretion to achieve goals. Works under general supervision and usually reports to a supervisor, though some ingenuity and flexibility is required. Requires a high school diploma or its equivalent and 4-6 years of relevant experience.

Installation & Maintenance Technician Director

Directs the installation, maintenance and repair of telecommunications components to ensure the network is functioning at peak efficiency. Responsible for ensuring work adheres to customer specifications and internal guidelines, including established timelines and budgets. Coordinates the installation and maintenance schedule for technicians. Relies on extensive knowledge and professional discretion to achieve goals. Usually reports to senior leadership. Manages others. Significant ingenuity and flexibility is expected. Requires a bachelor's degree or equivalent and at least 10 years of relevant experience.

Installation & Maintenance Technician Supervisor

Supervises the installation, maintenance and repair of telecommunications components to ensure the network is functioning at peak efficiency. Responsible for ensuring work adheres to customer specifications and internal guidelines, including established timelines and budgets. Coordinates the installation and maintenance schedule for technicians. Relies on extensive knowledge and professional discretion to achieve goals. Usually reports to a department head. Manages others. Significant ingenuity and flexibility is expected. Requires a bachelor's degree or equivalent and at least 7 years of relevant experience.

LAN/WAN Administrator

Oversees the day-to-day operations of LAN/WAN and related hardware or software. Makes recommendations for products and services enhancements, manages network security, maintains systems and troubleshoots a variety of issues. Relies on knowledge and professional discretion to achieve goals. Usually reports to a department head. May manage others. Significant ingenuity and flexibility is expected. Requires a bachelor's degree in area of specialty and 2-5 years of relevant experience.

LAN Support I

Configures, tests, maintains and resolves issues related to LAN. Provides troubleshooting support to end users. Installs workstations. Relies on established guidelines and instructions to perform daily job functions. Works under immediate supervision and usually reports to a project leader or manager. May require an associate's degree in a related area and 0-3 years of relevant experience.

LAN Support II

Configures, tests, maintains and resolves issues related to LAN. Provides troubleshooting support to end users. Installs workstations. Relies on limited knowledge and professional discretion to achieve goals. Works under general supervision and usually reports to a project leader or manager, though some ingenuity and flexibility is required. May require an associate's degree in a related area and 2-5 years of relevant experience.

LAN Support III

Configures, tests, maintains and resolves issues related to LAN. Provides troubleshooting support to end users. Installs workstations. Relies on knowledge and professional discretion to achieve goals. Usually reports to a project leader or manager. May manage others. Significant ingenuity and flexibility is expected. May require an associate's degree in a related area and at least 5 years of relevant experience.

PC Maintenance Technician I

Installs, tests, monitors, upgrades, troubleshoots and repairs computer systems, networks and peripherals. Manages user account information, including rights, security and systems groups. Relies on established guidelines and instructions to perform daily job functions. Works under immediate supervision and usually reports to a project leader or manager. May require an associate's degree or its equivalent and 0-3 years of relevant experience.

PC Maintenance Technician II

Installs, tests, monitors, upgrades, troubleshoots and repairs computer systems, networks and peripherals. Manages user account information, including rights, security and systems groups. Relies on limited knowledge and professional discretion to achieve goals. Works under general supervision and usually reports to a project leader or manager, though some ingenuity and flexibility is required. May require an associate's degree or its equivalent and 2-5 years of relevant experience.

PC Maintenance Technician III

Installs, tests, monitors, upgrades, troubleshoots and repairs computer systems, networks and peripherals. Manages user account information, including rights, security and systems groups. Relies on knowledge and professional discretion to achieve goals. Usually reports to a project leader or manager. May manage others. Significant ingenuity and flexibility is expected. May require an associate's degree or its equivalent. Requires at least 4 years of relevant experience.

Sales Engineer I

Aligns customer needs with company's portfolio of products and services to win new clients and expand existing business relationships. Compiles reports demonstrating the cost benefit of company's products

or services. Oversees technical instruction for clients and conveys customer feedback to internal leadership. Relies on established guidelines and instructions to perform daily job functions. Usually reports to a supervisor. Requires a bachelor's degree in area of specialty and 0-2 years of relevant experience.

Sales Engineer II

Aligns customer needs with company's portfolio of products and services to win new clients and expand existing business relationships. Compiles reports demonstrating the cost benefit of company's products or services. Oversees technical instruction for clients and conveys customer feedback to internal leadership. Relies on limited knowledge and professional discretion to achieve goals. Works under general supervision and usually reports to a supervisor, though some ingenuity and flexibility is required. Requires a bachelor's degree in area of specialty and 2-4 years of relevant experience.

