

Mercer Universal Position Code (MUPCS®)	Mercer Position Title	Mercer Position Description
100.000.110	Chairman of the Board (not CEO)	This position is the Chairman of the Board of Directors and is responsible for the overall direction of the business and for achieving maximum return on invested capital. Coordinates the efforts of senior executives and members of the board and works with them to develop current and long-range objectives, policies, and procedures for the organization. Represents the organization to its customers, the financial community, and the general public. Note: This is generally a single incumbent position. Only one employee, the most senior individual, per organization entity should be reported.
100.000.111	Chairman and Chief Executive Officer (CEO)	This position is Chairman of the Board of Directors and is responsible for the overall direction of the business and for achieving maximum return on invested capital. Coordinates the efforts of the senior executives and works with them to develop current and long-range objectives, policies, and procedures for the organization. Represents the organization to its customers, the financial community, and the general public. Note: Reporting entity is Corporate; Chief Executive Officer is also Chairman of the Board. This is generally a single incumbent position. Only one employee, the most senior individual, per organization entity should be reported.
100.000.112	Chief Executive Officer (CEO) Non-Chairman	This position is responsible for the overall direction of the business and for achieving maximum return on invested capital. Coordinates the efforts of the senior executives and works with them and the Board of Directors to develop current and long-range objectives, policies, and procedures for the organization. Represents the organization to its customers, the financial community, and the general public. This employee is not Chairman of the Board and may or may not serve as a Director. Frequently reports to the Board of Directors. Note: Reporting entity is Corporate. This is generally a single incumbent position. Only one employee, the most senior individual, per organization entity should be reported.
100.000.120	Chief Operating Officer - Corporate	In compliance with goals, policies, and objectives established by the Chief Executive Officer and the Board of Directors, directs, coordinates, and administers all aspects of organization operations through subordinates. Assists in the development of organization policies that encompass such areas as personnel, financial performance, and organization expansion. Frequently reports to a Chief Executive Officer. Note: This is generally a single incumbent position. Only one employee, the most senior individual, per organization entity should be reported.
100.011.120	Chief Operating Officer - Subsidiary/Group	In compliance with goals, policies, and objectives established by the Chief Executive Officer and the Board of Directors, directs, coordinates, and administers all aspects of organization operations through subordinates. Assists in the development of organization policies that encompass such areas as personnel, financial performance, and organization expansion. Frequently reports to a Chief Executive Officer. Note: This is generally a single incumbent position. Only one employee, the most senior individual, per organization entity should be reported.
100.012.110	Chief Executive Officer (CEO)/President Subsidiary	This position is the chief executive or president for a subsidiary. The employee is responsible for the overall direction of the business and for achieving maximum return on invested capital. Coordinates the efforts of the senior executives and works with them to develop current and long-range objectives, policies, and procedures. Represents the subsidiary to its customers, the financial community, and the general public. Frequently reports to a Chief Executive Officer or Chief Operating Officer of a parent organization. Note: Reporting entity is a Subsidiary. This is generally a single incumbent position. Only one employee, the most senior individual, per organization entity should be reported.
100.013.110	Top Group Executive	This position is the chief executive or president of a group. The employee is responsible for the direction, management, and performance of a group which functions as a profit center. The group for which the executive is responsible must consist of multiple divisions. This position typically supervises both sales and marketing and operations, and may have responsibility for group accounting, purchasing, personnel, engineering, and/or financial functions. Frequently reports to the Chief Executive Officer of either a Subsidiary or Corporate organization. Note: Reporting entity is Group. This is generally a single incumbent position. Only one employee, the most senior individual, per organization entity should be reported.

100.014.110	Top Division Executive	This position is the chief executive or president for a division. The employee is responsible for the direction, management, and performance of a division which functions as a profit center. This position typically supervises both sales and marketing and operations, and may have responsibility for divisional accounting, purchasing, personnel, engineering, and/or financial functions. Frequently reports to the Chief Executive Officer of a Corporation, Subsidiary, or Group. Note: Reporting entity is Division. This is generally a single incumbent position. Only one employee, the most senior individual, per organization entity should be reported.
100.014.120	Chief Operating Officer - Division	In compliance with goals, policies, and objectives established by the Chief Executive Officer and the Board of Directors, directs, coordinates, and administers all aspects of organization operations through subordinates. Assists in the development of organization policies that encompass such areas as personnel, financial performance, and organization expansion. Frequently reports to a Chief Executive Officer. Note: This is generally a single incumbent position. Only one employee, the most senior individual, per organization entity should be reported.
100.132.130	Top Operations Executive	Responsible for effective operations within a manufacturing or non-manufacturing organization. Develops and implements operating policies and procedures across functions such as: customer service, quality control standards (may also include ISO certification), purchasing, inventory control, materials management, distribution and facilities maintenance and planning. Conducts and reviews feasibility of new or revised systems and procedures. Manages the internal audit process to ensure compliance with organizational standards. Frequently reports to a Chief Executive Officer or Chief Operating Officer.
100.132.132	Regional Operations Executive (United States)	Responsible for the day to day operations of a defined U.S. geographic area (e.g., Midwest region). Implements operational efficiency improvements which may include, but are not limited to, standardization of systems, quality control, safety, site selection, facility design, and customer satisfaction. Frequently reports to a Chief Executive Officer or to a Chief Operating Officer of the entity. Note: Do not report incumbents responsible for geographic regions outside the U.S.
100.132.220	Operations Manager	Manages the operations of multiple districts or products/service areas. Responsible for planning and operations of the business area, guaranteeing a consistency based on the company's general plan.; Minimum Qualifications: Bachelors Degree and four to 10 years of experience.
110.100.130	Corporate Secretary (Non-Legal)	Under general supervision, responsible for preparing and maintaining official corporate records, notices, and actions as required by federal, state, and local jurisdictions and by other regulatory authorities. Specific responsibilities include preparation of Board agenda, information packages for Board members, maintaining official corporate Board and Committee minutes, maintaining stockholder lists and relations with registrar and transfer agent, and responding to routine inquiries from security holders. Employee does not possess a law degree; employee with law degree should be reported under Corporate Secretary (Legal). Please note that this is an officer position. Frequently reports to a Top Legal Executive/General Counsel. Note: This is generally a single incumbent position. Only one employee, the most senior individual, per organization entity should be reported.
110.100.131	Corporate Secretary (Legal)	Under general supervision, responsible for preparing and maintaining official corporate records, notices, and actions as required by federal, state, and local jurisdictions and by other regulatory authorities. Specific responsibilities include preparation of Board agenda information packages for Board members, maintaining official corporate Board and Committee minutes, maintaining stockholder lists and relations with registrar and transfer agent, and responding to routine inquiries from security holders. May also include shareholder relations. Frequently reports to a Top Legal Executive/General Counsel. Note: This is an officer position. Employee must possess a law degree. If employee is also Chief Legal Officer, report under Top Legal Executive/General Counsel. This is generally a single incumbent position. Only one employee, the most senior individual, per organization entity should be reported.
110.101.130	Top Strategic Planning Executive	Responsible for the establishment of organization objectives, in the development of organization long-range and strategic plans, the identification of organization strengths and weaknesses, and business opportunities. May conduct special studies for top management in areas such as the organization's operational effectiveness, capacity utilization, operating cost containment, etc. May be responsible for mergers and acquisitions activity. Frequently reports to a Chief Executive Officer. Note: This is generally a single incumbent position. Only one employee, the most senior individual, per organization entity should be reported.

110.101.210	Strategic Planning Director	Responsible for the overall development and supervision of the long-range strategy and planning functions. Defines and plans for the achievement of goals and objectives. Assists management with definition of growth and profitability objectives, and with the development of plans for their achievement. Monitors the organization's performance against plans. Prepares financial studies and market analysis to assist management in the formulation of the organization's strategic plans. Reviews proposals and makes recommendations for major capital expenditures. Conducts special projects requested by management and participates in the assessment and recommendation of potential mergers, acquisitions and dispositions. May report to the Top Strategic Planning Executive.
110.101.220	Strategic Planning Manager	Assists in the planning and development of organization objectives, long-range and strategic plans, and identification of organization strengths and weaknesses. Conducts special studies for top management in areas such as the organization's operational effectiveness, capacity utilization, operating cost containment, etc. Responsible for the supervision of the strategic planning staff. Frequently reports to a Top Strategic Planning Executive.
110.200.130	Top Regulatory Affairs/Compliance Executive	Responsible for the development, implementation, and enforcement of the compliance program. Consults on an ongoing basis on related issues with operation managers and executives. Ensures conformance with applicable laws and regulations and ensures regular training is conducted on regulatory affairs/compliance issues. Frequently reports to a Top Legal Executive/General Counsel. Note: This is generally a single incumbent position. Only one employee, the most senior individual, per organization entity should be reported.
110.200.210	Regulatory Affairs Director	Develops and oversees all presentations, inquiries and responses involving federal and provincial regulatory and legislative groups. Testifies, lobbies, negotiates, and assists in preparation and presentation of issues before regulatory and legislative commissions. Manages regulatory group including the Regulatory Affairs Manager. Ensures conformance with applicable laws and regulations and ensures regular training is conducted on regulatory affairs/compliance issues. Typically reports to the Regulatory Affairs Executive or General Counsel. Typically has ten to fifteen years of experience.
110.200.211	Compliance Director	Directs efforts ensuring compliance with legal requirements. Represents the organization in government compliance matters as well as regulatory meetings and activities. Responds to compliance-related inquiries or complaints. May be responsible for the administration of the company's proxy circular filings. Typically reports to the General Counsel or Chief Financial Officer.
110.200.220	Regulatory Affairs Manager	Plan, direct, and monitor regulatory affairs activities so the organization has the permits, licenses, certificates, authorizations, and other approvals it needs to conduct its current and future business activities; and produce, sell, and distribute its goods and services. Oversee the most difficult, complex, or large application processes so the application is likely to be successful. Liaise with managers to understand their business goals (e.g., introduce a new product, service, or process; enter a new market). Develop plans, cost estimates, and schedules. Acquire the necessary permits and approvals. Monitor regulatory developments and advise senior management on the potential impact of regulations on the organization. Establish and maintain positive relationships with government agencies and other regulatory authorities. Represent the organization in matters before regulatory, legislative, or industry standards agencies so the organization's interests are advanced. Prepare materials for legal counsel or external consultants. Manage these relationships to ensure the organization's interests are advanced. Lead, direct, evaluate, and develop a team of professionals to ensure the organization's regulatory affairs activities are conducted accurately, ethically, and according to relevant regulations, laws, and standards. Typically requires a Bachelor's degree and five to ten years of experience.
110.200.223	Compliance Manager	Responsible for ensuring operating units are in compliance with regulatory requirements. Ensures that all appropriate local, state, and federal regulations are followed, provides consultative services to internal staff and external clients, and performs statistical sampling and monitoring. Provides expert testimony before legislative and regulatory bodies as necessary. Prepares regulatory compliance reports to management and to regulatory bodies. Frequently reports to a Top Legal Executive/General Corporate Counsel, Chief Operating Officer or Top Regulatory Affairs/Compliance Executive.

110.200.330	Regulatory Affairs Professional - Specialist	Researches, develops, implements and maintains policies and procedures to ensure the organization's awareness of and impact on federal, provincial and municipal legislation. Implements and maintains a monitoring system to identify proposed legislation and developing issues which affect or may affect the organization. Proposes policy on governmental relations for management approval. May serve as an official representative of the organization for contact with federal, provincial and municipal officials. May direct press relations including preparation of news releases/articles, and arrangements for interviews between executives and press, radio and television executives on regulatory issues.
110.200.340	Regulatory Affairs Professional - Senior	Co-ordinates and prepares document packages for regulatory submissions from all areas of the organization. Collects all materials required in submissions, license renewal, and annual registrations. Keeps abreast of regulatory procedures and changes. May interact with regulatory agencies. Works on problems of complex scope where data analysis requires evaluation of specific factors. Utilizes independent judgment within broad parameters to determine an appropriate solution. May determine methods and procedures on new projects and may provide guidance to other lower-level staff.
110.200.343	Compliance Officer - Senior	Responsible for assisting Compliance Manager in all compliance activities which could include reviewing internal processes, documents and reports, and ensuring compliance with internal and external regulatory framework. Role encompasses complex investigations, analysis and advisory activities. Typically requires a Bachelor's Degree and four to seven years of experience. Frequently reports to the Compliance Manager.
110.200.350	Regulatory Affairs Professional - Experienced	Prepare applications for the permits, licenses, certificates, authorizations, and other approvals that the organization needs to conduct its business activities; and produce, sell, and distribute its goods and services. These may include product licenses, manufacturing, import and export permits. Prepare and coordinate registration and development of trademarks for the organization's range of products. Document and maintain the product dossiers, certification applications and filings required to operate. Communicate regularly with federal regulators and ensure company policies strictly adhere to statutory requirements. Prepare management reports and rate filings and make recommendations for new rate schedules. Assist the area in relation to processes of product qualification and certification with government regulatory agencies. Typically requires a Bachelor's degree and at least two to four years of experience.
110.200.351	Compliance Specialist	Prepare applications for the permits, licenses, certificates, authorizations, and other approvals that the organization needs to conduct its business activities; and produce, sell, and distribute its goods and services. These may include product licenses, manufacturing, import and export permits. Interpret regulations and criteria to identify what information is needed, from which areas of the organization, in order to make a full and accurate application that is likely to be successful. Liaise with functional or operational area specialists (for example in finance, marketing, and research) to collect and compile data, reports, and other information necessary for the application process. Monitor the status of applications by communicating with regulators and other authorizing agencies. Generally requires three or more years of related experience.
110.200.353	Compliance Officer - Experienced	Responsible for assisting Compliance Manager in all compliance activities which could include reviewing internal processes, documents and reports, and ensuring compliance with internal and external regulatory framework. Typically requires a Bachelor's Degree and one to four years of experience. Frequently reports to the Compliance Manager.
110.200.360	Regulatory Affairs Professional - Entry	Co-ordinates and prepares document packages for regulatory submissions from all areas of the organization. Collects all materials required in submissions, license renewal, and annual registrations. Evaluates and modifies tracking and control systems. Keeps abreast of regulatory procedures and changes. May interact with regulatory agencies. Works on problems of less complex scope where data analysis requires evaluation of specific factors. Utilizes judgment within defined parameters to determine an appropriate solution. Normally accepts little direction on standard work and specific direction on new projects.
110.200.362	Compliance Officer - Entry	Responsible for assisting more senior Compliance Officers and the team on all compliance matters. Maintain compliance monitoring program and perform regular monitoring activities. Ensure up to date manuals and procedures. Handle regulatory inquiries. The position works under direct supervision. Typically requires a Bachelor's Degree and less than one year of experience. Frequently reports to the Compliance Manager.

110.208.120	Head of Corporate Affairs (Government & Public Relations)	Responsible for implementing the company's policy on public and government affairs, including relations with authorities, press, institutions and community. Coordinates various events, promotes and participates in community programs and performs other functions to improve the company's image.
110.208.131	Top Government Affairs Executive (State Level)	Responsible for representing the organization's position on legislation and regulatory affairs to elected representatives and their staffs, as well as to officials and staffs in regulatory and other agencies. May represent organization interests in dealings with trade, industry, or professional organizations. Frequently reports to a Top Legal Executive/General Counsel or Top Government Affairs Executive (Federal Level).
110.208.132	Top Government Affairs Executive (Federal Level)	Responsible for representing the organization's position on legislation and regulatory affairs to elected representatives and their staffs, as well as to officials and staffs in regulatory and other agencies. May represent organization interests in dealings with trade, industry, or professional organizations. Frequently reports to a Top Legal Executive/General Counsel.
110.208.220	Government Relations Manager	Protect and advance the organization's business interests in all matters involving politicians, policy-makers, regulators, and government departments and agencies. Establish and maintain positive relationships at all levels of government, public services, and other authorities (for example federal, state, provincial, city, or local) to facilitate communication and help advance the organization's business interests. Represent the organization's position on legislation and government policy to government representatives, committees, and other regulatory agencies so that the organization's interests are advanced. Monitor, analyze, and interpret developments in politics and government policy and advise senior management on how these trends may impact the organization's business interests. Manage the organization's most high level, complex, controversial, or critical government relationships. Lead, direct, evaluate, and develop a team of government relations professionals to ensure that all the organization's dealings with government agencies are conducted ethically, legally, and according to the organization's policies and standards. Typically reports to the Governmental Affairs Executive (Federal Level), or to other senior management.
110.208.313	National Lobbyist - Pre-eminent	Serves as spokesperson for the organization at the national level. May interact with members of Congress and their staffs. Plans and executes strategies to ensure that any legislation or federal policy has a positive or neutral effect on the organization. Appears before legislative committees. May write legislation or amendments to legislation. Frequently reports to a Top Regulatory Affairs Executive.
110.208.323	State Lobbyist - Expert	Serves as spokesperson for the organization at the state level. May interact with members of the state's executive branch and members of the general assembly and their staffs. Plans and executes strategies to ensure that any legislation or federal policy has a positive or neutral effect on the organization. Appears before legislative committees. May write legislation or amendments to legislation. Frequently reports to a Top Regulatory Affairs Executive.
110.208.350	Government Relations Officer/Professional - Experienced	Analyze and evaluate the impact of government policy and regulation on the organization's activities and objectives. Research, interpret, and analyze proposed changes to regulations or government policy and prepare reports on how these changes may impact the organization. Prepare materials for meetings and other events involving government representatives so that the organization's representatives are well-informed on current issues. Respond accurately and promptly to inquiries from government representatives about the organization and its activities without releasing information that could compromise the organization's competitive position or confidentiality standards. Typically requires a Bachelor's degree and at least two to four years of experience and reports to the Government Relations Manager.
110.209.130	Top Public Relations Executive	Responsible for administering the organization's public relations program, including public, employee, and stockholder information. Chief responsibility is to increase internal and external understanding and awareness of the organization's objectives and achievements. May review and approve advertising or sales promotion programs for congruence with the public relations program. Frequently reports to a Chief Executive Officer, Chief Operating Officer or Top Communications Executive. Note: This is generally a single incumbent position. Only one employee, the most senior individual, per organization entity should be reported.

110.209.210	Public Relations Director	Responsible for directing, planning and implementing the organization's external and internal public relations programs. Directs publicity preparation and releases; maintains favorable relations with the media; reviews and approves speeches, articles and public statements to the media by organization executives. Monitors the public climate and recommends programs that reflect the organization's viewpoint. Co-ordinates the preparation of reports and presentations to shareholders and investors. Typically requires a Bachelor's degree and seven to ten years of experience. Typically reports to a Top Public Relations Executive.
110.209.220	Public Relations Manager	Implement the organization's public relations strategy to enhance the organization's reputation with the public, the media, employees, investors, and shareholders. Implement public relations programs that protect and enhance the organization's reputation and are effective, economical, and appropriate for their intended audience. Review and approve speeches, articles, press releases, public statements, and other communications to ensure they are accurate and consistent with the organization's overall public relations strategy. Coach other managers and executives to improve their interactions with the public and media. Respond to more complex or escalated inquiries from the public or media to ensure all communications are accurate and appropriate. Liaise with managers to develop and implement public relations programs appropriate for their business needs and consistent with the organization's overall public relations strategy. Lead, direct, evaluate, and develop a team of public relations and communications professionals to ensure all projects are conducted in a timely and cost-effective manner. Typically requires a Bachelor's degree and five to seven years of experience. Frequently reports to a Public Relations Director.
110.209.340	Public Relations Professional - Senior	Under general direction, uses advanced knowledge and skills for planning, scheduling and executing public relations programs, including advertising, press releases, trade shows or seminars to maintain reputation and visibility of the company. Ensure the company identity and image is maintained. Prepares and distributes organization information through various media to shareholders, media, community and industry stakeholders. Typically reports to the Public Relations Manager or Public Relations Director.
110.209.350	Public Relations Professional - Experienced	Responsible for planning and coordinating public relation events and activities to promote and support the mission, objectives and business goals. Prepare and distributes information utilizing media such as magazines, newspapers, radio and television. Typically requires a Bachelor's degree and two to four years of experience. Frequently reports to a Public Relation Manager.
110.209.361	Public Relations Professional - Entry	Assists more senior staff in the company's public relations efforts. Responsible for aiding in promotion of the institutional image of the company, its products and its social function; supervising the illustrative material of the business; and promoting visits of authorities, family members, and the public in general to the company's installations. Receives directors and representatives of the newspaper, radio and TV media.
110.212.130	Top Investor Relations Executive	Maintains, develops, and improves relations and communications between the organization and its shareholders, the investing public, and other members of the financial community, including financial analysts and institutional investors, to increase the value and marketability of the organization's stock. May monitor and assess changes and trends in ownership of the organization's stock. Frequently reports to a Chief Executive Officer, Chief Financial Officer, or Chief Operating Officer. Note: This is generally a single incumbent position. Only one employee, the most senior individual, per organization entity should be reported.
110.212.131	Top Shareholder Relations Executive	This is the top shareholder relations position, including stockholder relations, with responsibility for planning, developing, executing, and monitoring the communications program aimed at shareholders and the investment community. Supervises proxy solicitation and distribution of financial reports to shareholders and the investment community. Responsible for the supervision of the shareholder relations staff. Frequently reports to a Top Legal Executive/General Counsel. Note: This is generally a single incumbent position. Only one employee, the most senior individual, per organization entity should be reported.
110.212.210	Investor Relations Director	Assists the Top Investor Relations Executive in maintaining, developing, and improving relations and communications between the organization and its shareholders, the investing public, and other members of the financial community, including financial analysts and institutional investors. May also monitor and assess changes and trends in ownership of the company's stock. Typically in larger organizations this is a senior level manager. Frequently reports to a Top Investor Relations Executive.