Sales Engineer III

Aligns customer needs with company's portfolio of products and services to win new clients and expand existing business relationships. Compiles reports demonstrating the cost benefit of company's products or services. Oversees technical instruction for clients and conveys customer feedback to internal leadership. Relies on knowledge and professional discretion to achieve goals. Usually reports to a department head. May manage others. Significant ingenuity and flexibility is expected. Requires a bachelor's degree in area of specialty and 4-6 years of relevant experience.

Sales Engineer IV

Aligns customer needs with company's portfolio of products and services to win new clients and expand existing business relationships. Compiles reports demonstrating the cost benefit of company's products or services. Oversees technical instruction for clients and conveys customer feedback to internal leadership. Relies on extensive knowledge and professional discretion to achieve goals. Usually reports to a department head. Manages others. Significant ingenuity and flexibility is expected. Requires a bachelor's degree in area of specialty and 6-8 years of relevant experience.

Sales Engineer V

Aligns customer needs with company's portfolio of products and services to win new clients and expand existing business relationships. Compiles reports demonstrating the cost benefit of company's products or services. Oversees technical instruction for clients and conveys customer feedback to internal leadership. Relies on extensive knowledge and professional discretion to achieve goals. May offer consultation to senior leadership and is considered to be the top-level expert in this field. Usually reports to a department head. Manages others. Significant ingenuity and flexibility is expected. Requires a bachelor's degree in area of specialty and 8-10 years of relevant experience.

Technical Recruiter

Recruits, screens, evaluates and places new candidates for technical positions. Works with staffing firms and determines optimal recruiting strategies for building a deep, qualified pool of talent. Relies on knowledge and professional judgment to achieve goals. Works under general supervision and usually reports to a supervisor, though some ingenuity and flexibility is expected. May require a bachelor's degree in area of specialty and 2-4 years of relevant experience.

Technical Sales Support Specialist I

Supports sales force by providing technical guidance. Helps resolve customer issues regarding engineering, technical or scientific issues. Relies on established guidelines and instructions to perform daily job functions. Works under immediate supervision. May require a bachelor's degree and 0-2 years of relevant experience.

Technical Sales Support Specialist II

Supports sales force by providing technical guidance. Helps resolve customer issues regarding engineering, technical or scientific issues. Relies on limited knowledge and professional discretion to achieve goals. Works under general supervision and usually reports to a supervisor, though some ingenuity and flexibility is required. May require a bachelor's degree and 2-4 years of relevant experience.

Technical Sales Support Specialist III

Supports sales force by providing technical guidance. Helps resolve customer issues regarding engineering, technical or scientific issues. Relies on extensive knowledge and professional discretion to achieve goals. Usually reports to a supervisor. May manage others. Significant ingenuity and flexibility is expected. May require a bachelor's degree and 5-8 years of relevant experience.

Technical Sales Support Specialist IV

Supports sales force by providing technical guidance. Helps resolve customer issues regarding engineering, technical or scientific issues. Relies on extensive knowledge and professional discretion to achieve goals. Usually reports to a supervisor. May manage others. Significant ingenuity and flexibility is expected. May require a bachelor's degree and at least 8 years of relevant experience.

Technical Support Analyst I

Provides technical assistance to end users by answering questions or troubleshooting issues. Documents interactions with end users and recommends improvements. Responsible for evaluating operational efficiency of different IT systems. Relies on established guidelines and instructions to perform daily job functions. Works under immediate supervision and usually reports to a project leader or manager. May require an associate's degree in a related area and 0-3 years of relevant experience.

Technical Support Analyst II

Provides technical assistance to end users by answering questions or troubleshooting issues. Documents interactions with end users and recommends improvements. Responsible for evaluating operational efficiency of different IT systems. Relies on limited knowledge and professional discretion to achieve goals. Works under general supervision and usually reports to a project leader or manager, though some ingenuity and flexibility is required. May require an associate's degree in a related area and 2-5 years of relevant experience.

Technical Support Analyst III

Provides technical assistance to end users by answering questions or troubleshooting issues. Documents interactions with end users and recommends improvements. Responsible for evaluating operational efficiency of different IT systems. Relies on knowledge and professional discretion to achieve goals. Usually reports to a project leader or manager. Significant ingenuity and flexibility is expected. May require an associate's degree in a related area and at least 5 years of relevant experience.