110.212.330	Investor Relations Analyst - Specialist	Recognized as among the most experienced and knowledgeable resources in Investor Relations within the organization. Applies highly developed specialist knowledge and skills in Investor Relations. Communicates information to management and may act as the representative for trade associations and other industry-related groups.
110.212.340	Investor Relations Analyst - Senior	Responsible for planning and implementing long- and short-term investor relations strategies, arranging visits for analysts and supervising preparation and production of the organization's annual and quarterly reports. Under general supervision, communicates and has contact with all segments of the investment community including shareholders, research analysts, portfolio managers, and stockbrokers, with the purpose of improving the interest in the organization from the financial community. Typically requires a Bachelors degree and four to seven years of experience.
110.212.350	Investor Relations Analyst - Experienced	Responsible for analyzing and monitoring of the program and policies of company's finance communication with the market and press, including banks, analysts, journalists, investors and rating agencies, in order to provide a communication channel with the market and minimize the risk of financial lost. Typically requires a Bachelors degree and one to four years of experience.
110.212.360	Investor Relations Analyst - Entry	Responsible for the execution and maintenance of the program and policies of company's finance communication with the market and press, including banks, analysts, journalists, investors and rating agencies, in order to provide a communication channel with the market and minimize the risk of financial lost. Typically requires a Bachelors degree and no prior experience.
110.214.130	Top Governance Executive	Oversees all aspects of governance for the organization to ensure the company is managed in the best interests of the shareholders and according to Sarbanes-Oxley. Responsible for monitoring and developing procedures that may include any of the following: accounting oversight, internal audit process, documentation, reporting, and certification of financial statements. Frequently reports to a Chief Executive Officer, Top Legal Executive/General Counsel, or to the Board of Directors. Note: This is generally a single incumbent position. Only one employee, the most senior individual, per organization entity should be reported.
110.215.130	Top Ethics Executive	Responsible for the organization's ethics/business conduct programs. Defines standards for appropriate business conduct and oversees investigations of wrongdoing. Frequently reports to a Chief Executive Officer or Top Legal Executive/General Counsel. Note: This is generally a single incumbent position. Only one employee, the most senior individual, per organization entity should be reported.
110.358.130	Top Economist	Identifies changes and trends in the economy and interprets their meaning to senior management. Studies and forecasts economic conditions and reports their possible effects on the organization. Frequently reports to Chief Executive Officer, Chief Operating Officer, or Chief Financial Officer. Note: This is generally a single incumbent position. Only one employee, the most senior individual, per organization entity should be reported.
110.358.320	Economist/Statistician - Expert	Responsible for providing expertise and advice on sources of data, developing new research techniques and unique models within the industry to perform analyses of demographic and economic characteristics. Originate and execute economic research projects of very complex scope. Develop and perform models, decision trees and calculations. Forecast and document economic conditions and identify market opportunities and risks. Work closely with senior management across a wide variety of departments. May participate in external conferences and committees. Typically requires a Master's degree and at least eight years of experience.
110.358.340	Economist/Statistician - Senior	Responsible for designing and conducting unique or recurring study/surveys, whose objectives are defined but not detailed. The extent and terms of reference of the study/survey are determined jointly with the manager or client. Information and data are acquired from a variety of related subjects and/or sources. Broad and deep knowledge of advanced economic or statistical theories and principles and their appropriateness, as well as broad experience with application of different policies, programs and regulations is required.
110.358.350	Economist/Statistician - Experienced	Fully proficient and responsible for performance of economic or statistical assignments to meet detailed objectives. Conduct recurring and individual studies/surveys or segments of major studies or surveys in one subject area. Must be well-versed in use of established economic/statistical techniques, as well as maintain working knowledge of theories and principles and the relevancy of their application. Results are reviewed by a senior colleague for soundness of methods and reliability of conclusions.

115.000.120	Top Legal Executive/General Counsel - Corporate	This is the top legal position with responsibility for determining legal posture and interests of the organization. As General Counsel, ensures that business practices, policies, and dealings of the organization meet regulatory requirements to protect the organization from legal action, manages the organization's defense, the interpretation and preparation of legal documents and provides counsel to corporate management on legal matters. Generally serves as or supervises Corporate Secretary (Legal). Responsible for the supervision of the legal staff. Frequently reports to a Chief Executive Officer or Top Administrative Executive. Note: Reporting entity is Corporate. This is generally a single incumbent position. Only one employee, the most senior individual, per organization entity should be reported.
115.011.120	Top Legal Executive/General Counsel - Subsidiary/Group	This is the top legal position with responsibility for determining legal posture and interests of the organization. As General Counsel, ensures that business practices, policies, and dealings of the organization meet regulatory requirements to protect the organization from legal action, manages the organization's defense, the interpretation and preparation of legal documents and provides counsel to corporate management on legal matters. Generally serves as or supervises Corporate Secretary (Legal). Responsible for the supervision of the legal staff. Frequently reports to a Chief Executive Officer or Top Administrative Executive. Note: Reporting entity is either Subsidiary or Group. This is generally a single incumbent position. Only one employee, the most senior individual, per organization entity should be reported.
115.014.120	Top Legal Executive/General Counsel - Division	This is the top legal position with responsibility for determining legal posture and interests of the organization. As General Counsel, ensures that business practices, policies, and dealings of the organization meet regulatory requirements to protect the organization from legal action, manages the organization's defense, the interpretation and preparation of legal documents and provides counsel to corporate management on legal matters. Generally serves as or supervises Corporate Secretary (Legal). Responsible for the supervision of the legal staff. Frequently reports to a Chief Executive Officer or Top Administrative Executive. Note: Reporting entity is Division. This is generally a single incumbent position. Only one employee, the most senior individual, per organization entity should be reported.
115.100.130	Deputy General Counsel (2nd Level Legal)	This is the 2nd highest legal position in an organization, reporting directly to the Top Legal Executive/General Counsel. Primary responsibility is to assist the Top Legal Executive/General Counsel in managing the legal function of the organization. In larger organizations, this position may have multiple incumbents, each managing their own staff of attorneys for a specific legal segment of the organization (e.g., tax, intellectual property, litigation, etc.). Note: Report Top Legal Executive/General Counsel responsible for a subsidiary, group, or division under the Top Legal Executive/General Counsel.
115.100.211	Associate General Counsel	Responsible for a major legal specialization such as acquisitions and mergers, securities, anti-trust investigations, litigation, and taxation. Responsible for advising members within a specialized legal area or particular business activity and provides counsel in cases of litigation. Protects the organization's rights in contract negotiations, settlements, and litigation. Ensures compliance of laws and regulations. Advises management on recent changes in laws and regulations that affect the company. May direct activities of one or more General Attorneys. Frequently reports to a Top Legal Executive or Deputy General Counsel.
115.100.220	Managing Attorney	Responsible for coordinating and supervising a group of lawyers. Typically participates in the most complex legal projects. Provide contracts, policies and related forms to support products of multiple business units. Ensure products and contracts are in compliance with laws. Frequently reports to a Top Legal Executive/General Counsel.
115.100.330	Legal Counsel - Specialist	This level provides legal advice and services primarily to management on legal problems of a difficult and complex nature, including emphasis on establishing policies that minimize legal risk. As a supervisor, may provide training and orientation, and co-ordinate the work of junior legal staff, paralegal and administrative staff. Applies independent judgment in determining courses of action required to perform assignments. Makes recommendations on all matters including policies and complex legal problems.

115.100.340	Legal Counsel - Senior	Perform a variety of more complex or specialized legal activities in accordance with the established standards of the legal profession to protect the organization's reputation and business interests and help ensure it complies with all relevant laws and regulations. Provide legal advice within area of expertise to area managers to ensure their activities, policies, business practices, and transactions comply with all relevant laws and regulations. Review legal analyses and technical reports. Make recommendations to senior management on how to respond to legal issues or proposed changes in laws and regulations. Review and approve legal contracts, letters of agreement, and other documents related to a variety of trade, commercial, financial, and operational matters (e.g., loans, leases, purchase agreements, acquisitions, divestitures, employment contracts) to protect the organization's legal and business interests. Represent the organization in complex, controversial, significant, or specialized legal proceedings before courts, government agencies, or other authorities so the organization's interests are protected. Prepare or review more complex materials for external legal counsel. Coach less experienced legal staff and help them resolve problems. Typically requires eight to twelve years of experience after receiving law degree. Frequently reports to a Managing Attorney.
115.100.350	Legal Counsel - Experienced	Perform a variety of legal activities in accordance with the established standards of the legal profession to protect the organization's reputation and business interests and help ensure it complies with all relevant laws and regulations. Provide legal advice within area of expertise to functional or operational area managers to ensure their activities, policies, business practices, and transactions comply with all relevant laws and regulations. Analyze and interpret case law, court reports, and proposed and existing laws and regulations to prepare technical reports on how they impact the organization's operations. Prepare legal contracts, letters of agreement, and other documents related to a variety of trade, commercial, financial, and operational matters (e.g., loans, leases, purchase agreements, acquisitions, divestitures, employment contracts) to protect the organization's legal and business interests. Review and approve public statements from a legal standpoint to identify, anticipate and mitigate legal risks. Represent the organization in legal proceedings before courts, government agencies, or other authorities so the organization's interests are protected. Prepare materials for external legal counsel. Typically requires four to eight years of experience after receiving law degree. Frequently reports to a Managing Attorney. Typically has four to eight years of experience after being called to the Bar.
115.100.360	Legal Counsel - Entry	Under direct supervision, perform a variety of legal activities in accordance with the established standards and provides advice to the company in less complex legal aspects such as trade and commercial matters, foreign investment, technology transfer, labor and corporate issues. Prepares and/or reviews contracts, letters of agreement, and other documents to ensure legal compliance. Follow the established procedures and assist in a variety of assigned legal projects. Advise the company in less complex legal aspects for trade, commercial matters, foreign investment, technology transfer, labor, and corporate issues. Research, analyze and interpret case law, court reports, and proposed and existing laws and regulations to prepare technical reports on how they impact the organization's operations. Liaise with external functional or operational area specialists as required. Prepare/review materials for compliance. This is an entry-level position. Typically requires a law degree and less than four years of experience. Frequently reports to a Managing Attorney. Does not include interns.
115.100.410	Legal Secretary - Senior	Under general direction, provides a broad range of clerical and administrative duties for one or more attorneys. Requires knowledge of document formats of a legal nature such as contracts, briefs, summonses, complaints, and motions. Must understand technical legal terminology. Requires knowledge of word processing software and other organization software programs. May have client contact requiring discretion and judgment. Typically requires four to seven years of experience.
115.100.411	Legal Assistant - Senior	Under general supervision, provides professional legal support service to attorneys in the form of legal research, drafting of legal and business communications, and assisting in the file preparation for trial. May design, develop, and maintain law department databases. Typically requires paralegal certification and three or more years of experience.

115.100.420	Legal Assistant - Experienced	Follow the established procedures and guidelines of the legal profession to provide timely and effective support to a legal team. Draft and, where required, translate, correspondence, legal contracts, letters of agreement, and other legal documents. Provide translation and interpreter services at meetings, negotiations and other legal proceedings. Perform simple legal research to assist the legal team to prepare accurate and timely reports, legal advice, case files, and other legal documents. Organize and oversee legal files and materials so that they are easily accessed and retrieved without compromising the confidentiality or privacy of the information they contain. Typically requires a paralegal certification and two to four years of experience.
115.100.421	Legal Secretary - Experienced	Responsible for providing administrative support to one or more attorneys. Under general supervision, provide a broad range of clerical and administrative duties. Require knowledge of document formats of a legal nature such as contracts, briefs, summonses, complaints, and motions. Must understand technical legal terminology. Require knowledge of word processing software and other organization software programs. May have limited client contact. Typically requires a high school education or equivalent and two to four years of experience.
115.100.430	Legal Secretary - Entry	Under direct supervision, performs a broad range of secretarial, administrative, and clerical support for one or more attorneys. Organizes and maintains all files relating to litigation and administrative matters. Requires knowledge of legal terminology and document format such as contracts, briefs, summonses, complaints, and motions. Typically requires a high school education or equivalent and less than two years of experience.
115.100.431	Legal Assistant - Entry	Under direct supervision, provides professional legal support service to attorneys in the form of basic legal research, drafting of legal and business communications, and general file management. Typically requires a paralegal certification and one to two years of experience.
120.000.120	Top Human Resources Management Executive - Corporate	This is the top human resource management position with responsibility for the development and implementation of organization-wide policies and programs encompassing all, or nearly all, aspects of human resource management including employment, employee/labor relations, employee benefits, compensation, employee training, placement, organizational development, safety, security, drug control, ADA and EEO compliance, and employee assistance. Duties may also include direction of office services, facilities, and international human resources. Works directly with top management in developing human resources strategies and policies. Frequently reports to a Chief Executive Officer, Chief Operating Officer or Top Administrative Executive. Note: This is generally a single incumbent position. Only one employee, the most senior individual, per organization entity should be reported. Reporting entity is Corporate.
120.011.120	Top Human Resources Management Executive - Subsidiary/Group	This is the top human resource management position with responsibility for the development and implementation of organization-wide policies and programs encompassing all, or nearly all, aspects of human resource management including employment, employee/labor relations, employee benefits, compensation, employee training, placement, organizational development, safety, security, drug control, ADA and EEO compliance, and employee assistance. Duties may also include direction of office services, facilities, and international human resources. Works directly with top management in developing human resources strategies and policies. Frequently reports to a Chief Executive Officer, Chief Operating Officer or Top Administrative Executive. Note: This is generally a single incumbent position. Only one employee, the most senior individual, per organization entity should be reported. Reporting entity is Subsidiary/Group.
120.014.120	Top Human Resources Management Executive - Division	This is the top human resource management position with responsibility for the development and implementation of organization-wide policies and programs encompassing all, or nearly all, aspects of human resource management including employment, employee/labor relations, employee benefits, compensation, employee training, placement, organizational development, safety, security, drug control, ADA and EEO compliance, and employee assistance. Duties may also include direction of office services, facilities, and international human resources. Works directly with top management in developing human resources strategies and policies. Frequently reports to a Chief Executive Officer, Chief Operating Officer or Top Administrative Executive. Note: Reporting entity is Division. This is generally a single incumbent position. Only one employee, the most senior individual, per organization entity should be reported.

120.100.210	Human Resources Director	Responsible for planning and directing all phases of human resources (e.g., employment/placement, employee benefits, wage and salary administration, employee relations, safety, and EEO compliance). Ensures quality operations of human resource processes. Requires thorough knowledge of human resource policies and procedures as well as federal and state laws. Typically in larger organizations this is a senior level manager. Frequently reports to a Top Human Resources Management Executive.
120.100.220	Human Resources Manager	Implement the organization's human resource strategy so that the organization attracts, manages, develops and retains the employees it needs to achieve its current and future business objectives. Direct human resource (HR) programs to ensure the organization's current and future HR requirements are met. These programs may include: recruitment; training, development; compensation/remuneration; benefits; performance evaluation; organizational development; relocation; equal employment/affirmative action; health, safety and employee wellness; HR administration; HR information systems; payroll; employee communications; employment/industrial/labor relations. Liaise with area managers to develop and implement local HR strategies that are appropriate for their business needs and consistent with the organization's overall HR strategy. Evaluate the organization's future workforce needs in order to recommend changes to the HR strategy and adapt existing HR programs to meet these needs. Lead, direct, evaluate and develop a team of HR professionals to ensure the HR strategy is implemented effectively, within budgets, and complies with all regulations, laws and employment standards. Frequently reports to a Human Resources Director or Top Human Resources Management Executive.
120.100.222	Human Resources Manager - Region	Administers human resource and employee relations programs for multiple domestic facilities within a geographic area. Position may have labor relations or policy development responsibilities. Position involves effective administration of existing programs in accordance with established policies and procedures including EEO and ADA compliance. May participate in collective bargaining. Typically is responsible for OSHA compliance and employee safety. Frequently reports to a Human Resources Director or a Top Human Resources Management Executive.
120.100.227	Work & Family Program Manager	Develops and implements work and family policies and programs including flex-time, alternative work scheduling, dependent care assistance, telecommuting, and other programs designed to accommodate employee needs, and may include Employee Assistance Programs. May identify and screen child care providers, provide information to employees, or may contract with providers for employer-assisted care, or may administer employer's private facility. Advocates work and family programs to organization management and communicates and promotes work and family programs to employees.
120.100.228	HR Generalist - Manager (Shared Services & Outsourcing)	As a Manager within the HR Generalist Sub-Function, oversees the strategy implementation and operations for providing a broad range of end-to-end HR services to external clients OR to internal clients in a shared services environment, covering all aspects of the employee lifecycle from recruitment to exit. Services may include recruitment and selection, HR administration, compensation and benefits, payroll etc. May recruit and select job applicants; orient and train new employees; manage compensation and benefits; appraise performance and handle data administration. May also be involved in the design of technological solutions such as employee self-service portal.
120.100.330	Human Resources Generalist - Specialist	Provides specialized support for human resource related operations. Communicates human resource services, initiatives, and programs. Manages daily support activity for human resources including the maintenance of employee information. Identifies and participates in human resource policy and program development in partnership with senior consultants and other human resource staff. Typically requires three years of human resource generalist experience. Frequently reports to a Human Resources Manager, Human Resources Director, or Top Human Resources Management Executive.
120.100.340	Human Resources Generalist - Senior	Develops, manages, coordinates, and administers a variety of programs and activities covering multiple HR activities. In conjunction with and under the general direction of HR and/or Line Management may develop, manage and/or administer the organization's compensation and benefit, recruitment, training, organization development, and employee relations programs. The Generalist will operate in and be responsible for more than one of these areas and perform many of the same activities as professionals that specialize in these individual HR functions. Typically requires four to seven years of experience. Frequently reports to a Human Resources Manager.

120.100.350	Human Resources Generalist - Experienced	Coordinates and administers a variety of programs and activities covering multiple HR activities. With limited supervision of HR Management or Senior HR professionals may coordinate and/or administer various aspects of the organization's compensation and benefit, recruitment, training, organization development, and employee relations programs. The Generalist will operate in and be responsible for more than one of these areas and perform many of the same activities as professionals that specialize in these individual HR functions. Typically requires three to five years of experience. Frequently reports to a Human Resources Manager.
120.100.358	HR Generalist - Experienced (Shared Services & Outsourcing)	As the Experienced professional in the HR Generalist Sub-Function, possesses well developed skills in providing a broad range of end-to-end HR services to external clients OR to internal clients in a shared services environment, covering all aspects of the employee lifecycle from recruitment to exit. Services may include recruitment and selection, HR administration, compensation and benefits, payroll etc. May recruit and select job applicants; orient and train new employees; manage compensation and benefits; appraise performance and handle data administration. May also be involved in the design of technological solutions such as employee self-service portal.
120.100.360	Human Resources Generalist - Entry	Assists more senior professionals to coordinate and administer a variety of programs and activities covering multiple HR activities. With direct supervision by HR Management or Senior HR professionals will assist to coordinate or administer various aspects of the organization's compensation and benefit, recruitment, training, organization development, and employee relations programs. The Generalist will operate in and be responsible for more than one of these areas and perform many of the same activities as professionals that specialize in these individual HR functions. Typically requires less than three years of experience. Frequently reports to a Human Resources Manager.
120.220.130	Top Employment & Recruiting Executive	This is the top employment and recruiting position with responsibility for ensuring adequate staffing is in place to meet the organization's needs. Develops and maintains relationships with outside employment agencies and recruiters. Frequently reports to a Top Human Resources Management Executive. Note: This is generally a single incumbent position. Only one employee, the most senior individual, per organization entity should be reported.
120.220.210	Employment & Recruiting Director	Primary responsibilities include designing, implementing, and evaluating the organization's employment and recruiting policies and procedures. Develops and maintains relationships with outside employment agencies and recruiters. Typically in larger organizations this is a senior level manager. Typically requires a Bachelor's degree and seven to ten years of experience. Frequently reports to a Top Employment and Recruiting Executive.
120.220.220	Recruitment Manager	Implement the organization's recruitment strategy so that job vacancies are quickly filled, new employees are smoothly integrated into the organization and the candidates selected best match the needs of the position and the business. Direct the organization's recruitment activities to ensure the best selection for each role and the recruitment process is conducted efficiently, economically and in accordance with the organization's policies and standards. These activities may include advertising, interviewing, testing, selecting candidates; checking references; negotiating employment offers; relocation; orientation and introductory training. Liaise with managers to develop and implement recruitment strategies that are appropriate for their business needs and consistent with the organization's overall HR strategy. Evaluate external labor market conditions and internal employee turnover trends to recommend changes to the organization's recruitment strategies. Adapt existing recruitment activities to changing market conditions. Select and manage ongoing relationships with recruitment agencies to ensure satisfactory standards of service. Lead, direct, evaluate and develop a team of recruitment professionals. Frequently reports to an Employment & Recruiting Director.
120.220.340	Recruiting Professional - Senior	Under general direction, interviews prospective employees for hourly and salaried positions. May be involved with university graduate and professional recruiting. Refers applicants to particular position openings, administers pre-employment tests, checks references and conducts exit interviews. May be involved with employment advertising and other related duties. Can assist lower-level recruiters. Typically requires a Bachelor's degree and 4-6 years of experience. Frequently reports to the Recruitment Manager or to the Human Resources Manager.

120.220.350	Recruiting Professional - Experienced	Participate in a variety of recruitment activities so that the organization's recruitment process is efficient, effective and equitable. Prepare job postings, specifications for recruitment agencies, job descriptions and other materials in accordance with the organization's recruitment standards. Respond to inquiries about the organization's recruitment activities and status of job vacancies. Contact candidates, schedule interviews, and develop interview questions in with the hiring manager so interviews are conducted efficiently and equitably. Interview, test, rank, check references, select candidates and provide feedback to unsuccessful candidates based on the job's pre-established selection criteria and the organization's recruitment policies. Prepare job offer materials in accordance with the job specifications so successful candidates have all necessary information necessary to decide to accept the position. Represent the organization at job fairs to promote the organization to potential candidates. Conduct employee orientation and introductory training to new employees for quick integration into the organization. Typically requires a Bachelor's degree and two years of experience. Frequently reports to an Recruitment Manager or Human Resources Manager.
120.220.351	Recruiter - Experienced - Technical	Under general supervision, interviews and recommends placement of candidates for entry-level and experienced technical positions from both internal and external sources. Determines best avenue in recruiting (e.g., advertising, direct contact, employee referrals, research organizations, employment agencies, and job fairs). Refers applicants for particular job openings, administers pre-employment test, checks references, and conducts exit interviews. May travel extensively. Typically requires a Bachelor's degree and one to four years of experience. Frequently reports to an Recruitment Manager or Human Resources Manager.
120.220.352	Recruiter - Experienced - Campus	Interviews prospective employees with limited experience. Attracts, recruits, and interviews candidates on campuses. Refers applicants for particular job openings, administers pre-employment tests, checks references, and conducts exit interviews. May assist Employment and Recruiting Manager with the placement of employment advertising and related duties. Ensures compliance with all legal aspects of recruiting function. Screens potential employees for attributes desirable to the organization and the position, while promoting the organization's image as an employer. Usually requires extensive travel.
120.220.353	Recruiting Coordinator - Experienced	Under general supervision, collects job descriptions for open positions and creates a list of the hiring managers' requirements. May sort resumes for further action. May do initial phone screening of candidates. Maintains calendars and schedules interviewing appointments. Handles all communications with candidates. Assists Recruiter with advertising, employee referrals, and job fairs. Maintains applicant file system. Typically requires a Bachelor's degree and one to four years of experience. Frequently reports to a Recruiter, Recruitment Manager, or Human Resources Generalist.
120.224.130	Top Compensation & Benefits Executive	Responsible for all compensation and benefits programs for all employees including design, implementation, and administration of programs. Compensation duties often include job descriptions, job evaluation, performance appraisal, merit and other salary increases, compensation surveys, incentive plans, and stock option and other executive programs. Benefit responsibilities often include life, health, and disability insurance programs, profit-sharing and retirement programs, and personnel practices. Often responsible for HRIS systems and for selection and supervision of benefits consultants, brokers, trustees, and necessary legal assistants. Frequently reports to a Top Human Resources Management Executive. Note: Do not match this position if employee is responsible for compensation only or for benefits only. This is generally a single incumbent position. Only one employee, the most senior individual, per organization entity should be reported.
120.224.210	Compensation & Benefits Director	The primary responsibilities include developing, implementing and evaluating all compensation and benefits programs for either the entire employee population or for a specific group of employees. Typically in larger organizations this is a senior level manager. Frequently reports to a Top Compensation and Benefits Executive or Top Human Resources Management Executive.

120.224.220	Compensation & Benefits Manager	Implement the organization's reward strategy so that its compensation and benefits outcomes meet current and future business needs and are consistent with the organization's desired internal and external market position. Design and implement the organization's compensation and benefit programs to meet the organization's objectives for internal equity and external market competitiveness. These programs may include: job evaluation; salary administration; short-term, long-term and sales incentive plans; share/stock ownership plans; employee benefits (e.g., health insurance, vehicles, perquisites); expatriate and/or executive compensation; workers compensation; salary packaging; and retirement plans. Liaise with area managers to develop and implement local compensation strategies appropriate for their business needs. Analyze and evaluate internal data about the organization's current employee population and future HR needs along with external market data to develop salary budgets and forecasts. Select and manage relationships with consultants and suppliers and ensure satisfactory standards of service. Lead, direct, evaluate and develop a team of compensation and benefits professionals.
120.224.330	Compensation & Benefits Administrator - Specialist	Under general supervision, administers compensation and benefits programs. May administer any or all of the following programs: wage and salary administration, supplemental cash compensation, life, health, and disability insurance, profit-sharing, pension, and other retirement programs. Often responsible for counseling employees on compensation and benefits programs, and for handling enrollment in benefit programs. Responsibilities may also include training, payroll and/or labor relations; often assists employees in filing claims and changing benefit elections. Performs analyses of benefit programs and prepares reports as needed. May participate in compensation or benefits surveys. Frequently reports to a Compensation & Benefits Manager or a Human Resources Manager.
120.224.331	Workers' Compensation Administrator - Specialist	Administers workers' compensation program for the organization including negotiating and managing relationship with workers compensation insurers, monitoring claims, developing and administering loss prevention and rehabilitation management and monitoring programs, maintaining files, and providing necessary support in defense of claims. May maintain OSHA records. Coordinates among organization managers, insurance administrators, physicians, and employees to investigate and process claims. Typically serves on organization safety committee.
120.224.340	Compensation & Benefits Analyst - Senior	Develop and conduct analyses, interpret results and make recommendations that support the development and maintenance of effective compensation and benefit programs aligned with the organization's reward strategy. Administer the company's compensation and benefits in accordance with established policies so that employees receive the appropriate compensation and benefits for their position. Responsible for job analysis and evaluation, salary administration, analyze compensation surveys and obtain all necessary information to prepare compensation proposals and budgets. Collect data about company's Compensation and Benefit policies and analyze them to prepare reports and advise managers for making important decisions. Recommends policies that will be beneficial for employee welfare such as accident and health insurance coverage, retirement and pension plans, income continuance, holidays and vacations. Participate in compensation and benefit surveys. May coach or instruct lower level colleagues. Typically requires a Bachelor's degree and more than four years of experience. Frequently reports to a Compensation & Benefits Manager.
120.224.350	Compensation & Benefits Analyst - Experienced	Conduct analyses and studies to support management in developing and administering effective compensation and benefits programs in accordance with the organization's reward strategy. Conduct job evaluations, model salary increases, participate in salary surveys, collect internal and external data, and conduct other analyses to provide input into managerial decisions about the organization's compensation and benefit programs. Typically reports to a Compensation & Benefits Manager.
120.228.130	Top Compensation Executive	Directs the planning, administration, and implementation of job evaluation, performance appraisal, and wage and salary management programs for the organization. Plans and administers all incentive programs within the guidelines of established policies. Manages the conduct or participation in wage and salary surveys and recommends changes to ensure the maintenance of the organization's compensation objectives and competitive position in the marketplace. May have overall responsibility for implementing stock option plans and other executive compensation long-term incentive plans. Frequently reports to a Top Human Resources Management Executive. Note: This is generally a single incumbent position. Only one employee, the most senior individual, per organization entity should be reported.

120.228.210	Compensation Director	At many organizations, may be responsible for a specific segment of the employee population such as director of executive compensation. The primary responsibilities include developing, implementing and evaluating all compensation programs for either the entire employee population or for a specific group of employees. Typically in larger organizations this is a senior level manager. Frequently reports to a Top Compensation Executive.
120.228.220	Compensation Manager	Implement the organization's compensation strategy so that outcomes meet current and future business needs and are consistent with the organization's desired internal and external market position. Design and implement compensation programs to meet objectives with regards to internal equity and external market competitiveness. These programs may include: job evaluation; salary administration; short-term and sales incentive plans; expatriate compensation; executive compensation; workers compensation; salary packaging. Liaise with managers to develop and implement local compensation strategies appropriate for their business needs and consistent with the organization's overall reward strategy. Analyze and evaluate external market data and internal data about the current and projected employee population to develop salary budgets and forecasts. Select and manage relationships with consultants and suppliers to ensure satisfactory standards of service. Lead, direct, evaluate and develop a team of professionals to ensure the reward strategy is implemented effectively, within established budgets and complies with all relevant regulations, laws and employment standards. Frequently reports to a Compensation Director, Compensation & Benefits Director, Human Resources Director, Top Compensation Executive, Top Compensation & Benefits Executive, or Top Human Resources Management Executive.
120.228.222	Compensation Manager - Executives	Designs, implements, and administers strategically-focused compensation programs for officers and key executives. Programs may include short- and long-term incentive plans, stock option plans, and special benefit programs for executives (such as supplemental retirement and deferred compensation). Conducts or coordinates financial counseling, and tax return preparation for executives. Conducts and participates in surveys of competitive executive compensation. Usually supervises Compensation Analysts (Executive). Frequently reports to a Compensation Director or Top Compensation Executive.
120.228.330	Compensation Administrator - Specialist	Assists in the implementation and administration of compensation programs. May administer any or all of the following programs: wage and salary administration, sales compensation, supplemental cash compensation, executive compensation, and other compensation programs. Often responsible for educating employees about compensation programs. Responsibilities may also include training and payroll. Prepares reports as needed. Frequently reports to a Compensation Manager, Compensation Director, or Top Compensation & Benefits Executive.
120.228.341	Compensation Analyst - Senior - Executives	Under general direction, assists in the development, installation, and administration of compensation programs designed exclusively for organization executives. Evaluates top management positions. Assists in administration of performance appraisal and salary administration programs, reviewing changes in executive wages and salaries for conformance to policy. Conducts and participates in executive compensation surveys conducted by other companies. Assists in updating the executive salary structure. Typically requires a Bachelor's degree and more than four to seven years of experience. Frequently reports to a Compensation Manager - Executive.
120.228.342	Compensation Analyst - Senior	Under general direction, assists in the development, implementation, and administration of compensation programs. Evaluates salaried, hourly, middle and top management positions. Assists in administration of performance appraisal and salary administration programs, reviewing changes in wages and salaries for conformance to policy. Audits evaluation of positions and application of existing classifications to individuals. Conducts and participates in compensation surveys conducted by other companies. Assists in updating the salary structure. Typically requires a Bachelor's degree and at least four to seven years of experience. Frequently reports to a Compensation Manager or Compensation & Benefits Manager.

120.228.350	Compensation Analyst - Experienced	Under general supervision implement the organization's compensation programs following established standards and policies so these programs are administered effectively and in accordance with the organization's reward strategy. Administer the company's compensation programs in accordance with established policies so that employees receive the appropriate compensation for their position. Responsible for job analysis and evaluation, salary administration, analyze compensation surveys and obtain all necessary information to prepare compensation proposal and budgets. Collect data about company's Compensation policies and analyze them to prepare reports and advise managers for making important decisions. Participate in compensation surveys. May coach or instruct lower level colleagues. Typically requires a Bachelor's degree and two to four years of experience. Frequently reports to Compensation Manager or Compensation & Benefits Manager.
120.228.352	Compensation Analyst - Experienced - Long Term Incentive	Under general supervision, implements, designs, and administers long-term incentive programs. Evaluates performance against selected criteria for eligible incumbents. Coordinates executive programs including stock option plans. Participates in compensation surveys conducted by other companies. Typically requires a Bachelor's degree. Frequently reports to a Compensation Manager or Compensation & Benefits Manager.
120.228.360	Compensation Analyst - Entry	Under direct supervision, assists in the development, implementation, and administration of compensation programs. Evaluates salaried, hourly, middle, and top management positions. Assists in administration of performance appraisal and salary administration programs, reviewing changes in wages and salaries for conformance to policy. Audits evaluation of positions and application of existing classifications to individuals. Conducts and participates in compensation surveys. Assists in updating the salary structure. Typically requires a Bachelor's degree and no prior experience. Frequently reports to Compensation Manager or Compensation & Benefits Manager.
120.232.130	Top Benefits Executive	This is the top benefits position with responsibility for the planning and administration of the various employee benefit programs, including, but not limited to, life, health, and disability insurance, as well as pension, profit-sharing, and related retirement programs. Recommends new and/or improved employee benefit plans and cost-saving measures. Ensures compliance with all legal requirements of various employee benefit programs and prepares and files required legal reports. Usually responsible for HRIS systems and for selection and supervision of benefits consultants, brokers, trustees, and necessary legal assistants. Frequently reports to a Top Human Resources Management Executive. Note: This is generally a single incumbent position. Only one employee, the most senior individual, per organization entity should be reported.
120.232.131	Health and Welfare Benefits Plan Executive	Designs and administers health and welfare benefits offered to all employees in the organization. Provides leadership, guidance and support to plan participants regarding health and welfare benefit issues. Oversees health and welfare benefits enrollment process. Oversees employees who analyze costing, utilization and funding models to provide competitive plans. Ensures plans are up-to-date on all pertinent regulations. Frequently reports to a Top Benefits Executive.
120.232.132	Retirement Benefits Plan Executive	Designs and administers retirement benefits offered to all employees in the organization. Provides leadership, guidance and support to plan participants regarding retirement issues. Oversees retirement and termination process. Oversees employees who analyze costing and funding models to provide competitive plans. Ensures current plans are up-to-date on all pertinent regulations. Frequently reports to a Top Benefits Executive.
120.232.210	Benefits Director	Primary responsibilities include designing, implementing, and evaluating all benefits programs. Supervises and assists with the selection of the company's benefits consultants, brokers, trustees, and necessary legal assistance. Typically in larger organizations this is a senior level manager. Frequently reports to a Top Benefits Executive.

120.232.220	Benefits Manager	Plan and implement the organization's benefit strategy so the benefit outcomes meet current and future business needs and are consistent with the organization's desired internal and external market position. Design and implement the organization's benefit programs and activities so they meet the organization's objectives with regards to internal equity and external market competitiveness. These programs may include: retirement, profit-sharing, thrift, group medical/surgical, disability and life plans. Liaise with functional or operational area managers to develop and implement local benefit strategies that are appropriate for their business needs, but consistent with the organization's overall benefit strategy. Select and manage ongoing relationships with external consultants and suppliers (for example; benefits consultants, brokers, trustees, and necessary legal assistance) to ensure the organization receives satisfactory standards of service. Lead, direct, evaluate and develop a team of benefits professionals to ensure that the organization's benefit strategy is implemented effectively and that the organization complies with all relevant regulations, laws and employment standards. Frequently reports to a Benefits Director, Compensation & Benefits Director, Human Resources Director or Top Human Resources Management Executive.
120.232.221	Group Insurance Manager	Responsible for securing new policies, maintaining and updating existing organization insurance programs in order to provide the most favorable coverage, cost terms and claim settlements for all types of insurance connected with employee benefits. May administer self-insured plans or coordinate with contracted administrative services. Frequently reports to a Benefits Director, Top Compensation and Benefits Executive, or Top Benefits Executive.
120.232.342	Benefits Administrator - Senior	Under general direction, assists in the development and administration of one or more benefit programs. Consults with and advises employees on eligibility for insurance, hospitalization, and other benefits including amounts of coverage and claims procedures. Maintains benefit records and prepares documents necessary for implementing benefit coverage. May provide direction to lower level benefits administrators. Frequently reports to a Benefits Manager or Compensation and Benefits Manager.
120.232.343	Benefits Analyst - Senior	Under general direction, analyzes and develops policies and benefit plans covering accident and health insurance coverage, retirement and pension plans, income continuance, holidays, and vacations. Analyzes equity of current benefits compared to trends and legislated requirements. May present recommendations for change or enhancements to benefit offerings to management. May provide direction to lower level benefits analysts. Typically requires four to seven years of experience. Frequently reports to a Benefits Manager or Compensation & Benefits Manager.
120.232.344	Human Resources Service Center Representative - Senior	Under general direction, responds to complex eligibility and enrollment inquiries about employee benefit programs, including but not limited to; life, health, and disability insurance, medical/dependent care spending accounts, COBRA, income continuance, and other paid time off as well as retirement and pension plans. Ensures that appropriate documentation is prepared to ensure new hire transactions and existing employee changes can be processed. May also answer questions about various benefits related mailings and communications. May perform research to achieve problem resolution. Requires extensive knowledge of organization benefit programs and the payroll process.
120.232.350	Benefits Analyst - Experienced	Under limited supervision, conduct analyses and interpret program rules and policies so that benefit programs are administered effectively and in accordance with the organization's reward strategy. Study, design, and implement the organization's benefit programs, such as accident and health insurance coverage, retirement and pension plans, income continuance, holidays, and vacations so employees receive the appropriate benefits for their position. Apply employee benefit policy related knowledge and skill sets to determine current benefit trends and compare with legislated requirements and programs. Typically requires a Bachelor's degree and one to four years of experience. Frequently reports to a Benefits Manager or Compensation & Benefits Manager.
120.232.352	Human Resources Service Center Representative - Experienced	Under general supervision, responds to basic and moderately complex eligibility and enrollment inquiries about employee benefit programs, including but not limited to, life, health, and disability insurance, medical/dependent care spending accounts, COBRA, income continuance, and other paid time off as well as retirement and pension plans. Ensures that appropriate documentation is prepared so that new hire transactions and existing employee changes can be processed. May also answer questions about various benefits related mailings and communications. Requires basic knowledge of organization benefit programs and the payroll process. May refer more complex inquiries to Human Resources Service Center Representative - Senior.