Technical Writer

Documentation Specialist I

Produces and maintains documentation related to programming, systems and user guides. Drafts and organizes documentation efforts, including online help and written user guides. Utilizes business specifications and technical data to write user documentation. Relies on established guidelines and instructions to perform daily job functions. Works under immediate supervision and usually reports to a supervisor. May require an associate's degree and 0-2 years of relevant experience.

Documentation Specialist II

Produces and maintains documentation related to programming, systems and user guides. Drafts and organizes documentation efforts, including online help and written user guides. Utilizes business specifications and technical data to write user documentation. Relies on limited knowledge and professional discretion to achieve goals. Works under general supervision and usually reports to a supervisor, though a certain degree of ingenuity and flexibility is required. May require an associate's degree and 2-4 years of relevant experience.

Documentation Specialist III

Produces and maintains documentation related to programming, systems and user guides. Drafts and organizes documentation efforts, including online help and written user guides. Utilizes business specifications and technical data to write user documentation. Relies on extensive knowledge and professional discretion to achieve goals. Usually reports to a supervisor. Significant ingenuity and flexibility is required. May require an associate's degree and 4-6 years of relevant experience.

Editor – Web

Develops original content and proofreads documentation for inclusion on company websites. Researches and writes stories for online dissemination. Coordinates with writers and contributors to develop editorial topics and content. Relies on limited knowledge and professional discretion to achieve goals. Works under general supervision and usually reports to a supervisor, though some ingenuity and flexibility is required. Requires a bachelor's degree in a related area and 2-4 years of relevant experience.

Editorial Assistant – Web

Compiles, identifies and copy edits stories for online publication. Reviews stories and corrects spelling, punctuation and syntax errors. Verifies facts, dates and statistics using standard reference sources. Relies on established guidelines and instructions to perform daily job functions. Works under immediate supervision and usually reports to a supervisor. May require a bachelor's degree and 0-2 years of relevant experience.

Editor, Sr. – Web

Develops original content and proofreads documentation for inclusion on company websites. Researches and writes stories for online dissemination. Coordinates with writers, contributors and editors to develop editorial topics and content. Relies on knowledge and professional discretion to achieve goals. Usually reports to a department head. Significant ingenuity and flexibility is expected. Requires a bachelor's degree in a related area and at least 4 years of relevant experience.

Instructional Technology Specialist

Assists with the development of technical training materials and instructional courses. Coordinates with vendors, monitors training facilities and acts as a liaison between educators and end users. Relies on knowledge and professional discretion to achieve goals. Usually reports to a supervisor. May manage others. Significant ingenuity and flexibility is expected. Typically reports to a manager. Requires a bachelor's degree in area of specialty and 2-4 years of relevant experience.

Technical Trainer

Plans, prepares for and leads technical training classes. Determines training goals, drafts training materials and designs and administers exams. Monitors performance of class participants and issues final evaluations. Relies on limited knowledge and professional discretion to achieve goals. Works under general supervision and usually reports to a manager. Requires a bachelor's degree in a related area and 2-4 years of relevant technical experience.

Technical Trainer, Sr.

Plans, prepares for and leads technical training classes. Determines training goals, drafts training materials and designs and administers exams. Monitors performance of class participants and issues final evaluations. Relies on knowledge and professional discretion to achieve goals. Usually reports to a department head. May manage others. Requires a bachelor's degree in a related area and at least 4 years of relevant technical experience.

Technical Writer I

Writes, edits and packages a variety of technical documents, including proposals, articles, brochures, reports and manuals. Relies on established guidelines and instructions to perform daily job functions. Works under immediate supervision and usually reports to a supervisor. May require a bachelor's degree and 0-2 years of relevant experience.

Technical Writer II

Writes, edits and packages a variety of technical documents, including proposals, articles, brochures, reports and manuals. Relies on limited knowledge and professional discretion to achieve goals. Works under general supervision and usually reports to a supervisor, though some ingenuity and flexibility is required. May require a bachelor's degree and 2-4 years of relevant experience.

Technical Writer III

Writes, edits and packages a variety of technical documents, including proposals, articles, brochures, reports and manuals. Relies on knowledge and professional discretion to achieve goals. Usually reports to a supervisor. May manage others. Significant ingenuity and flexibility is expected. May require a bachelor's degree and 4-6 years of relevant experience.

Technical Writer IV

Writes, edits and packages a variety of technical documents, including proposals, articles, brochures, reports and manuals. Relies on extensive knowledge and professional discretion to achieve goals. Usually reports to a department head. Manages others. Significant ingenuity and flexibility is expected. May require a bachelor's degree and 6-8 years of relevant experience.