120.232.353	Benefits Administrator - Experienced	Under general supervision, administers one or more benefit programs. Consults with and advises employees on eligibility for insurance, hospitalization, and other benefits including amounts of coverage and claims procedures. Maintains benefit records and prepares documents necessary for implementing benefit coverage. Frequently reports to a Benefits Manager or Compensation & Benefits Manager.
120.232.360	Benefits Administrator - Entry	Under direct supervision, assists in the administration of one or more benefit programs. Advises employees on eligibility for insurance, hospitalization, and other benefits including amounts of coverage and claim procedures. Maintains benefit records and prepares documents necessary for implementing benefit coverage. Frequently reports to a Benefits Manager or Compensation & Benefits Manager.
120.232.361	Benefits Analyst - Entry	Under direct supervision, analyzes and develops policies and benefit plans covering accident and health insurance coverage, retirement and pension plans, income continuance, holidays, and vacations. Maintains an ongoing effort to determine and maintain equity with current benefit trends and legislated requirements and programs. Frequently reports to a Benefits Manager or Compensation & Benefits Manager. Typically requires a Bachelor's Degree and no experience.
120.232.362	Human Resources Service Center Representative - Entry	Under direct supervision, responds to basic eligibility and enrollment inquiries about employee benefit programs, including but not limited to; life, health, disability insurance, medical/dependent care spending accounts, COBRA, income continuance, and other paid time off as well as retirement and pension plans. Ensures that appropriate documentation is prepared so that new hire transactions and existing employee changes can be processed. May serve as a first contact for questions about various benefits related mailings and communications. Frequently reports to a Human Resources Manager.
120.232.420	Benefits Clerk - Experienced	Under general supervision, advises employees on eligibility for insurance, hospitalization, amounts of coverage, and claims procedures. Maintains benefit records and prepares documents necessary for implementing benefit coverage. Typically requires a high school education or equivalent and one to four years of experience. Frequently reports to a Benefits Manager or Compensation & Benefits Manager.
120.236.130	Top Internal (Employee) Communications Executive	Responsible for the development and implementation of an employee communication program. Ensures the employees are aware of the organization's policies, programs, and management goals. Establishes feedback system as well as regular communications such as newsletters, magazines, etc. Frequently reports to a Top Communications Executive. Note: This is generally a single incumbent position. Only one employee, the most senior individual, per organization entity should be reported.
120.236.220	Employee Communications Manager	Implement the organization's internal communication strategy so that that all employees can find, send, receive, and understand information that is timely, accurate, clear, credible and relevant. Develop, publish and distribute a range of materials in traditional print form, electronically or through online technologies (for example, newsletters, brochures, handbooks, conference and seminar materials, and benefit and compensation communications) in order to communicate effectively with employees. Represent the employee communication function on project teams so that other members of the organization are aware of the unit's activities and to share knowledge on effective employee communication. Participate in external communication activities (e.g. public relations programs) where they impact employee communications; however the main focus of the job is on internal communications. Lead, direct, evaluate and develop a team of communications professionals to ensure that the organization's internal communication strategy is implemented on time and within budget. Frequently reports to a Top Employee Relations Executive or Employee Relations Director. Normally supervises others. Typically requires a Bachelor's degree.
120.236.350	Employee Communications Professional - Experienced	Under general supervision, assists in the communication of corporate information and policies to all levels of employees across the organization. Uses communications theory and standards to edit documents, manuals and forms that are drafted by technical experts within the organization (e. g. , benefits, systems, accounting or operations). Gives recommendations on information flow mechanisms and media formats for ongoing employee communications. Typically reports to the Employee Communications Manager or the Human Resources Manager.

120.240.210	Safety Director	Primary responsibilities include the development and administration of policies and programs to ensure all facilities are in compliance with safety and health requirements. Ensures employee safety programs are developed and carried out. May be responsible for highway safety where applicable. May be responsible for hazardous waste control and disposal activities including training, collection, disposal, and records maintenance and for conservation programs within the organization. Typically in larger organizations this is a senior level manager. Frequently reports to a Top Health Safety and Environment Executive, Top Facilities Management Executive or Top Human Resources Management Executive.
120.240.220	Labor Safety Manager	Ensures compliance with health and safety and accident prevention requirements. Proposes general health and safety policies and procedures. Develops and conducts employee training programs for accident, fire prevention and protection. Responsible for organization compliance with occupational health and safety legislation. Maintains records, investigates accidents and injuries, and prepares appropriate reports, e.g., Workers' Compensation. Typically reports to the Human Resources Director.
120.240.221	Wellness Program Manager	Develops and administers programs to promote employee health including physical fitness, weight-reduction, smoking cessation, early-detection, and related programs. May supervise internal fitness facilities, or may administer fitness program using outside facilities. May perform limited diagnostic procedures (blood pressure, weight, heart rate). Performs or supervises counseling of individual employees on wellness activities and programs. Promotes wellness programs to employees, through active, ongoing communications program.
120.240.222	Health Fitness Center Manager	Plans, directs, and manages the Health Fitness Center (HFC). Designs, implements, and evaluates HFC programs and interventions. Conducts pre-exercise stress and biometrics testing, develops individualized exercise prescriptions, and trains participants. Designs, implements, and evaluates individual exercise programs using screening results as a benchmark. Responsible for achieving financial objectives. Designs and implements promotional and motivational programs. Prepares informational brochures and materials on fitness to meet user needs. Ensures the effective and efficient operation of the HFC on a routine basis. Typically requires a Bachelor's degree in Exercise Physiology or a related discipline, and at least one year of experience in administering a cardiovascular testing and fitness program.
120.240.230	Labor Safety Supervisor	Supervise the implementation of the organization's health and safety policy and procedures so that all employees have a safe and healthy working environment and the organization complies with all current and future regulations and laws. Supervise a team of safety professionals who conduct safety audits to identify workplace hazards and unsafe equipment, working practices, or working conditions. Investigate accidents, complete or verify accident reports, and liaise with specialists and health and safety authorities to identify the causes of accidents and prevent their recurrence. Recommend changes to working conditions to ensure all employees have a safe and healthy working environment and the organization complies with all regulations and laws, and internal safety policies and standards. Maintain and analyze records of workplace injuries, illness, and absences to identify areas of concern. Educate and train the organization's workforce on health and safety to ensure they understand and comply with the health and safety policies and standards. Select, train, and evaluate designated workplace safety or first aid officers to ensure they can perform the responsibilities of their role.
120.240.330	Labor Safety Specialist	Implements corporate safety policies to comply with OSHA and other safety and health requirements. Provides safety training to supervisor and worker groups. Maintains records on lost time accidents and prepares appropriate reports. May also have some responsibility for highway safety where applicable. May implement hazardous waste control and disposal activities including training, collection, disposal, and records maintenance, as well as conservation programs within the organization. Frequently reports to a Labor Safety Manager.

120.240.350	Labor Safety Representative - Experienced	Implement the organization's health and safety policy and procedures so that all employees have a safe and healthy working environment and the organization complies with all current and future regulations and laws. Conduct safety audits to identify workplace hazards, unsafe equipment, working practices, or working conditions. Investigate accidents, complete or verify accident reports, and liaise with specialists and health and safety authorities to identify causes of accidents and prevent their recurrence. Recommend changes to working processes and conditions to ensure employees have a safe and healthy working environment and the organization complies with all regulations and laws, and the organization's safety policies and standards. Maintain and analyze records of workplace injuries, illness, and absences to identify areas of concern. Educate and train the organization's workforce on health and safety policies and standards. Select, train, and evaluate workplace safety officers to ensure they understand and can perform the responsibilities of their role. Ensure first aid supplies and resources are available in accordance with regulations and the organization's health and safety policies. Minimum Qualifications: University (Degree); Years of Experience: 1 to 4.
120.240.352	Industrial Nurse - Experienced	Under general supervision, responsible for the primary nursing care or first aid to ill and injured employees. Performs health-screening evaluations. Assists in the design and execution of employee health and wellness programs. Duties may also include preparation of medical reports and assistance in accident prevention programs. Requires knowledge of industrial health regulations. Typically requires RN license with one to four years of experience. Typically reports to the Labor Safety Manager.
120.244.130	Top Employee Relations Executive	This is the top employee relations program position with responsibilities for two or more of the following: human resource policies, counseling, employee assistance, equal employment opportunity programs, employee services (e.g., cafeteria, parking, library, recreation, etc.), employee communications, and records. Often conducts difficult employee counseling sessions regarding EEO charges, ADA, performance, and terminations. Frequently reports to a Top Human Resources Management Executive (without labor relations). Note: If the employee is also responsible for compensation and benefits, report under Top Human Resources Management Executive (without labor relations).
120.244.131	Top Equal Employment Opportunity/Diversity Executive	This is the top equal employment opportunity and diversity position with responsibility for ensuring the organization's diversity, equal employment, and affirmative action programs are in keeping with objectives and in compliance with the current legal requirements. Promotes organization-wide awareness of diversity. Frequently reports to a Top Human Resources Management Executive. Note: This is generally a single incumbent position. Only one employee, the most senior individual, per organization entity should be reported.
120.244.210	Employee Relations Director	Manages the organization's employee relations program. Often assists with difficult employee counseling sessions regarding EEO charges, ADA, performance, and terminations. Typically in larger organizations this is a senior level manager. Frequently reports to a Top Employee Relations Executive or Top Human Resources Management Executive.
120.244.220	Employee Relations Manager	Responsible for developing and maintaining positive employee relations. Develops and implements measures to increase employee morale, motivation and satisfaction, while reducing turnover. Coaches and consults managers and employees through the performance management process. Develops and conducts training sessions for managers to improve employee relations. Conducts internal audits of employee relations issues to identify possible violations and makes recommendations of appropriate actions to resolve issues. May be responsible for implementing organization-wide human resource initiatives, such as on-boarding programs. Typically reports to the Human Resources Director or to the Top Human Resources Executive.
120.244.221	Employee Assistance Program (EAP) Manager	Responsible for the implementation of a comprehensive Employee Assistance Program (EAP) at a single location and/or a number of smaller facilities in various geographic locations. Assists management in dealing with medical/behavioral problems at a given location(s). Provides direct professional counseling services to employees at a given location(s). Presents training and educational seminars to employees and management at a given location(s). Manages an EAP budget for a specific location(s) and monitors program utilization. Evaluates inpatient and outpatient counseling and treatment facilities. Typically requires a Master's degree in Social Sciences, appropriate state licensure and certification, and previous clinical counseling experience.

120.244.223	Equal Employment Opportunity/Diversity Manager	Develops, recommends, and implements diversity, equal employment, and affirmative action programs that are in keeping with objectives and which ensure compliance with the current legal requirements. Maintains statistics necessary to monitor the effectiveness of the programs and alerts top management to difficulties encountered in attaining and maintaining compliance with established policies. Communicates policies and programs to employees, top management, and public and government agencies. May direct processing of complaints and organization defense before administrative or judicial proceedings. Frequently reports to a Top Equal Employment Opportunity/Diversity Executive, Top Employee Relations Executive, or Top Human Resources Management Executive.
120.244.330	Employee Relations Professional - Specialist	Under general direction, provides support in all areas of employee relations programs. Administers approved organization-wide employee relations policies and practices. Assists in internal audits of employee relations issues and makes recommendations to resolve issues. May participate in grievance procedures and exit interviews. Frequently reports to an Employee Relations Manager.
120.244.331	Employee Assistance Program (EAP) Counselor - Specialist	Conducts employee counseling and performs other implementation activities in employee assistance program. May train management in how to deal with employee problems and how and when to use the Employee Assistance Program. Counsels employees to effectively resolve job performance and personal job-related problems. Maintains a resource library containing information on specific inpatient or outpatient counseling and treatment facilities to ensure that employees receive appropriate professional counseling treatment. May assist in the in-house publication of information on corporate employee assistance programs and procedures and other training material. Frequently reports to an Employee Assistance Program (EAP) Manager.
120.244.332	Organizational Psychologist - Specialist	Develops and maintains employee selection and performance assessment tools and processes designed to drive organization performance. Develops and maintains internal development programs, training tools and project support materials. May be responsible for applicant testing, assessment centers, focus groups, performance appraisals, 360-feedback forms and employee attitude surveys. Typically requires a Master's degree in Industrial/Organizational Psychology and three years of experience.
120.244.333	Equal Employment Opportunity/Diversity Professional - Specialist	Under the direction of the EEO/Diversity Manager, carries out the corporate diversity and Affirmative Action/Equal Employment Opportunity Programs in compliance with government legislation and management's directives. Maintains an effective interface with employees and investigates and resolves grievances for all employees. Conducts internal audits of corporate practices to identify possible violations, and compiles and submits required AAP/EEO statistical reports. Frequently reports to an Equal Employment Opportunity/Diversity Manager.
120.244.350	Employee Relations Professional - Experienced	Assists in maintaining positive employee relations. Implements measures to increase employee morale, motivation and satisfaction, while reducing turnover. Coaches managers and employees on policies, programs and procedures. Assists managers and employees with performance management process. Typically reports to the Employee Relations Manager or to the Human Resources Manager.
120.244.351	Employee Assistance Program (EAP) Coordinator - Experienced	Coordinates employee assistance program operations within the organization. Evaluates, recommends, and maintains close relationship with inpatient and outpatient counseling and treatment facilities. Makes recommendations on changes or additions to appropriate programs. May assist with designing and conducting training and educational seminars. May provide consultative services to employees in the program. Maintains records and prepares documents necessary for implementing new programs. Frequently reports to an Employee Assistance Program (EAP) Manager.
120.248.130	Top Labor/Industrial Relations Executive	Directs the establishment and maintenance of satisfactory labor-management relations, union-avoidance and decertification efforts, and the formulation and administration of the organization's labor relations policy, subject to top management guidance and approval. Represents management in labor relations, including the negotiation, interpretation and administration of collective bargaining agreements, directly or through subordinates and administration of grievance procedures. May include responsibilities for programs designed to improve the quality of work-life and employee satisfaction. Frequently reports to a Top Human Resources Management Executive (with industrial relations). Note: This is generally a single incumbent position. Only one employee, the most senior individual, per organization entity should be reported.

120.248.220	Labor/Union Relations Manager	Establishes and maintains satisfactory labor-management relations, formulates and administers the organization's corporate labor relations policy subject to top management guidance and approval and represents management in labor relations, including the negotiation, interpretation, and administration of collective bargaining agreements. Responsible for administering grievance procedures. Ensures compliance with collective agreements (where applicable). May be responsible for developing union-avoidance programs at non-union facilities, and for coordinating decertification activities at union facilities. May include supervision of quality of work-life programs. Typically reports to the Top Human Resources Management Executive or to the Top Operations Executive.
120.248.350	Labor/Union Relations Representative - Experienced	Under general supervision, assists in administration of organization's labor relations policies. May be involved in negotiations, administration of collective bargaining agreements, and administration of grievance procedures. Typically requires a Bachelor's degree and one to four years of experience. Frequently reports to a Facility Human Resources Manager or Labor/Union Relations Manager.
120.252.130	Top Privacy Executive	Responsible for the development, implementation, maintenance, and adherence to the organization's privacy program. Performs initial and periodic information privacy risk assessments and conducts related ongoing compliance monitoring activities in coordination with the organization's other compliance and operational assessment functions. Works with legal counsel and management, key departments, and committees to ensure that the organization has and maintains appropriate privacy and confidentiality consent, authorization forms, and information notices and materials reflecting current organization and legal practices and requirements. Also develops corporate privacy policies and procedures for the handling of protected health information. Requires advanced knowledge of industry specifics in regards to state and/or federal laws governing privacy. Frequently reports to a Chief Executive Officer or Top Human Resources Management Executive. Note: This is generally a single incumbent position. Only one employee, the most senior individual, per organization entity should be reported.
120.252.220	Facility Human Resources Manager - Non-Union Facility	Administers personnel and employee relations programs for a single domestic facility. Position normally does not have labor relations or policy development responsibilities but involves effective administration of existing programs in accordance with established policies and procedures including EEO and ADA compliance. Typically is responsible for OSHA compliance and employee safety. Frequently reports to a Human Resources Director or Top Human Resources Management Executive. For unionized locations, see Facility Human Resources Manager (union facility).
120.252.221	Facility Human Resources Manager (union facility)	For unionized locations, this position administers human resource and labor relations programs for a single domestic facility. Position does not normally have policy development responsibility but involves effective administration of existing programs in accordance with policies and procedures including EEO and ADA compliance. Typically participates in collective bargaining. Normally is responsible for OSHA compliance and employee safety. For nonunionized locations see Facility Human Resources Manager (non-union facility). Frequently reports to a Human Resources Director or Top Human Resources Management Executive.
120.252.230	Human Resources Administration Supervisor	Responsible for implementing personnel administration program and ensure compliance with procedures. Maintain personnel files, records, systems and update information. Process salary increase, prepare corresponding social security notices, control absenteeism and other personnel statistics as required.; Minimum Qualifications: Specialized (Diploma); Years of Experience: 4 to 7.
120.252.340	Human Resources Administration Analyst - Senior	Effectively maintains employee information that meets the organization's legal obligations and assists in human resource management and planning by recommending, developing and implementing new processes and analyses. The Senior level role will typically be responsible for the same activities as the experienced level and in addition will recommend and implement improved processes, analyses and reports to more effectively meet the organizations HR Administration goals. May coach and provide instruction to lower-level professional staff. Typically requires a Bachelor's degree in a related field and at least five years of experience.

120.252.350	Human Resources Administration Analyst - Experienced	Maintain employee information that is accurate, meets the organization's legal obligations, and assists in human resource management and planning. Process changes to the organization's human resource programs and policies in accordance with guidelines so that these programs are implemented accurately and fairly. Maintain employee records manually or in a human resources information system (HRIS) so that information is accurate and secure. Data managed may include personal information; job history; retirement and insurance documentation; leave accrual records; and details of illness, absences, transfers, and salary progression. Analyze data and prepare reports for management, to meet legal obligations, or for external agencies. Statistics analyzed may include employee demographics, skills inventory, absences, overtime, or employee turnover. Respond to enquiries from employees, managers and external agencies (such as government departments or insurers) about individual and organization-wide human resource information, without compromising the organization's standards of privacy and confidentiality. Typically requires a Bachelor's degree in a related field and at least two to four years of experience.
120.252.410	Human Resources Administration Clerk - Senior	Effectively maintains employee information that meets the organization's legal obligations and assists in human resource management and planning by recommending, developing and implementing new processes and analyses. The Senior level role will typically be responsible for the same activities as the experienced level and in addition will recommend and implement improved processes, analyses and reports to more effectively meet the organizations HR Administration goals. May coach and provide instruction to lower-level professional staff. Typically requires at least five years of experience. Frequently reports to Human Resources Manager.
120.252.420	Human Resources Administration Clerk - Experienced	Complete and/or check HR-related forms and documents so they are processed accurately and on time. Complete, check, and process HR-related forms and documents in accordance with established guidelines so that HR-related matters are administered quickly and accurately. Forms may include applications for vacation or leave of absence; workers' compensation or insurance claims; or social security or other government forms. Respond to enquiries and assist employees and managers to complete HR-related forms to ensure that the information provided is accurate and complete. Follow-up with employees, managers, or external agencies (e.g., government departments, insurance providers) to verify that the information provided is accurate and complete. Maintain employee records manually or in a human resources information system (HRIS) so that information is accurate and secure. Data managed may include personal information; job history; retirement and insurance documentation; leave accrual records; and details of illness, absences, transfers, and salary progression. Typically requires two to four years of experience.
120.252.430	Human Resources Administration Clerk - Entry	Under direct supervision, has responsibility for insurance, unemployment, workers' compensation, and other HR forms. Maintains records on sick leave, vacation, and other absences. Handles all HR-related inquiries and checks references. May compile statistics for management's use. May handle paper flow for periodic reviews. May be responsible for basic employee file maintenance. Frequently reports to Human Resources Manager. This position, though clerical in nature, is not a secretary.
120.256.220	Payroll Manager	Responsible for developing procedures for and supervising the preparation, documentation, and disbursement of all payroll checks, payroll taxes, and employee benefit payments. Reviews additions and changes to computerized payroll system (e.g., changes in salary, benefits, tax withholdings, etc.). Ensures accounting distribution and preparation of deductions. Ensures proper governmental reporting and compliance. Oversees any irregular payments (e.g., sales draws, bonus payments, etc.). Discusses payroll matters with employees. Normally supervises a staff of clerical personnel. Frequently reports to an Accounting Director, Human Resources Director, Top Accounting Executive, or Top Human Resources Management Executive.
120.256.230	Payroll Supervisor	Coordinate the activities of a team of professionals or para-professionals to ensure that the organization's payroll is processed accurately and on time. Activities of the team may include accounting, distributing and preparing payments, benefits, taxes, and payroll deductions; calculating overtime, shift payments, sales commissions, and bonuses; maintaining payroll records. Coach and mentor team members and assign tasks to ensure that the team's resources are used effectively. Respond to more complex, escalated inquiries from team members and check the work of others to ensure that the payroll is processed accurately. May report to the Payroll Manager, to the Human Resources Manager, or to other Financial and Accounting management.