Web Development and Administration

Content Engineer I

Determines content and structure for websites. Designs interface and navigation tools. Conducts page-level testing. Establishes code standards and oversees code reviews. Evaluates specifications and issues project timelines and schedules. Relies on established guidelines and instructions to perform daily job functions. Works under immediate supervision and usually reports to a supervisor. May require a bachelor's degree in a related area and 0-2 years of relevant experience.

Content Engineer II

Determines content and structure for websites. Designs interface and navigation tools. Conducts page-level testing. Establishes code standards and oversees code reviews. Evaluates specifications and issues project timelines and schedules. Relies on knowledge and professional discretion to plan and accomplish goals. Works under general supervision and usually reports to a supervisor, though some ingenuity and flexibility is required. May require a bachelor's degree in a related area and 2-4 years of relevant experience.

Content Engineer III

Determines content and structure for websites. Designs interface and navigation tools. Conducts page-level testing. Establishes code standards and oversees code reviews. Evaluates specifications and issues project timelines and schedules. Relies on knowledge and professional discretion to plan and accomplish goals. Usually reports to a department head. May manage others. Significant ingenuity and flexibility is expected. May require a bachelor's degree in a related area and at least 5 years of relevant experience.

Content Manager

Manages all content and projects related to the website. Writes, edits and proofreads new content. Ensures that all documents meet established content standards and works with developers to assess any technical challenges in displaying the content. Relies on extensive knowledge and professional discretion to plan and accomplish goals. Usually reports to senior management. Manages others. Significant ingenuity and flexibility is expected. Requires a bachelor's degree in a related area and at least 7 years of relevant experience.

Content Specialist

Helps with the development and implementation of content for websites. May assist writers and designers in producing a final layout in accordance with company standards. Relies on established guidelines and instructions to perform daily job functions. Works under immediate supervision and usually reports to a supervisor or manager. Requires a bachelor's degree with 0-2 years of experience. May be expected to have knowledge of HTML, DHTML and JavaScript programming language.

Designer I

Develops graphics and designs and organizes copy for online publication. Ensures copy and graphics are appropriately arranged in accordance with company guidelines and visual best practices. May select font styles, sizes and other elements to enhance overall aesthetics. Relies on established guidelines and instructions to perform daily job functions. Works under immediate supervision and usually reports to a supervisor. May require an associate's degree or its equivalent and 2 years of relevant experience.

Designer II

Develops graphics and designs and organizes copy for online publication. Ensures copy and graphics are appropriately arranged in accordance with company guidelines and visual best practices. May select font styles, sizes and other elements to enhance overall aesthetics. Relies on limited knowledge and professional discretion to plan and accomplish goals. Works under general supervision and usually reports to a supervisor, though some ingenuity and flexibility is required. May require an associate's degree or its equivalent and 3 years of relevant experience.

Designer III

Develops graphics and designs and organizes copy for online publication. Ensures copy and graphics are appropriately arranged in accordance with company guidelines and visual best practices. May select font styles, sizes and other elements to enhance overall aesthetics. Relies on knowledge and professional discretion to plan and accomplish goals. Usually reports to a supervisor. Significant ingenuity and flexibility is expected. May require an associate's degree or its equivalent and 4 years of relevant experience.

Graphical User Interface (GUI) Programmer I

Designs and develops web applications. Encodes, tests, debugs and supports new and existing programs. Has knowledge of C++ language programming, XMotif programming interfaces, GUI API packages and other GUI principles. Relies on established guidelines and instructions to perform daily job functions. Works under immediate supervision and usually reports to a project leader or manager. May require a bachelor's degree in a related area and 0-3 years of relevant experience.

Graphical User Interface (GUI) Programmer II

Designs and develops web applications. Encodes, tests, debugs and supports new and existing programs. Has knowledge of C++ language programming, XMotif programming interfaces, GUI API packages and other GUI principles. Relies on limited knowledge and professional discretion to plan and accomplish goals. Works under general supervision and usually reports to a project leader or manager, though some ingenuity and flexibility is required. May require a bachelor's degree in a related area and 2-5 years of relevant experience.

Graphical User Interface (GUI) Programmer III

Designs and develops web applications. Encodes, tests, debugs and supports new and existing programs. Has knowledge of C++ language programming, XMotif programming interfaces, GUI API packages and other GUI principles. Relies on knowledge and professional discretion to plan and accomplish goals. Usually reports to a project leader or manager. May manage others. Significant ingenuity and flexibility is expected. May require a bachelor's degree in a related area and at least 5 years of relevant experience.