120.256.350	Payroll Analyst - Experienced	Under general direction, processes the organization's payroll accurately and on time. Activities may include; accounting; distributing and preparing payments, benefits, taxes, and payroll deductions; calculating overtime, shift payments, sales commissions, and bonuses; maintaining payroll records. Resolve enquiries from employees. May check the work of others to ensure that the payroll is processed accurately. Typically requires a Bachelor's degree and two to four years experience in payroll.
120.256.410	Payroll Clerk - Senior	Under general direction, reviews and processes additions and changes to computerized payroll system (e.g., changes in salary, benefits, tax withholdings, etc.). Ensures accounting distribution and preparation of deductions. May assist with governmental reporting/compliance. Coordinates and processes any irregular payments (e.g., sales draws, bonus payments, etc.). Discusses payroll matters with employees. Typically requires a high school education or equivalent and more than four years of experience.
120.256.420	Payroll Clerk - Experienced	Responsible for compiling payroll data, error reconciliation and maintenance of payroll records. Enter payroll information into computerized payroll systems and assists in preparing payroll checks. Answer questions from employees and supervisors regarding payroll matters. May maintain records on vacation, sick leave, etc. May assist with governmental reporting/compliance. Typically requires a high school education or equivalent and two to four years of accounting experience. Frequently reports to an Accounting, Human Resources, or Payroll Manager.
120.256.430	Payroll Clerk - Entry	Prepares the monthly payroll, conducting the necessary processes for payment of the various components of salary, such as vacation pay, overtime, etc. Is also responsible for payment of legal charges and statutory withholdings, such as employee guarantee fund, social security, income tax, labor dues, etc. Makes the calculations of payments related to dismissals. Typically requires a high school education or equivalent and one to two years of accounting or general office experience. Frequently reports to an Accounting, Human Resources or Payroll Manager.
120.260.220	Immigration/Expatriate Services Manager	Manages the organization's policies and procedures associated with international assignments and immigration services. Provides support in international human resource areas of staffing, employee relations, benefits, compensation, planning, training, and development. Provides human resource support for overseas assignments and expatriates. Assists in monitoring foreign government policies and actions that may impact operations. Frequently reports to a Top Human Resources Management Executive.
120.260.330	Immigration Officer - Specialist	Administers policies and programs for immigration processes. Responsible for processing immigration applications, visas, and visa extensions. Advises and consults with foreign employees on immigration and visa procedures. Administers tax treaty evaluations and withholding categories for all visa recipients. Continually reviews immigration procedures and legal status of foreign employees.
120.264.220	Relocation Services Manager	Directs and manages all areas of employee relocation. Ensures that relocation costs are monitored and controlled. Responsibilities include assistance with sale of existing real estate for transferee, rental or purchase of new residence, transportation of household goods, transfer of office equipment, supplies and other activities to facilitate the relocation. Directs and approves relocation reimbursement, cash advances, allowances, and bonuses.
120.264.330	Relocation Officer - Specialist	Under general supervision, administers the employee relocation process. Helps control cost to the organization and to the employee. May assist the transferee in sale of existing real estate, rental or purchase of new residence, transportation of household goods, transfer of office equipment, supplies, and other activities to facilitate the relocation. Processes cost estimates, expense vouchers, and relocation reimbursements, cash advances, allowances, and bonuses. Typically requires a Bachelor's degree. Frequently reports to a Relocation Services Manager.
120.268.130	Top Organization Development Executive	This is the top organization development position with responsibility for the development and implementation of organization programs to better develop and utilize human resources. Major responsibilities may include internal consulting, management assessment and development, performance measurement, management utilization and development needs, consultation with managers on motivational strategies, human performance problems, personal career development and stress reactions, employment research and attitude surveys, job enrichment applications, long-term human resource plan and management succession. Frequently reports to a Top Human Resources Management Executive. Note: This is generally a single incumbent position. Only one employee, the most senior individual, per organization entity should be reported.

120.268.220	Organizational Development Manager	Develops short- and long-range strategic plans for effective recruitment, development, and utilization of human resources. Projects current and future organization-wide staffing and organizational requirements. Establishes and maintains human resource planning, control, and reporting activities. Advises with departmental managers on the preparation of departmental human resource plans. May also contribute to top corporate strategic planning process. Frequently reports to a Top Organization Development Executive or Top Human Resources Management Executive.
120.268.221	Talent Management Manager	Responsible for the design, implementation and management of the Talent Management processes and programs including performance management, succession planning, competency models including critical skills gap analysis, employee on-boarding and career development. Manages the Talent management processes, policies and communications and any technology needed to support the programs. Provide on-going support to management in the annual review of these programs. Typically has seven to ten years of experience.
120.268.330	Organizational Development Professional Specialist	Functions as an internal consultant to assess, measure, and enhance the performance of employees. Works as a business expert identifying opportunities to partner with employees to support the organization's business goals and objectives. Directs performance improvement projects and designs and implements performance improvement interventions. May design and execute training programs in one or more of the following areas: leadership development, management development, change management, client satisfaction, interpersonal skills, team development, and communication. Evaluates project performance on the basis of meeting budgets, project deadlines, and client satisfaction. Frequently reports to an Training & Development Manager, Top Organization Development Executive, or Top Human Resources Management Executive.
120.268.351	Talent Management Professional - Experienced	Under general supervision, implement the organization Talent Management processes and programs including performance management, succession planning, competency models, employee on-boarding and career development. Provide on-going support to management in the annual review of these programs. Typically has one to four years experience.
120.272.220	Training & Development Manager	Implement the organization's training and development strategy so that the skills and performance of employees meet the organization's current and future needs. Direct all training and development activities to ensure they are conducted efficiently, cost-effectively, and in accordance with the organization's policies and standards. Analyze and identify the training and development needs of employees. Develop an overall training plan to meet the current and planned HR requirements of the organization. Develop, deliver, and evaluate training programs and curriculum so skills and performance of employees meet the organization's requirements. Liaise with area managers to develop and implement training, development, and succession plans that are appropriate for their business needs and consistent with the overall training strategy. Select and manage ongoing relationships with external consultants and training providers. Stay current on developments and innovations in training and education in the industry sector so the organization's training activities remain relevant. Lead, direct, evaluate, and develop a team of training professionals. Frequently reports to a Training Director or Top Human Resources Management Executive.
120.272.221	Management Development Manager	Plans, conducts, and coordinates special studies of management staff and assists with succession planning efforts. Conducts need assessments to ascertain management training and development needs. Develops and directs approved management training programs. May assist in management succession planning. Frequently reports to an Training & Development Manager, Top Organization Development Executive, or Top Human Resources Management Executive.
120.272.230	Training & Development Supervisor	Designs, schedules and implements training programs. Reviews existing training methods and techniques and its applications and establishes training goals as required. Typically reports to the Training & Development Manager.
120.272.330	Training Coordinator	Designs and develops training and educational programs in connection with management development, on-the-job training, and employee orientation. May plan and coordinate management inventories, appraisals, placement, counseling, and training. Maintains records of training activities and employee progress and monitors effectiveness of programs. Coordinates participation in outside training programs by organization employees. Typically requires a Bachelor's degree and at least five years of experience.

120.272.340	Training & Development Analyst - Senior	Under general direction, responsible for all training programs and training outcomes. Confers with management to gain knowledge of work situations requiring training, and conducts training sessions. Determines the best instructional methods for each training session, and tests trainees to measure learning progress. May evaluate training programs and conduct return-on-investment studies. Coaches less experienced peers. May design and develop training and educational programs. Typically requires a Bachelor's degree and at least four years of experience. Frequently reports to a Training & Development Manager.
120.272.350	Training & Development Analyst - Experienced	Under general supervision, conducts or facilitates general and specific training programs for organization employees. Provides orientation and training on new course materials through the selection of appropriate training aids. Prepares lesson plans relevant to training material. May track and analyze training programs by examining training participants' job performance. May recommend changes to the training programs. Analyzes course evaluations in order to judge effectiveness of training sessions and to implement suggestions for improvements. May provide direction to less experienced peers. May design and develop training and educational programs. Typically requires a Bachelor's degree and two to four years of experience. Frequently reports to a Human Resources Manager or the Training & Development Manager.
120.272.351	Diversity Trainer - Experienced	Under general direction, coordinates diversity training and development. Conducts, arranges, and oversees development of routine internal management and non-management education programs in all areas. Institutes programs and policies that attract, retain and promote a diverse workforce. Discusses training needs with management and ensures that they are met. Evaluates and coordinates attendance at external training programs. Directs preparation of audio-visual presentations and programs. Conducts or arranges general employee orientation programs.
120.272.360	Training & Development Analyst - Entry	Under direct supervision, assists in conducting or facilitating general and specific training programs for organization employees. Assists in selecting training aids. Assists in preparing lesson plans relevant to training material. Assists with analysis of course evaluations and suggests improvements. Typically requires a Bachelor's degree and less than two years of experience. Frequently reports to a Training & Development Manager.
120.274.222	Instructional Design - Manager	Managing teams with focus on policy and strategy implementation and control rather than development; short-term operational/tactical responsibilities. Plans, organizes, and develops training curricula, materials, and programs to meet specific training needs. Analyzes learning needs and partners with subject matter experts to provide input for course content. Plans and coordinates skill assessments and training. Works with management to ensure course materials are current and relevant to training needs. May facilitate training during introduction of new courses. Tracks and analyzes training programs by examining learner's satisfaction levels, proficiency testing, and job performance. Provides instruction and guidance to trainers. May include the design of computer-based training programs.
120.274.342	Instructional Designer - Senior	Individual contributor that is fully proficient in applying established standards; knowledge based acquired from several years of experience in particular area. Works independently; may instruct or coach other professionals. Plans, organizes, and develops training curricula, materials, and programs to meet specific training needs. Analyzes learning needs and partners with subject matter experts to provide input for course content. Plans and coordinates skill assessments and training. Works with management to ensure course materials are current and relevant to training needs. May facilitate training during introduction of new courses. Tracks and analyzes training programs by examining learner's satisfaction levels, proficiency testing, and job performance. Provides instruction and guidance to trainers. May include the design of computer-based training programs.
120.274.350	Training Analyst - Experienced	Under general supervision, evaluates training curricula and materials. Works with Training Manager to evaluate training programs. Responsible for assessing the training needs of employees. Recommends training material and changes to training programs. May research outside training sources. Often acts as a training and development resource for employees. May evaluate the performance of organization trainers using participant feedback. Frequently reports to a Training Manager.

120.274.352	Instructional Designer - Experienced	Under general supervision, plans, organizes, and develops training curricula, materials, and programs to meet specific training needs. Analyzes learning needs and partners with subject matter experts to provide input for course content. Plans and coordinates skill assessments and training. Works with management to ensure course materials are current and relevant to training needs. May facilitate training during introduction of new courses. Tracks and analyzes training programs by examining learner's satisfaction levels, proficiency testing, and job performance. Provides instruction and guidance to trainers. May include the design of computer-based training programs. Typically requires a Bachelor's degree. Frequently reports to a Training Manager.
120.276.130	Top Training Executive	Responsible for the development of objectives, policies, and programs relating to all training and/or management development programs. Develops strategic planning and implementation of organization development and training services. Ensures consistent application of training standards throughout the organization. Oversees planning and concept development. May participate in identification of succession planning initiatives. Frequently reports to a Top Human Resources Management Executive.
120.276.210	Training Director	Primary responsibilities include the development and implementation of all training programs in accordance with company initiatives and strategies. Oversees logistics of trainings including location and supplies. Manages and evaluates trainers' performance and the infrastructure of the training department. Typically in larger organizations this is a senior level manager. Frequently reports to a Top Training Executive or Top Human Resources Management Executive.
120.276.220	Training Manager	Analyzes and determines training needs, administers plans, procedures, and programs to meet training needs and problems. Constructs training manuals and aids. Supervises or conducts special courses designed for training selected groups of organization employees. Frequently reports to a Top Human Resources Management Executive, Training Director, Human Resources Director or Top Training Executive.
120.276.221	Technical & Process Training Manager	Lead technical training area e.g. product or sales for internal or external or both; formulate, implement and coordinate policies and programs; monitor and adjust technical training needs in specific areas; forecast and develop future strategic plan; oversee maintenance of files; design and develop training programs and materials. Frequently reports to a Training Director, Human Resources Director or Top Human Resources Management Executive.
120.276.222	Training Center Manager	Responsible for developing training strategies and initiatives for a corporate training center. Manages operational and administrative activities of the training center. Works with corporate executives to develop organization training goals. Responsible for developing business plans and budgets for the training center. May build and maintain relationships with local universities or other educational institutions. May be responsible for assessing the needs and gaps regarding employee skill, knowledge and performance. May direct and coach trainers in training techniques, curricula design, and leadership skills.
120.276.331	Technical & Process Training Professional - Specialist	Responsible for development and delivery of training materials on company products, processes and technologies so as to ensure that team members develop, maintain, and increase their own technical and/or process knowledge. Provides insight on complex/large projects. Mentors, assists and/or trains junior staff but does not have direct supervisory responsibility. Typically reports to the Technical & Process Training Manager. Note: This incumbent does not provide human resources related training. Please match those incumbents to the Training & Development Analyst - Senior or Training & Development Analyst - Experienced.
120.276.341	Technical & Process Training Professional - Senior	Responsible for conducting or facilitating technical training courses for organization employees. Provides orientation and training on new course materials. Selects appropriate training aids. Prepares lesson plans relevant to training material. May monitor training personnel records to ensure that employees have met all company training requirements for company and regulatory compliance. Analyzes course evaluations in order to judge effectiveness of training sessions and to implement suggestions for improvements. If working in a plant environment, administers programs to train employees in installation, operation, safety, and/or maintenance and repair of machinery and equipment. Oversees work of lower level technical trainers. Typically reports to the Technical & Process Training Manager. Note: This incumbent does not provide human resources related training. Please match those incumbents to the Training & Development Analyst - Senior or Training & Development Analyst - Experienced.

120.276.351	Technical & Process Training Professional - Experienced	Responsible for development and delivery of training materials on company products, processes and technologies so as to ensure that team members develop, maintain, and increase their own technical and/or process knowledge. Works under general instruction with some direct supervision. Typically reports to the Technical & Process Training Manager. Note: This incumbent does not provide human resources related training. Please match those incumbents to the Training & Development Analyst - Senior or Training & Development Analyst - Experienced.
120.276.361	Technical & Process Training Professional - Entry	Assists in the development and delivery of training materials on company products, processes and technologies so as to ensure that team members develop, maintain, and increase their own technical and/or process knowledge. Works under direct supervision, and follows defined procedures/processes. Typically reports to the Technical & Process Training Manager. Note: This incumbent does not provide human resources related training. Please match those incumbents to the Training & Development Analyst - Senior or Training & Development - Experienced.
120.416.130	Top Human Resources Information System (HRIS) Executive	Responsible for all aspects of the organization's human resources information system. Researches and selects hardware and software to meet the organization's changing needs. Organizes human resources information and provides procedures on processing employee data. Works with IT staff to fully integrate the human resources information system. Frequently reports to a Top Human Resources Management Executive. Note: This is generally a single incumbent position. Only one employee, the most senior individual, per organization entity should be reported.
120.416.220	Human Resources Information System (HRIS) Manager	Designs, develops, tests, and directs on-going administration of the Human Resource Information System including selection of software and hardware. Supervises maintenance and processing of employee records. Human Resource Information System may be on micro-computer, mini-computer, mainframe, or a combination. Develops recurring or special reports as requested. Frequently reports to a Human Resources Director, or Top Human Resources Information System (HRIS) Executive.
120.416.230	Human Resources Information System (HRIS) Supervisor	First level management that is operationally focused to a work team comprised of professional, technical and administrative staff that is responsible for processing employee information and maintaining HRIS employee records. Typically requires a Bachelor's Degree and four or more years of experience. Frequently reports to a Human Resources Information System (HRIS) Manager.
120.416.330	Human Resources Information System (HRIS) Analyst - Specialist	Under general supervision, responsible for processing employee information and maintaining employee records on HRIS. Assists in HRIS design and system development. Prepares and/or supervises statistical summaries and special reports from HRIS involving skills, pay grade and performance data, payroll information, and other employee records. Typically requires a Bachelor's degree and seven or more years of experience. Frequently reports to a Human Resources Information System (HRIS) Manager.
120.416.340	Human Resources Information System (HRIS) Analyst - Senior	Responsible for analysis of employee information provided by the Human Resource Information System. May coach intermediate and/or associate level Human Resource Information System staff. Prepares reports on data summaries, changes, and trends for use by management. Possesses technical knowledge of the Human Resource Information System and works with the IT staff to maintain and upgrade the system. Typically requires four to seven years of experience. Frequently reports to a Human Resources Information System (HRIS) Manager.
120.416.350	Human Resources Information System (HRIS) Analyst - Experienced	Responsible for processing confidential employee information and for maintaining employee records on a Human Resource Information System (HRIS). Prepares and/or supervises the production of statistical summaries and special reports from the HRIS involving employee skills, pay grades and performance data, payroll information or other employee information. May assist in the development of systems specifications, design and development from the end user perspective. Typically requires a Bachelor's Degree and one to four years of experience. Frequently reports to a Human Resources Information System (HRIS) Supervisor or a Human Resources Information System (HRIS) Manager.
120.416.360	Human Resources Information System (HRIS) Analyst - Entry	Under general supervision, processes employee information and maintains employee records on the Human Resource Information System. Prepares statistical summaries and reports from Human Resource Information System involving payroll information, performance management, and other employee data. Typically requires familiarity with computer systems. Typically requires a Bachelor's degree and no prior experience. Frequently reports to a Human Resources Information System (HRIS) Manager.

120.596.220	Human Resources Outsourcing Manager	Responsible for initiating and maintaining outsourced projects. Responsible for creating estimate of hours required by project. Develops proposals and reviews vendor specifications to present competing proposals to management. May assist in vendor selection. Maintains ongoing relationship and may travel to outsourcing site. Frequently reports to a Human Resources Director or Top Human Resources Management Executive.
130.000.120	Top Knowledge (Learning) Officer	Responsible for ensuring that all employees have access to vital business information and knowledge. Identifies the organization's technological and business strengths, establishes data systems that leverage and capitalize on the knowledge of employees, and find ways to use that knowledge to maximize opportunities and improve business processes. Coordinates with technology and information users to create a knowledge management strategy and structure for knowledge availability. Identifies best practices throughout the organization and communicates and implements these practices. Provides overall technical and financial direction to the knowledge management function. Develops controls, budgets, and measurements to monitor progress. Frequently reports to a Chief Executive Officer, Chief Information Officer, or Chief Financial Officer. Note: This is generally a single incumbent position. Only one employee, the most senior individual, per organization entity should be reported.
130.100.220	Enterprise Content Manager	Leads the enterprise content management function and resources. Responsible for developing enterprise content management strategy to enable efficient organization and management of documents, records, web content, other digital media/information shared internally for workforce productivity improvement and knowledge management purposes, and externally with partners, suppliers, customers and communities for improved business processes and performance. Works closely with areas inside and outside IT and across business communities in assessing enterprise content and information management requirements, identifying technologies, methods and systems used to capture, manage, store, and deliver content and information that support collaboration, knowledge sharing and reuse. Leads cross-functional teams for developing and implementing policy, processes, standards and templates for effective content organization and management. Works in conjunction with security, legal and compliance teams to ensure enterprise content, documents and records are stored, preserved and accessible for legal and regulatory purposes. Possesses strong project management skills and working knowledge in content management systems, data/information architecture, experts systems, metadata management, and knowledge organization systems (e.g., ontologies and taxonomies). Frequently reports to a Chief Information Officer, Chief Technology Officer, or Top Data Management Executive.
130.396.331	Digital Archivist - Specialist	Responsible for the acquisition and appraisal, records, arrangement and description, and preservation of an organization's long-term digital collections. Conducts an appraisal of existing digital archives in all media formats. Accessions records and decides which to retain and how to retain them for periods exceeding three to five years. Makes decisions about storage media, along with classification, indexing and metadata assignment. Preserves digital records and supervises the systematic cataloging and retention work around legacy information stores, including offline media and paper. Supports and participates in the e-discovery process. Serves as internal and external contact regarding system and service requirements for preservation needs (working with vendors), archiving, retention and destruction policies (IT, legal, finance, governance boards), the coordination of physical requirements for database and stored content information repositories and to assist with specifying data descriptions that work across information stores (IT) and serves as the domain expert and an information manager (user groups).
130.396.332	Data Steward - Specialist	This position serves as the primary point of responsibility, accountability and activity for the assessment, improvement and governance of quality and ongoing fitness-for-purpose of an organization's critical data assets. Data stewards are not owners of the data but rather serve as trustees to ensure adequate data quality is maintained so that data can effectively support business processes. Engages with business leadership to quantify and articulate the business impact of data quality issues. Assesses the current state of data quality within their scope of responsibility. Establishes target goals for data quality improvement and identifies optimal approaches for resolving data quality issues to achieve targets. Works within and beyond area of control to implement improvement approaches. Identifies data quality metrics and executes data quality audits to benchmark the state of data quality. Monitors, tracks and reports ongoing data quality levels.

140.000.120	Top Communications Executive - Corporate	Oversees all aspects of both internal and external communications for the organization. Responsibilities include advertising/marketing, media relations, creative editorial and design services, and internal communications. May be responsible for strategic communications, special events, art programs, or archives. Counsels and communicates with top management on communication policy, media relations issues, and advertising programs. Frequently reports to a Chief Executive Officer or Top Administrative Executive. Note: This is generally a single incumbent position. Only one employee, the most senior individual, per organization entity should be reported.
140.011.120	Top Communications Executive - Subsidiary/Group	Oversees all aspects of both internal and external communications for the organization. Responsibilities include advertising/marketing, media relations, creative editorial and design services, and internal communications. May be responsible for strategic communications, special events, art programs, or archives. Counsels and communicates with top management on communication policy, media relations issues, and advertising programs. Frequently reports to a Chief Executive Officer or Top Administrative Executive. Note: Reporting entity is either Subsidiary or Group. This is generally a single incumbent position. Only one employee, the most senior individual, per organization entity should be reported.
140.014.120	Top Communications Executive - Division	Oversees all aspects of both internal and external communications for the organization. Responsibilities include advertising/marketing, media relations, creative editorial and design services, and internal communications. May be responsible for strategic communications, special events, art programs, or archives. Counsels and communicates with top management on communication policy, media relations issues, and advertising programs. Frequently reports to a Chief Executive Officer or Top Administrative Executive. Note: Reporting entity is Division. This is generally a single incumbent position. Only one employee, the most senior individual, per organization entity should be reported.
140.100.210	Communications Director	Oversees aspects of internal and external communications for the organization. Responsibilities typically include advertising/marketing, press relations, creative editorial and design services, and internal communications. May also be responsible for strategic communications and special events. Typically in larger organizations this is a senior level manager. Frequently reports to a Top Communications Executive.
140.100.220	Communications Manager	Manages the organization's day-to-day advertising/marketing, media relations, creative editorial, and design services. Advises top management on development of communications policies and advertising programs, and the management of public relations issues. Frequently reports to a Communications Director or Top Communications Executive.
140.100.340	Communications Analyst - Senior	Under general direction, responsible for assisting in the co-ordination and development of internal and/or external communication materials (newsletters, press releases, internet/intranet pages, annual and interim financial reports) and events, broadening knowledge and further developing skills. Provides general customer relations information to external clients or customers, usually not dealing with sensitive subject matter. May assist in providing communication consultation to internal departments. May provide functional advice and training to less-experienced communication analysts. Typically requires a Bachelor's degree and four to seven years of experience. Frequently reports to a Communications Manager.
140.100.350	Communications Analyst - Experienced	Assists in the co-ordination and development of internal and/or external communication materials (newsletters, press releases, internet/intranet pages, annual and interim financial reports) and events, broadening knowledge and further developing skills. Provides general customer relations information to external clients or customers, usually not dealing with sensitive subject matter. May assist in providing communication consultation to internal departments. Works under limited supervision. Typically requires a Bachelor's degree and one to four years of experience. Frequently reports to a Communications Manager.
140.100.360	Communications Analyst - Entry	Under direct supervision, responsible for assisting in the co-ordination and development of internal and/or external communication materials (newsletters, press releases, internet/intranet pages, annual and interim financial reports) and events, broadening knowledge and further developing skills. Provides general customer relations information to external clients or customers, usually not dealing with sensitive subject matter. May assist in providing communication consultation to internal departments. Typically requires a Bachelor's degree and no prior experience. Frequently reports to a Communications Manager.

140.284.230	Creative Services Managing Editor - Supervisor	Manages development and execution of a wide range of informational materials for external and internal audiences including the organization's annual report. Establishes editorial standards and policies. Requires a knowledge of the business and excellent writing and editorial skills. Frequently reports to an Advertising/Marketing Communications Manager.
140.284.340	Speech Writer - Senior	Responsible for researching and writing major speeches and other sensitive materials for top management, including the Chief Executive Officer. Develops original approaches, incorporating management philosophies, and composes material appropriate to both speaker and audience. May be responsible for writing editorials and other corporate publications on behalf of the CEO or top management. Typically requires a Bachelor's degree in English or journalism and four to seven years of experience. Frequently reports to a Chief Executive Officer.
140.284.350	Writer - Experienced	Responsible for development and execution of a wide range of editorial projects for external and internal audiences. Writes and edits departmental publications and monthly news magazines. Counsels internal clients on editorial matters. Typically requires a Bachelor's degree in communications, journalism, or English, and one to four years experience. Frequently reports to a Creative Services Managing Editor - Supervisor.
140.284.351	Editor - Experienced	Under general supervision, responsible for evaluating, reviewing, and editing internal and external communications. Reviews content for completeness, accuracy, and correctness. Ensures that materials meet established standards. Typically requires a Bachelor's degree and one to four years of experience.
140.284.352	Copywriter - Experienced	Under general supervision, responsible for providing descriptive copy for corporate publications, internal communications, promotional materials, etc. Typically requires a Bachelor's degree and one to four years of experience.
140.284.420	Proofreader - Experienced	Under general supervision, proofreads documents for continuity, grammar, sentence structure, and typographical errors. Typically requires a strong English background and one to four years of experience.
140.285.340	Technical Writer - Senior - Communications	Under general supervision, responsible for writing technical copy for various operation and maintenance manuals and technical publications. Prepares outline of contents and written text. Coordinates layout and organization of manuals and other documents. Interprets necessary data, drawings, and specifications through research and liaison with technical staff. May direct lower level writers and coordinate efforts of editors and illustrators. Requires working knowledge of organization product line(s), customer requirements, purpose and structure of document, and user's level of understanding. Typically requires a Bachelor's degree and five or more years of experience.
140.285.350	Technical Writer - Experienced - Communications	Under general supervision, responsible for writing technical copy for various operation and maintenance manuals and technical publications. Prepares written text and coordinates layout and organization of manuals and other documents according to prepared outlines and specifications. Researches available technical data including drawings, design reports, equipment, and test specifications. May work with engineers and other technical personnel to clarify document contents. Typically requires a Bachelor's degree and two to four years of experience.
140.285.360	Technical Writer - Entry - Communications	Under direct supervision, responsible for writing technical copy for various operation and maintenance manuals and technical publications. Prepares written text and coordinates layout and organization of manuals and other documents according to prepared outlines and specifications. Researches available technical data including drawings, design reports, equipment, and test specifications. May work with engineers and other technical personnel to clarify document contents. Typically requires a Bachelor's degree and less than two years of experience.
140.287.222	Social Media Communications Manager	As a Manager, oversees the strategy implementation and operations in the development of content for social media (e.g., Facebook, Twitter, etc.) that supports the company's brand and business operations. Determines which social media channels to use and analyzes their effectiveness. Monitors and responds to posts and feedback. Identifies opportunities to enhance social media interaction with customers, clients and/or the general public. Builds a community of social media followers. Stays up-to-date on the latest social media trends.

140.287.332	Social Media Communications Professional - Specialist	As the Specialist professional, is a highly experienced and knowledgeable resource in the development of content for social media (e.g., Facebook, Twitter, etc.) that supports the company's brand and business operations. Determines which social media channels to use and analyzes their effectiveness. Monitors and responds to posts and feedback. Identifies opportunities to enhance social media interaction with customers, clients and/or the general public. Builds a community of social media followers. Stays up-to-date on the latest social media trends.
140.287.342	Social Media Communications Professional - Senior	As the Senior professional, leads important Social Media Communications projects. Work is focused on developing content for social media (e.g., Facebook, Twitter, etc.) that supports the company's brand and business operations. Determines which social media channels to use and analyzes their effectiveness. Monitors and responds to posts and feedback. Identifies opportunities to enhance social media interaction with customers, clients and/or the general public. Builds a community of social media followers. Stays up-to-date on the latest social media trends.
140.287.352	Social Media Communications Professional - Experienced	As the Experienced professional, possesses well developed skills in developing content for social media (e.g., Facebook, Twitter, etc.) that supports the company's brand and business operations. Determines which social media channels to use and analyzes their effectiveness. Monitors and responds to posts and feedback. Identifies opportunities to enhance social media interaction with customers, clients and/or the general public. Builds a community of social media followers. Stays up-to-date on the latest social media trends.
140.287.362	Social Media Communications Professional - Entry	As the Entry level professional, applies broad knowledge in developing content for social media (e.g., Facebook, Twitter, etc.) that supports the company's brand and business operations. Determines which social media channels to use and analyzes their effectiveness. Monitors and responds to posts and feedback. Identifies opportunities to enhance social media interaction with customers, clients and/or the general public. Builds a community of social media followers. Stays up-to-date on the latest social media trends.
140.288.220	Creative Director/Design Manager	Responsible for managing development and execution of a wide range of information materials for external and internal audiences. Establishes and maintains corporate identity, design standards, and policies. Typically has a staff of three professionals plus freelance designers and consultants. Works with other units on projects and programs. Must be able to work well with management and develop vendor relationships. Typically in larger organizations this is a senior level manager. Frequently reports to a Top Communications Executive.
140.288.230	Graphic Design Supervisor	Leads artists and designers to develop and execute a wide range of design projects. Counsels internal clients on corporate identity and design standards and policies. Designs department publications. Requires extensive knowledge in typography, layout, color, and visual communication.
140.288.330	Art Director	Responsible for developing and executing a wide range of design projects for external and internal audiences. Counsels internal clients on corporate identity and design standards and policies. Designs department publications. Requires extensive knowledge in typography, layout, color, and visual communication. Typically requires seven or more years of experience.
140.288.331	Graphic Designer - Specialist	Responsible for graphics design and use, operation, and setup of computer graphic systems for business communications. Executes graphic projects and assists in coordination of all graphic production scheduling. Coordinates production support with outside vendors, as needed. Ensures that graphic projects are completed on time, within budget, and to user's satisfaction. Interfaces with users to determine scope of project and best graphic medium. Trains other personnel in proper use of computer graphic equipment. Troubleshoots computer equipment problems and performs minor preventive maintenance. Typically requires seven or more years of experience.
140.288.340	Graphic Designer - Senior	Under general direction, responsible for the layout, design, and production activities to produce graphic-design artwork. Uses graphics software (e.g., Quark, Illustrator, Photoshop, Acrobat) to design and produce finished artwork. Creates design ideas, advises on layout, typefaces, colors and styles for advertisements, publications, presentations using innovative approaches to design devices, type treatments and spatial solutions. Capable of advanced implementation of the principles of typography, color and design. Coordinates in-house and outside vendor services. May supervise the daily activities of lower level employees. May work in an online environment using web-based graphics and design tools such as Flash, FrontPage and Dream Weaver. Typically requires four to seven years of experience.

140.288.350	Graphic Designer - Experienced	Design and/or create visual material for use in the organization's advertisements, publications, pamphlets, posters, packages, labels, and other promotional materials. Creates design ideas, advises on layout, typefaces, colors and styles for advertisements, publications, and presentations. Uses graphics software (e.g., Quark, Illustrator, Photoshop, Acrobat) and/or web-based graphics and design tools (e.g., Flash, FrontPage and Dream Weaver) to design and produce finished artwork. Has significant experience with and knowledge of printing processes. May coordinate in-house & outside vendor services. May coach or provide instruction to less experienced employees. typically requires one year of training in commercial art and one to four years of experience.
140.288.360	Graphic Designer - Entry	Under direct supervision, responsible for the layout, design, and production activities to produce quality graphic-design artwork. Requires working knowledge of graphic-design equipment. May contact in-house or outside vendors to verify print specifications. Typically requires Bachelor's degree and no prior experience.
140.288.410	Desktop Publisher - Senior	Under general direction, responsible for producing computer-generated graphic-design for communication materials. Imports graphic images and integrates with text. Requires knowledge and/or training in desktop publishing applications (e.g., InDesign, Photoshop, Illustrator, Dreamweaver, etc.). Manipulates text and graphics to accommodate a wide range of design specifications. Typically requires five to seven years of desktop publishing experience.
140.288.420	Desktop Publisher - Experienced	Under general supervision, responsible for producing computer-generated graphic-design for communication materials. Creates and edits graphic images and integrates text. Requires in-depth knowledge and training in desktop publishing applications (e.g., InDesign, Photoshop, Illustrator, Dreamweaver, etc.). Capable of manipulating text and graphics to accommodate a wide range of design specifications. Typically requires a high school education or equivalent with specialized training in desktop publishing software and two to four years of experience. Frequently reports to a Communications Manager.
140.288.430	Desktop Publisher - Entry	Under direct supervision, responsible for producing computer-generated graphic-design for communication materials. Imports and edits graphic images and integrates with text. Requires knowledge and training in desktop publishing applications (e.g., InDesign, Photoshop, Illustrator, Dreamweaver, etc.). Typically requires a high school education or equivalent and less than two years of experience with specialized training in desktop publishing software. Frequently reports to a Communications Manager.
140.296.130	Top Community Relations Executive	Responsible for the development and implementation of policies and programs that promote the organization's image in the community. Develops relationships with leaders in the community and directs the entire community outreach process. Typically responsible for the company's charitable giving programs. Frequently reports to a Top Communications Executive or Top Public Relations Executive. Note: This is generally a single incumbent position. Only one employee, the most senior individual, per organization entity should be reported.
140.296.210	Philanthropy Director	Oversees the contributions/volunteer programs for the organization. Represents the organization with non-profit groups in relevant program areas. Recommends program policies to organizations to facilitate receiving support. Serves as community liaison and represents the organization with community organizations, customers, and community leaders. Typically in larger organizations this is a senior level manager. Frequently reports to a Chief Executive Officer, Top Communications Executive, or Top Community Relations Executive.
140.296.220	Contributions Manager	Manages contributions/volunteer program within a program area(s) (e.g., education, community development and human services, cultural and arts, neighborhood grants, etc.). Represents the organization with non-profit groups in relevant program areas. Recommends program policies to organizations to facilitate receiving support. Serves as community liaison and represents the organization with community organizations, customers, and community leaders. Typically requires a Bachelor's degree and four or more years of experience in community relations. Frequently reports to a Philanthropy Director.
140.296.221	Community Relations Manager	Responsible for planning, organizing, and managing efforts to represent the organization in the communities in which it operates. Coordinates programs that promote good corporate citizenship and build the organization's reputation within the community. Has some knowledge of communication principles, media, and marketing techniques. May oversee the organization's charitable contributions program, including screening requests for financial support, coordinating the approval process, and managing the disbursement of funds. Typically requires a Bachelor's degree and four or more years of experience.

140.724.210	Production Director	Manages production of a wide range of print materials for internal and external audiences, including the organization's corporate advertising and annual reports. Counsels management on production and technology matters. Works with other units in executing projects and programs. Requires the ability to manage multiple projects and excellent written and verbal communication skills. Normally supervises other professionals. Typically in larger organizations this is a senior level manager. Frequently reports to a Top Communications Executive, Top Marketing Executive, or Top Advertising Executive.
140.724.220	Print Production Manager	Responsible for production of a wide range of print projects for external and internal audiences. Works with internal clients on preformatted periodic publications such as quarterly reports. Handles relations with printers, designers, and other vendors. Counsels others on production techniques and processes. Typically requires at least five years of experience and computer graphics expertise.
140.724.350	Production Traffic Coordinator - Experienced	Acts as liaison between internal departments and outside vendors, including printers and designers, to coordinate the production of a wide range of projects. Develops project schedules and time frames. Responsible for prioritizing assignments and ensuring deadlines are met. Typically requires one to four years of experience. Frequently reports to a Creative Services Managing Editor Supervisor.
140.724.420	Printer - Experienced	Under general supervision, operates an offset duplicating machine to print a variety of forms, letters, notices, and publications on various paper stocks. Makes operating adjustments required for each specific job. Cleans, lubricates, and performs routine maintenance on equipment. Occasionally operates other equipment such as folder, cutter, perforator, collator, drill, stapler, padder, etc. Typically requires two years of experience or training in the printing field.
150.100.120	Strategic IT Consulting Executive	Responsible for the leadership of the entire strategic IT consulting function. Responsible for project management and delivery of IT business strategy consulting services. Strategic IT consultants advise senior management on future business direction. Typically sets the overall strategy and direction for the department and may be recognized both within and outside the organization as a thought leader. This is generally a single incumbent position. This position is an internally focused role.
150.100.210	Strategic IT Consultant Director	Assumes an organization-wide leadership role for strategic IT consulting and is recognized for strong business management capability. Responsible for project management and delivery of IT business strategy consulting services. Strategic IT consultants advise senior management on future business direction. Responsible for revenue generation, building a client base and has an established network of contacts. Responsible for the overall management of project teams and development of staff. Sets business direction for the Strategic IT Consulting unit and provides guidance, direction and peer review to all levels of consulting staff. This position is an internally focused role.
150.100.220	Strategic IT Consulting Manager	Assumes a management role for strategic IT consulting and is recognized for developing business management capability. Responsible for project management and delivery of IT business strategy consulting services. Strategic IT consultants advise senior management on future business direction. Responsible for managing moderately large or complex assignments. Assists business development team with writing and presenting proposals for moderately large or complex projects. May have expertise in a particular technical specialty or industry. Supervises and reviews work of less experienced personnel. Typically has ten or more years of consulting and/or work experience. This position is an internally focused role.
150.100.320	Strategic IT Consultant - Expert	Responsible for managing multiple strategic IT consulting projects or a single large/complex project. Responsible for project management and delivery of IT business strategy consulting services. Strategic IT consultants advise senior management on future business direction. Requires highly refined business knowledge or technical expertise. Identifies and pursues business opportunities with potential and existing clients. Typically has a Bachelor's degree and ten or more years of experience, including both consulting and general industry experience. This position is an internally focused role.
150.100.330	Strategic IT Consultant - Specialist	Responsible for managing moderately large or complex strategic IT consulting assignments. Responsible for project management and delivery of IT business strategy consulting services. Strategic IT consultants advise senior management on future business direction. Assists business development team with writing and presenting proposal for moderately large or complex projects. May have expertise in a particular technical specialty or industry. Supervises and reviews work of less experienced personnel. Typically has a Bachelor's degree and seven or more years of relevant work experience, including both consulting and general industry experience. This position is an internally focused role.