Interface Design Director

Responsible for directing a team of interface designers in the design and implementation of online interfaces. Leads the design of interface systems, including standards, usability guidelines, design protocols, HTML layouts, GUI prototypes and development procedures. Ensures that interfaces function to achieve desired business goals. Relies on knowledge and professional discretion to plan and accomplish goals. Usually reports to a department head. Manages others. Significant ingenuity and flexibility is expected. May require an advanced degree with at least 5 years of relevant experience.

Interface Designer

Create interfaces for a variety of web-based applications. Designs and evaluates visual human interfaces utilizing user-centric design principles. Works with the product development team to achieve desired user experience. Ensures that interfaces function to achieve desired business goals. Relies on established guidelines and instructions to perform daily job functions. Works under immediate supervision and usually reports to a supervisor. May require an associate's degree with 0-2 years of relevant experience.

Interface Designer, Sr.

Create interfaces for a variety of web-based applications. Designs and evaluates visual human interfaces utilizing user-centric design principles. Works with the product development team to achieve desired user experience. Ensures that interfaces function to achieve desired business goals. Relies on limited knowledge and professional discretion to plan and accomplish goals. Works under general supervision and usually reports to a supervisor, though some ingenuity and flexibility is required. May require a bachelor's degree with at least 3 years of relevant experience.

Interface Developer

Designs the visual layout for websites or web-based products with the goal of enhancing appeal to the user while maximizing functionality. Designs graphics, pages, forms and navigation schema. Requires familiarity with HTML and various graphic design software packages. Has knowledge of commonly used concepts, practices and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Primary job functions do not typically require exercising independent judgment. Typically reports to a supervisor or manager. May require a bachelor's degree and 0-2 years of experience in the field or in a related area.

Web Applications Developer

Creates, maintains and implements web-based application systems. Resolves issues and recommends enhancements, when necessary. Has knowledge of HTML, Java and related concepts. Relies on knowledge and professional discretion to plan and accomplish goals. Usually reports to a department head. Significant ingenuity and flexibility is expected. May require a bachelor's degree in a related area and at least 2-4 years of relevant experience.

Web Software Developer

Creates, maintains and implements software packages for websites. Performs troubleshooting and debugging activity. Implements software code. Has knowledge of SQL, C++, HTML, CGI, JavaScript and related concepts. Relies on limited knowledge and professional discretion to plan and accomplish goals. Works under general supervision and usually reports to a project leader or manager, though some ingenuity and flexibility is required. May require a bachelor's degree in a related area and at least 2 years of relevant experience.

Web Software Developer, Sr.

Counsels internal team members and external customers on the design, development and management of websites. May negotiate with software vendors and other companies. Creates installation programs for websites. Has knowledge of SQL, C++, HTML, CGI, JavaScript and related concepts. Relies on knowledge and professional discretion to plan and accomplish goals. Usually reports to a project leader or manager. May manage others. May require a bachelor's degree in a related area and 3-5 years of relevant experience.

Webmaster

Manages an organization's overall web presence. Monitors web traffic and ensures website is prepared to meet traffic demands and performance expectations. Leads the development and design of the website to enhance appearance and usability. Requires a working knowledge of HTML, JavaScript and SQL. Relies on knowledge and professional discretion to plan and accomplish goals. Works under general supervision and usually reports to a supervisor, though some ingenuity and flexibility is required. May require a bachelor's degree and 2-4 years of experience.

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Our white paper, *The 2014 Tech Trends Forecast*, explores four of the most critical IT developments impacting hiring decisions now and in the near future.



MOBILE

Smartphone adoption is generating strong demand for experts who can transform heavy volumes of geo-spatial and consumer preference data into actionable insights, build mobile apps and create mobile responsive websites.



DATA SECURITY

In response to highly publicized – and highly costly – attacks on big businesses, companies across all industries are looking for security specialists who can help them protect their valuable intellectual property.



PREDICTIVE ANALYTICS

From academia to retail, companies have been collecting vast amounts of data. Now they are in a position to convert this information into useable business strategies. However, they'll need data modeling specialists to make it a reality.



HEALTH IT

New federal requirements governing health insurance and meaningful use are driving the need for professionals who can bridge the gap between healthcare and software.

For more in-depth information on these trends, including a comprehensive breakdown of the specific professionals that can help you stay ahead of them, download your free copy of **The 2014 Tech Trends Forecast at modis.com/salaryguide.**

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Vancouver 604-689-8717

NOTE:

IBC HAS A POCKET.

BLACK IS POCKET, GLUES OUTSIDE EDGE,
PRINT SOLID BLUE ON INSIDE OF POCKET
AND ON GLUE TAB

POCKET ALSO HAS BIZ CARD SLITS

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