150.100.340	Strategic IT Consultant - Senior	Well-developed, advanced knowledge and skills in monitoring the workflow of segments of larger strategic IT consulting projects. Responsible for project management and delivery of IT business strategy consulting services. Strategic IT consultants advise senior management on future business direction. Beginning to develop an expertise in a particular specialty, either technical or industrial, in addition to strengthening project management skills. Supports practice development initiatives, assisting business development team with writing proposals. Typically has a Bachelor's degree and four to seven years of relevant work experience, including both consulting and general industry experience. This position is an internally focused role.
150.817.130	IT Consulting Executive	Responsible for the management and direction of multiple large and/or complex IT consulting projects. Responsible for project management and delivery of IT consulting services. These consultants are not responsible for determining the fit of the new information systems with business strategy; they are solely responsible for the technical project of developing and/or implementing an operable information system. May assume an organization-wide leadership role for a specific technology or process. Incumbents typically have responsibility for revenue generation and building client base and have established network and referral contacts. May share practice management and administration responsibilities including the overall management of project teams and development of staff. Sets business direction for the IT Consulting unit and provides guidance, direction and peer review to all levels of consulting staff. This is generally a single incumbent position. This position is focused on working with external clients.
150.817.210	IT Consultant Director	Assumes an organization-wide leadership role for IT consulting and is recognized for their strong business management capability. Responsible for project management and delivery of IT consulting services. These consultants are not responsible for determining the fit of the new information systems with business strategy; they are solely responsible for the technical project of developing and/or implementing an operable information system. Responsible for managing multiple projects or a single large/complex project. Manages relationships with some clients and may have responsibility for business development. Requires highly refined business knowledge or technical expertise. Identifies and pursues business opportunities with potential and existing clients. This position is focused on working with external clients.
150.817.220	IT Consulting Manager	Assumes a management role for strategic IT consulting and is recognized for their developing business management capability. Responsible for project management and delivery of IT consulting services. These consultants are not responsible for determining the fit of the new information systems with business strategy; they are solely responsible for the technical project of developing and/or implementing an operable information system. Responsible for managing moderately large or complex assignments. Assists business development team with writing and presenting proposals for moderately large or complex projects. May have expertise in a particular technical specialty or industry. Supervises and reviews work of less experienced personnel. Typically has eight to twelve years of consulting and/or work experience.
150.817.230	IT Consultant - Team Leader	Monitors the workflow of segments of larger IT consulting projects. Responsible for project management and delivery of IT consulting services. These consultants are not responsible for determining the fit of the new information systems with business strategy; they are solely responsible for the technical project of developing and/or implementing an operable information system. Beginning to develop an expertise in a particular specialty, either technical or industrial, in addition to strengthening project management skills. Supports practice development initiatives, assisting business development team with writing proposals. Supervises and reviews work of less experienced personnel and provides training. Typically reports to the IT Consulting Manager.
150.817.320	IT Consultant - Expert	Responsible for managing multiple strategy IT consulting projects or a single large/complex project. Responsible for project management and delivery of IT consulting services. These consultants are not responsible for determining the fit of the new information systems with business strategy; they are solely responsible for the technical project of developing and/or implementing an operable information system. Requires highly refined business knowledge or technical expertise. Identifies and pursues business opportunities with potential and existing clients. Typically has a Bachelor's degree and ten or more years of relevant work experience, including both consulting and general industry experience. Often reports to the IT Consulting Manager. This position is focused on working with external clients.

150.817.330	IT Consultant - Specialist	Responsible for managing moderately large or complex strategic IT consulting assignments. Responsible for project management and delivery of IT consulting services. These consultants are not responsible for determining the fit of the new information systems with business strategy; they are solely responsible for the technical project of developing and/or implementing an operable information system. Assists business development team with writing and presenting proposal for moderately large or complex projects. May have expertise in a particular technical specialty or industry. Supervises and reviews work of less experienced personnel. Typically has a Bachelor's degree and seven or more years of relevant work experience, including both consulting and general industry experience. Often reports to the IT Consulting Manager. This position is focused on working with external clients.
150.817.340	IT Consultant - Senior	Well-developed, advanced knowledge and skills in monitoring the workflow of segments of larger strategic IT consulting projects. Responsible for project management and delivery of IT consulting services. These consultants are not responsible for determining the fit of the new information systems with business strategy; they are solely responsible for the technical project of developing and/or implementing an operable information system. Beginning to develop an expertise in a particular specialty, either technical or industrial, in addition to strengthening project management skills. Supports practice development initiatives, assisting business development team with writing proposals. Typically has a Bachelor's degree and four to seven years of relevant work experience, including both consulting and general industry experience. Often reports to the IT Consulting Manager. This position is focused on working with external clients.
150.817.350	IT Consultant - Experienced	As a member of the project team, provides analytical support to project team(s), conducting research and data analysis to support the team's analysis and conclusions. Responsible for project management and delivery of IT consulting services. These consultants are not responsible for determining the fit of the new information systems with business strategy; they are solely responsible for the technical project of developing and/or implementing an operable information system. May focus skills in a specific industry. Typically has a Bachelor's degree and one to three years of relevant work experience. Often reports to the IT Consulting Manager. This position is focused on working with external clients.
150.817.360	IT Consultant - Entry	This is an entry level or trainee IT consulting position. Performs basic analytical support to project team(s), conducting basic research and data analysis to support the team's analysis and conclusions. Assists in project management and delivery of IT consulting services. These consultants are not responsible for determining the fit of the new information systems with business strategy; they are solely responsible for the technical project of developing and/or implementing an operable information system. Typically has a Bachelor's degree and less than one year of experience. Often reports to the IT Consulting Manager. This position is focused on working with external clients.
160.879.340	Data Analyst - Senior	As the Senior professional in the Data Analytics Sub-Function, provides experienced project team members with instruction, guidance and advice. Leads important projects in providing data analytics services to clients. Gathers operational data to examine past business performance. Identifies data patterns & trends, and provides insights to enhance business decision making capability in business planning, process improvement, solution assessment etc. Recommends actions for future developments & strategic business opportunities, as well as enhancements to operational policies. May be involved in exploratory data analysis, confirmatory data analysis and/or qualitative analysis.
160.879.350	Data Analyst - Experienced	As the Experienced professional in the Data Analytics Sub-Function, works under limited supervision to effectively deal with unfamiliar issues. Possesses well developed skills in providing data analytics services to clients. Gathers operational data to examine past business performance. Identifies data patterns & trends, and provides insights to enhance business decision making capability in business planning, process improvement, solution assessment etc. Recommends actions for future developments & strategic business opportunities, as well as enhancements to operational policies. May be involved in exploratory data analysis, confirmatory data analysis and/or qualitative analysis.

160.879.360	Data Analyst - Entry	As the Entry level professional in the Data Analytics Sub-Function, works under close supervision to undertake day-to-day activities. Applies broad knowledge in providing data analytics services to clients. Gathers operational data to examine past business performance. Identifies data patterns & trends, and provides insights to enhance business decision making capability in business planning, process improvement, solution assessment etc. Recommends actions for future developments & strategic business opportunities, as well as enhancements to operational policies. May be involved in exploratory data analysis, confirmatory data analysis and/or qualitative analysis.
210.000.120	Chief Financial Officer (CFO) - Corporate	This is the top financial position with responsibility for formulating financial policy and plans. Responsible for providing overall direction for the accounting, tax, insurance, budget, credit, and treasury functions. Directs activities associated with the security and investment of the organization's assets and funds, and ensures that financial transactions, policies, and procedures meet the organization's short- and long-term objectives, and regulatory body requirements. Frequently reports to a Chief Executive Officer. Note: This is generally a single incumbent position. Only one employee, the most senior individual, per organization entity should be reported.
210.011.120	Chief Financial Officer (CFO) - Subsidiary/Group	This is the top financial position with responsibility for formulating financial policy and plans. Responsible for providing overall direction for the accounting, tax, insurance, budget, credit, and treasury functions. Directs activities associated with the security and investment of the organization's assets and funds, and ensures that financial transactions, policies, and procedures meet the organization's short- and long-term objectives, and regulatory body requirements. Frequently reports to a Chief Executive Officer. Note: This is generally a single incumbent position. Only one employee, the most senior individual, per organization entity should be reported.
210.014.120	Chief Financial Officer (CFO) - Division	This is the top financial position with responsibility for formulating financial policy and plans. Responsible for providing overall direction for the accounting, tax, insurance, budget, credit, and treasury functions. Directs activities associated with the security and investment of the organization's assets and funds, and ensures that financial transactions, policies, and procedures meet the organization's short- and long-term objectives, and regulatory body requirements. Frequently reports to a Chief Executive Officer. Note: This is generally a single incumbent position. Only one employee, the most senior individual, per organization entity should be reported.
210.100.130	2nd Level Finance Executive	Responsible for providing overall direction for tax, insurance, budget, credit and treasury functions for the organization. Provides direction for all corporate financial functions so that financial transactions, policies, and procedures meet the organization's short and medium-term business objectives and are conducted in accordance with regulations and standards. Activities may include: credit control, cash flow, investment management, tax, insurance, treasury, internal audit, budgeting and forecasting, and foreign exchange. Leads a team of senior managers to ensure that the organization's financial strategy is implemented effectively, consistently and according to established guidelines. This is the top position in an organization where finance is a separate sub-function reporting to the Chief Financial Officer (CFO). Note: If incumbent is the head of a separate sub-function, such as Controller, Treasurer, etc., please match the incumbent to the appropriate sub-function position. This is generally a single incumbent position. Only one employee, the most senior individual, per organization entity should be reported.
210.100.210	Finance Director	Highly experienced senior manager accountable for budget and policy recommendations and medium-term planning. Analyze the organization's revenues, liabilities, credit conditions, and other financial indicators to forecast it's short, medium, and long-term cash flow position. Evaluate and recommend investments, funding sources, and other financial instruments that will meet these cash flow needs. Advise senior management on financial matters and on the potential impact of current and future laws and regulations on the operation of the organization. Provide technical expertise and advice on financial issues to functional or operational areas managers to help them develop revenue and expense budgets, understand financial reports, and manage their financial responsibilities. Select, and manage ongoing relationships with, external consultants and advisors (e.g., tax advisors, accounting firms) to ensure the organization receives satisfactory standards of service. Lead, direct, evaluate, and develop financial staff to ensure the organization's accounting activities are conducted accurately, ethically, consistently and according to relevant regulations, laws, and standards.

210.100.220	Finance Manager	Manage the day-to-day financial activities of the organization; control its financial resources and ensure that all financial transactions, systems and procedures comply with regulations, accounting principles, and standards. Activities may include: financial analysis and reporting; taxation; insurance; credit control; accounts payable and receivable; inventory and costs control; and budgeting and forecasting. Analyze the organization's revenues, liabilities, credit conditions, and other financial indicators to forecast its short, medium, and long-term cash flow position; evaluate and recommend investments and other financial instruments to meet these cash flow needs. Advise management on financial matters and the impact of laws and regulations on the organization. Provide expertise and advice to managers to help them develop budgets, understand financial reports, and manage their financial responsibilities. Present findings and recommendations to top executives. Prepare financial reports. Reports may include auditor and financial analyst reports; profit and loss, balance sheets; and regulatory reports and filings. Ensure all tax returns, declarations, and other required reports are submitted accurately and on time. Select and manage relationships with consultants and advisors to ensure the satisfactory standards of service. Lead, direct, evaluate, and develop financial staff. Typically reports to the 2nd Level Finance Executive.
210.200.220	Internal Controls Manager	Responsible for identifying, documenting, and implementing internal financial controls. Ensures compliance with regulatory requirements in accordance with Sarbanes-Oxley. Coordinates process to document and communicate with senior management, internal audit functions, external auditors, and the accounting function. Typically requires a Bachelor's degree in accounting, finance, or related field and four or more years of experience. Typically reports to the Chief Financial Officer.
210.200.340	Internal Controls Auditor - Senior	Under general supervision, tests and reports on internal financial controls. Has audit responsibility to ensure compliance with Sarbanes-Oxley Act over all business functions. Coordinates process to document and communicate with senior management, internal audit functions, external auditors, and the accounting function. Typically requires a Bachelor's degree in accounting, finance, or related field and four to seven experience. Typically reports to an Internal Controls Manager.
210.300.120	Chief Risk Officer	This is the top risk management strategy position with responsibility for overseeing the organization's risk management policies and procedures. Ensures the organization's risk management policies and strategies are in compliance with Sarbanes Oxley. May oversee all risks of the organization including operational, market, and financial. Monitors and analyzes risks within the company's business units. Reports findings to senior executives and/or the organization's board of directors. Must report to a Chief Executive Officer, Chief Operating Officer, Chief Financial Officer, Top Legal Executive or Top Administrative Executive. Note: If employee does not report to a Chief Executive Officer, Chief Operating Officer, Chief Financial Officer, Top Legal Executive or Top Administrative Executive please match to Risk Management/Loss Prevention Executive. This is generally a single incumbent position. Only one employee, the most senior individual, per organization entity should be reported.
210.300.130	Risk Management and Loss Prevention Executive	Responsible for planning, directing, and administering risk management and loss prevention programs including such areas as property and casualty insurance, general liability insurance, product liability insurance, and directors and officers' liability insurance. In some cases may supervise safety and/or security programs. Frequently reports to a Chief Financial Officer or Top Legal Executive/General Counsel (Corporate, Subsidiary/Group, or Division). Note: This is generally a single incumbent position. Only one employee, the most senior individual, per organization entity should be reported.
210.300.133	Top Insurance Executive	Responsible for the overall direction and management of insurance activities for the entire organization. Assists in development of policy, strategy, and objectives to obtain coverage for the organization's assets and liabilities. Frequently reports to a Chief Executive Officer, Chief Operating Officer, or Chief Financial Officer. Note: This incumbent is not responsible for employee insurance. This is generally a single incumbent position. Only one employee, the most senior individual, per organization entity should be reported.
210.300.210	Risk Management & Loss Prevention Director	Responsible for directing, planning and implementing the organization's strategic guidance on risk management and loss prevention programs across the organization. Has current knowledge of legal issues around organization liability and insurance trends. Acts as a resource to the Risk Manager to achieve goals and objectives consistent with the organization's strategic plan. Typically requires a Bachelor's degree and seven to ten years of experience. Typically reports to a Risk Management and Loss Prevention Executive.

210.300.221	Risk Management & Loss Prevention Manager	Responsible for planning, implementing, directing, and administering risk management and loss programs. Responsible for developing, implementing and administering risk management programs related to operating risk, insurance, and any class of financial risk. This may include establishing risk tolerance guidelines and policies and ensuring the risk exposure of the organization is within these guidelines; and/or ensuring maximum protection of the organization's assets. Develops processes for effective and efficient reporting and data analysis to minimize risk exposure. Incumbent supervises risk analysts and provides technical expertise to senior leadership. Makes independent decisions in order to plan, organize, direct and control work and personnel within the department. Typically reports to the Risk Management & Loss Prevention Director.
210.300.340	Risk Management Analyst - Senior	Responsible for performing more complex analysis and modeling that maximizes profits and asset growth and minimizes credit and operating losses and other risk exposures. Provides analytical support on various product strategies to ensure corporate goals are met. Co-ordinates the production of performance reports for senior management. Reviews and analyzes trends in current population distributions and recommends strategies to manage exposure. May develop more complex program models to extract data and manipulate databases to provide statistical and financial modeling. May manage the rollout of company-wide pilot programs developed as a result of programmed models. May provide work direction to analysts.
210.300.350	Risk Management Analyst - Experienced	Responsible for performing analysis and modeling that maximizes profits and asset growth and minimizes credit and operating losses and other risk exposures. Provides analytical support on various product strategies to ensure corporate goals are met. Coordinates the production of performance reports for senior management. Reviews and analyzes trends in current population distributions and recommends strategies. May develop more complex program models to extract data and manipulate databases to provide statistical and financial modeling. Typically requires a Bachelor's degree and three or more years of experience. Frequently reports to Risk Management & Loss Prevention Manager.
210.300.360	Risk Management Analyst - Entry	Under direct supervision, performs tasks including entering and retrieving information from databases, basic research and analysis, and report preparation. Assists more senior Risk Analysts in the development of risk models and in monitoring compliance to established risk guidelines. Incumbent has very limited discretion. Typically has a University Degree with minimal experience.
210.304.130	Top Investment Executive	This is the top investment position with responsibility for determining investment strategy and managing the investment function in support of management objectives. Determines portfolio allocation and manages cash and securities including both debt and equities. Do not match if employee invests more than the organization's money. Responsible for the supervision of the investment staff. Frequently reports to a Chief Financial Officer. Note: This is generally a single incumbent position. Only one employee, the most senior individual, per organization entity should be reported.
210.304.220	Investment/Portfolio Manager	Responsible for the integration and evaluation of all existing relevant data, working toward goals which best meet the investment goals of the organization. Monitors domestic and world situations, analyzing their effect on investments to ensure the successful management of portfolios. Also responsible for monitoring the portfolio after the selection and execution of the investment decision. Generally works without any direct supervision.
210.304.330	Investment Analyst - Specialist	Responsible for the investment of short-term securities, the sale of commercial paper, rates to be paid, and the amount to sell each day. Maintains statistical data of prime rate changes, and prepares all investment activity for quarterly reports. Must have in-depth knowledge of investments operation. Frequently reports to a Top Investment Executive or Investment/Portfolio Manager.
210.304.340	Investment Analyst - Senior	Responsible for analyzing alternative investments, primarily short-term debt securities, and for recommending appropriate investments. May assist in evaluating long-term equity or joint venture investments, or assisting in evaluation of major projects or other investments. May be responsible for administration of loans, setting collateral, and tracking loan performance. May prepare weekly reports on investment transactions and status for submission to management.

210.308.130	Treasurer	Responsible for the direction and management of the treasury activities of the total organization. Ensures that financial transactions, policies, and procedures meet organization objectives, needs, and regulatory body requirements. Supervises the organization banking, credit, and investment functions. May include responsibility for organization property and risk insurance. Frequently reports to a Chief Financial Officer. Note: This is generally a single incumbent position. Only one employee, the most senior individual, per organization entity should be reported.
210.308.131	Top Cash Management Executive	This is the top cash management position with responsibility for obtaining the maximum utilization and security of organization funds by determining cash requirements and maintaining appropriate cash flow with banking and investment institutions. Manages lockbox and wire transfer operations and deposit and disbursement accounts. Frequently reports to a Treasurer. Note: This is generally a single incumbent position. Only one employee, the most senior individual, per organization entity should be reported.
210.308.210	Assistant Treasurer	Assists in the management of treasury activities including the allocation of cash balances, maintaining investment records and preparing expense and earnings forecasts. Oversees financial transactions including the payment of dividends. Ensures policies and procedures meet corporate objectives and needs, and regulatory body requirements. Acts as corporate liaison in conducting business with outside financial institutions. Frequently reports to a Treasurer and represents the Treasurer in times of absence.
210.308.211	Treasury Director	Carries out the development and implementation of treasury functions including the allocation of cash balances, maintenance of investment records, and preparation of expense and earning forecasts. Ensures policies and procedures meet the organization's objectives, needs, and regulatory body requirements. Typically in larger organizations this is a senior level manager. Frequently reports to the Treasurer.
210.308.220	Treasury Manager	Manage the organization's cash flow and borrowings so that there are sufficient funds for it to conduct its daily activities and meet its financial obligations. Monitor the performance and security of credit, working, and depository accounts held with local and international banking and investment institutions. Evaluate and recommend investment options, funding sources, and financial instruments that will meet the organization's treasury objectives. Establish and maintain positive, ongoing relationships with the external financial community. Lead, direct, evaluate, and develop a team of finance professionals to ensure that treasury activities are conducted effectively and ethically and comply with the organization's policies and standards as well as relevant regulations and laws. Frequently reports to the Treasurer or Assistant Treasurer.
210.308.221	Cash Management Manager	This is the top corporate cash management position with responsibility for obtaining the maximum utilization and security of corporate funds by determining cash requirements and maintaining appropriate cash flow with banking and investment institutions. Manages lockbox and wire transfer operations and deposit and disbursement accounts. Frequently reports to a Treasurer.
210.308.340	Treasury Analyst - Senior	Responsible for varied treasury activities, such as daily and long-term cash flow forecasting, verifying interest charges and earnings, and using specialized treasury software applications. Assignments are given in terms of objectives and relative priorities. Perform daily cash management activities to ensure accurate, timely cash position, and maintenance internal controls. Problems may be solved by adapting standard methods or by practical applications of knowledge. Typically requires a Bachelors degree and four to seven years of experience.
210.308.350	Treasury Analyst - Experienced	Conduct daily treasury operations and transactions in an accurate and timely manner. Analyze the organization's revenues, liabilities, credit conditions, and other financial indicators to forecast the organization's short, medium, and long-term cash flow position. Research financial institution products, investment options, funding sources, and financial instruments so that senior management has accurate and timely information for evaluating alternatives. Record daily cash transactions and compile, verify, and analyze cash flow information to prepare accurate daily, weekly, and monthly cash status reports.
210.308.360	Treasury Analyst - Entry	Under direct supervision conduct daily treasury operations and transactions in an accurate and timely manner. Perform a variety of administrative duties in the treasury field, such as analyzing cash flow, credit conditions and accounts payable and receivable. May also perform analysis related to insurance policies, taxes, etc. Typically requires a Bachelors degree and no prior experience.

210.308.420	Cashier - Experienced	Follow established guidelines and procedures to accurately verify, process, and record incoming and outgoing cash, check, or credit card transactions. Receive, verify, and process cash, credit card, check, or other payments from customers, employees, and other parties; issue receipts and record transactions. Prepare checks or make cash payments to employees, customers, suppliers, or other parties or for approved expenditures or refunds. Maintain accurate records, prepare bank deposits, and periodically balance cashbooks. Operate a cash register or other related machines. Typically requires less than two years of experience.
210.312.130	Top Credit & Collections Executive	This is the top credit and collections position with responsibility for the formulation and implementation of policies and procedures for investigating new customers, extending credit lines, and following up on the collection of overdue accounts. Responsible for the supervision of the credit and collection staff. Frequently reports to a Treasurer.
210.312.210	Credit/Collections Director	Responsible for the overall direction and strategy of the credit and/or collection function. Develops credit and collection policies and procedures, including investigating new customers, extending credit lines, granting credit and making collection arrangements for overdue account balances. Typically reports to the Controller, to the Assistant Controller or to the Chief Financial Officer.
210.312.220	Credit & Collections Manager	Implement the organization's credit policies so that an acceptable level of risk is maintained, repayments are made on time, losses are kept to a minimum, and arrears are economically collected. Reject or authorize applications in accordance with company standards and establish appropriate repayment terms to minimize the organization's credit risk. Manage the organization's most complex, large, or difficult credit accounts to maintain positive customer relations and minimize debts outstanding. Monitor the status of credit and collection activities to identify problem areas and adapt procedures to improve the overall performance of the team. Liaise with functional or operational area managers (for example in sales or customer service) to ensure that credit and collection activities are consistent with the organization's overall customer relations strategy. Lead, direct, evaluate, and develop a team of credit and collections staff to ensure that the credit and collections activities are conducted effectively and ethically and comply with the organization's policies and standards as well as relevant regulations and laws. Frequently reports to an Accounting Director or Top Credit & Collection Executive.
210.312.230	Credit & Collections Supervisor	Coordinate the activities of a team of professionals and para-professionals to ensure that credit applications are accurately assessed and that outstanding debts are followed-up according to established collection targets. Conduct credit investigations; evaluate and review the credit worthiness of customers to minimize the organization's credit risk. Monitor the status of individual credit accounts so that problem debts can be quickly identified and addressed. Supervise team members; assign tasks; respond to complex, escalated enquiries and handle difficult accounts so that that the team's resources are used effectively. Frequently reports to the Credit & Collections Manager.
210.312.340	Credit & Collections Analyst - Senior	Responsible for the investigation and analysis of credit risks, working within company established guidelines. Make decisions regarding credit extensions. Resolve complex credit and collection problems, but may request assistance on highly sensitive accounts. Assist in the collection, management, and resolution of outstanding invoices from past due accounts. Prepares monthly collections reports.
210.312.350	Credit & Collections Analyst - Experienced	Investigate and analyze credit applications and follow-up on outstanding debts so that the organization is not exposed to unacceptable credit risk. Obtain information and credit references for people or institutions applying for credit and prepare credit reports so that applications can be accurately assessed. Authorize credit applications within established company guidelines and up to a pre-specified dollar amount. Identify and collect overdue accounts to minimize outstanding debts. Typically requires a Bachelor's degree and two to four years experience in credit and collections. Typically reports to the Credit & Collections Manager or the Credit & Collections Supervisor.
210.312.360	Credit & Collections Analyst - Entry	Under direct supervision obtain information and credit references for people or institutions applying for credit and prepare credit reports so that applications can be accurately assessed. Authorize credit applications within established company guidelines and up to a pre-specified dollar amount. Identify and collect overdue accounts to minimize outstanding debts.

210.312.410	Credit & Collections Clerk - Senior	Under general supervision, performs a wide variety of credit and collection functions. Following established guidelines, takes action to recover delinquent accounts. Gathers, compiles, and maintains basic credit information. Contacts customers regarding delinquent payments and prepares reports reflecting status of credit and collection activity. Exercises independent judgment in obtaining payments, issuing garnishments and extensions. Recommends foreclosure and repossession on delinquent accounts. Requires moderate level of tact and independent judgment. Typically requires a high school education or equivalent and four or more years experience.
210.312.420	Credit & Collections Clerk - Experienced	Follow established procedures and guidelines to collect credit information, maintain accurate records, and collect overdue accounts to minimize outstanding debts. Verify credit references so that applications for credit can be accurately assessed. Gather and compile credit information and maintain credit records so that accounts can be processed accurately. Identify overdue (delinquent) accounts; contact customers regarding outstanding payments and prepare reports on the status of credit and collection activities to minimize outstanding debts. Typically requires a high school education or equivalent and two to four years experience in credit and collections. Typically reports to the Credit & Collections Manager or the Credit & Collections Supervisor.
210.312.430	Credit & Collections Clerk - Entry	Under direct supervision, performs a wide variety of credit and collection functions. Following established guidelines, takes action to recover delinquent accounts. Gathers, compiles, and maintains basic credit information. Contacts customers regarding delinquent payments and prepares reports reflecting status of credit and collection activity. Exercises considerable discretion in collection activities but must obtain internal approvals for refinancing and repossessions. Typically requires a high school education or equivalent and working knowledge of credit and collection procedures.
210.316.130	Top Accounting Executive	This is the top accounting position with responsibility for most of the following functions: cost and general accounting, payroll, accounts payable, and accounts receivable. Responsible for planning, directing, and coordinating ledger maintenance, report preparation, and operating/financial statistics. Responsible for the supervision of the accounting staff. Frequently reports to a Controller.
210.316.210	Accounting Director	Primary responsibilities include developing and implementing accounting policies and operations of accounting systems, budgeting, and financial report preparation. Typically in larger organizations this is a senior level manager. Frequently reports to a Top Accounting Executive.
210.316.220	Accounting Manager	Manage day-to-day accounting activities in accordance with the organization's accounting policies and procedures. Direct and monitor a variety of accounting activities to ensure the organization's financial resources are managed in accordance with accounting principles and comply with all relevant regulations, laws, and standards. These activities may include accounts payable and receivable; general ledger maintenance; financial analysis and reporting; budgeting, revenue, and asset accounting. Review financial reports and accounting statements to ensure their accuracy. Provide technical expertise and advice to functional or operational areas managers to help them develop revenue and expense budgets, understand financial reports, and manage their financial responsibilities. Select and manage ongoing relationships with external consultants and advisors (e.g., accounting firms) to ensure the organization receives satisfactory standards of service. Lead, direct, evaluate, and develop a team of accounting professionals to ensure accounting activities are completed accurately and on time. Frequently reports to an Accounting Director or Top Accounting Executive.
210.316.221	Accounting Manager/Controller - Plant	At the local plant, office, or district (usually the lowest-level profit center) responsible for preparation of financial and operating reports. Responsible for all accounting activities within the plant office or district, often including general accounting, cost accounting, payroll, accounts payable, and accounts receivable. May also supervise local credit and collection, insurance, and risk management programs. Usually supervises small staff. Frequently reports to Head of Manufacturing Executive (Multiple or Single facilities) or Accounting Staff at Division or Corporate levels.
210.316.230	Accounting Supervisor	Supervises the day to day activities of staff that comprise the accounting function to ensure including accounts payable, accounts receivable, joint interest billings, revenue and asset accounting. Responsibilities may include other accounting functions such as payroll, cost analysis and reporting. Responsible for accuracy, timelines and the general integrity of the accounting function and related reports. Typically requires eight or more years of experience with at least one year of supervisory experience. Frequently reports to a Accounting Manager.

210.316.330	Accountant - Specialist	Acts as a consultant in the documentation of financials within a specific field of accounting (internal audit, budgets, general accounting, joint ventures accounting, joint ventures audit, marketing, taxation, or a combination of the aforementioned). May be responsible for such complex projects as special income tax studies, filing U. S. and/or Canadian income tax forms, compliance reporting for various Federal or local grants or resource taxes, administration of property taxes, co-ordination and audit of properties operated by others, post audit of producing property acquisitions and other senior accounting related studies and projects. Uses judgment in setting priorities to complete assignments. Normally reports to Accounting Manager.
210.316.340	Accountant - Senior	Perform more complex accounting activities in accordance with accounting principles and standards to control the organization's financial resources and ensure that it complies with all relevant regulations, laws, and reporting requirements. Reconcile more complex accounts and check the accuracy of journal entries to ensure that the general ledger is accurate and complete. Check and analyze financial information and prepare more complex financial reports and accounting statements so that senior management has accurate and timely information for making financial decisions. These reports may include profit and loss statements, balance sheets, depreciation statements, cash flow, debtor and creditor lists, repayment schedules, regulatory reports and filings. Provide technical accounting advice within area of expertise to functional or operational areas managers to help them develop revenue and expense budgets, understand financial reports, and manage their financial responsibilities. Coach less experienced accounting staff and help them resolve problems. Typically requires a Bachelor's degree in accounting and five to seven years of experience. May require a CPA certification. Frequently reports to an Accounting Manager or Accounting Supervisor.
210.316.350	Accountant - Experienced	Perform a variety of accounting activities in accordance with accounting principles and standards to control the organization's financial resources and ensure that it complies with all relevant regulations, laws, and reporting requirements. Reconcile accounts, post journal entries, and maintain a complete and accurate general ledger in accordance with accounting principles and reporting schedules so that the organization has a full and accurate statement of its financial position. Collect, compile, verify, and analyze financial information and prepare financial reports and accounting statements so that senior management has accurate and timely information for making financial decisions. These reports may include profit and loss statements, balance sheets, depreciation statements, cash flow, debtor and creditor lists, repayment schedules, regulatory reports and filings. Provide technical accounting advice within area of expertise to functional or operational areas managers to help them develop revenue and expense budgets, understand financial reports, and manage their financial responsibilities. Typically requires a Bachelor's degree in accounting and two to four years of experience. May be CPA exam eligible. Frequently reports to an Accounting Supervisor.
210.316.360	Accountant - Entry	Follow established procedures and guidelines to accurately maintain the organization's financial records and transactions. Complete assigned daily ledger entries and other financial transactions in accordance with accounting principles so that the general ledger is accurate and up-to-date. Collect and compile simple financial information and assist senior accountants to prepare accurate and timely financial reports and accounting statements for senior management. These reports may include profit and loss statements, balance sheets, depreciation statements, cash flow, debtor and creditor lists, repayment schedules, regulatory reports and filings. Typically has less than two years of experience. Normally reports to the Accounting Manager or the Accounting Supervisor.
210.316.410	Accounting Clerk - Senior	Under general direction, performs a broad range of accounting functions with lead responsibility for accounting records in a small office or organization department. Assigns transaction codes to documents. Ensures documents being processed are included in the appropriate accounting period. Posts, balances, and closes subsidiary ledgers. Follows up on delinquent accounts receivable customers. Analyzes and verifies internal consistency, completeness, and arithmetic accuracy of account documents and makes adjustments. Typically requires a high school education or equivalent and an understanding of bookkeeping accounting principles, but not requiring the skills of a fully trained accountant. Typically reports to the Accounting Manager or the Accounting Supervisor.

210.316.420	Accounting Clerk - Experienced	Follow established procedures and guidelines to perform clerical accounting procedures accurately and on time. Maintain accurate financial records or account books, for example a creditors and debtors ledger; and sales, purchase, and cash journals. Make standard calculations to accurately compile and report statistics. Classify, code and record financial transactions and post entries to the general ledger. Check balance statements and other information provided by financial institutions. Verify and process accounts payable and receivable and other financial transactions such as bank deposits. Frequently reports to an Accounting Supervisor.
210.316.430	Accounting Clerk - Entry	Under direct supervision, performs entry-level bookkeeping and accounting tasks. Posts journal or voucher entries, reconciles accounts, and checks for accuracy. Verifies, sorts, posts, and checks claims, bills, invoices, and vouchers. This is an entry-level position. Typically requires a high school education or equivalent with no specific training in accounting principles or accounting experience. Frequently reports to a Accounting Supervisor.
210.320.220	Accounts Payable/Receivable Manager	Responsible for supervising and developing systems for the accounts receivable and accounts payable functions. This includes such activities as the timely payment of all vendor invoices and expense vouchers, receiving and posting cash receipts, reconciling outstanding account balances, supervising the collections process, and the maintenance of accurate records and control reports. Normally supervises a staff of clerical personnel. Frequently reports to an Accounting Director, Assistant Controller, or Controller.
210.320.221	Accounts Payable Manager	Responsible for supervising and developing systems for the accounts payable function, including such activities as the timely payment of all vendor invoices and expense vouchers, and the maintenance of accurate records and control reports. Normally supervises a staff of clerical personnel. Frequently reports to an Accounting Director, Assistant Controller, or Controller.
210.320.222	Accounts Receivable Manager	Responsible for managing the corporate-wide accounts receivable function. Specific responsibilities include receipt and posting of cash receipts, reconciling outstanding account balances, and preparation of periodic reports on accounts receivable and past due status. Responsible for collection activities including sending follow-up inquiries, negotiating with past due accounts on repayment terms, and decisions on referring accounts to collection agencies and/or writing off accounts receivable. Frequently reports to an Accounting Director, Assistant Controller, or Controller.
210.320.240	Accounts Payable/Receivable Supervisor	Supervises the accounts receivable and accounts payable functions, including such activities as the timely payment of all vendor invoices and expense vouchers, receiving and posting cash receipts, reconciling outstanding account balances, and the maintenance of accurate records and control reports. Normally supervises a staff of clerical personnel. Frequently reports to an Accounts Payable/Receivable Manager.
210.320.350	Accounts Payable/Receivable Analyst - Experienced	Under general supervision, responsible for processing, analyzing and maintenance of accounts payable and/or accounts receivable. May update or recommend improvements to internal processes. Duties include activities such as ensuring the timely verification and payment of invoices and expense vouchers, computing discounts, coding expenses, receiving and posting cash receipts, reconciling outstanding account balances, posting journal entries, and the maintenance of accurate records. Typically requires a Bachelor's degree and one to four years of experience. Frequently reports to an Accounts Payable/Receivable Supervisor or to a Accounts Payable/Receivable Manager.
210.320.420	Accounts Payable/Receivable Clerk - Experienced	Under direct supervision, performs duties involved in the accounts payable and/or the accounts receivable functions. Duties may include preparing bills, invoices, statements, and vouchers for payment researching invoices, returns, and credits. Ensures timely and accurate processing of invoices, or updates and summarizes receivables. Reconciles bills, checks balances, follows up on discrepancies, and maintains vendor files. May prepare checks for signature and communicate to vendors. May assist collections, shippers, customers, and sales/marketing department in requests for invoices or shipping verification.
210.320.430	Accounts Payable Clerk - Entry	Under direct supervision, performs duties necessary for preparing bills, invoices, statements, and vouchers for payment. Ensures timely and accurate processing of invoices. Reconciles bills, checks balances, follows up on discrepancies, and maintains vendor files. May prepare checks for signature and communicate to vendors.

210.320.431	Accounts Receivable Clerk - Entry	Under direct supervision, processes and researches invoices, returns, and credits. Maintains records and analyzes collections. Updates and summarizes receivables. Assists collections, shippers, customers, and sales/marketing department in requests for invoices or shipping verification.
210.324.130	Top Internal Audit Executive	This is the top audit position with responsibility for planning, developing, recommending, and monitoring procedures and systems to be used in internal auditing throughout the organization. Responsible for the supervision of the audit staff. May be responsible for managing audits of joint ventures, partnerships, and other units of the organization. Frequently reports to a Chief Financial Officer, Chief Executive Officer, Board of Directors or to the Audit Committee of the Board of Directors. Note: This is generally a single incumbent position. Only one employee, the most senior individual, per organization entity should be reported.
210.324.210	Audit Director	Primary responsibilities include the implementation and operations of audit procedures throughout the organization. Ensures system accuracy and consistency. Typically in larger organizations this is a senior level manager. Frequently reports to a Top Internal Audit Executive.
210.324.220	Audit Manager	Plan, direct, and monitor audit activities to minimize risk; improve the performance and productivity of the organization's financial, operational, and managerial processes and systems; and to ensure that the organization complies with all relevant regulations, laws, and standards. Plan, prioritize, and manage audit projects efficiently, with minimal disruptions to day-to-day business operations. Audit projects may involve various technical specialists (e.g., finance, safety, environment, engineering, or information systems). Develop, evaluate, and review audit procedures and standards to ensure that audits are conducted rigorously and consistently. Evaluate audit findings; prepare audit reports. Make recommendations to senior management for improving the organization's financial, operational, and managerial processes and systems. Coordinate projects involving external auditors to ensure they have appropriate access to information and people within the organization and to ensure the organization receives satisfactory standards of service. Lead, direct, evaluate, and develop a team of audit professionals to ensure audit activities are conducted to high standards of accuracy, rigor, and credibility and according to regulations and industry standards. Frequently reports to an Audit Director or Top Internal Audit Executive.
210.324.230	Audit Supervisor	Supervise the activities of a team of audit professionals who identify risks; evaluate performance and productivity; prepare financial or operating reports; and recommend improvements to the performance, integrity, and compliance of one or more of the organization's financial, operational, or managerial processes or systems. Analyze complex data; evaluate project findings; prepare audit reports and recommendations about how the process or system under audit could be improved. Supervise team members; respond to complex, escalated enquiries; and check the work of others to ensure that the audit project is conducted credibly and effectively and that its recommendations and reports are accurate and timely. Prioritize and assign tasks to ensure that the team's resources are used effectively and that work schedules and targets are met. Frequently reports to an Audit Director.
210.324.330	Audit Accountant - Specialist	Acts as a consultant in the documentation of financials within a specific field of accounting (internal audit, budgets, general accounting, joint ventures accounting, joint ventures audit, marketing, taxation, or a combination of the aforementioned). May be responsible for such complex projects as special income tax studies, filing U. S. and/or Canadian income tax forms, compliance reporting for various Federal or local grants or resource taxes, administration of property taxes, co-ordination and audit of properties operated by others, post audit of producing property acquisitions and other senior accounting related studies and projects. Uses judgment in setting priorities to complete assignments. Normally reports to an Audit Manager.

210.324.340	Auditor - Senior	Conduct more complex audit activities to analyze and evaluate the performance of the organization's financial, operational, and managerial processes systems to identify risks, areas for improvement, and to ensure that the organization complies with all relevant regulations, laws, and standards. Conduct routine and complex audit projects independently; plan, organize, and schedule own workload so that audit activities are completed accurately and on time. Collect, examine, analyze, and verify information about the organization's systems and processes by reviewing manuals, policies, reports, financial statements, and other written materials, and by interviewing organizational members where required. Develop recommendations for changes to processes and systems that will minimize risk, improve performance and productivity and ensure that the organization complies with all relevant regulations, laws, and standards. Prepare audit reports that accurately document the audit process and its findings. Coach less experienced team members and help them resolve problems. Frequently reports to an Audit Supervisor.
210.324.350	Auditor - Experienced	Analyze and evaluate the performance of the organization's financial, operational, and managerial processes systems to identify risks, areas for improvement, and to ensure that the organization complies with all relevant regulations, laws, and standards. Collect, examine, analyze, and verify information about the organization's systems and processes by reviewing manuals, policies, reports, financial statements, and other written materials, and by interviewing organizational members where required. Identify, analyze, and document aspects of the organization's systems and processes that do not comply with regulations, laws, and standards or do not comply with the organization's policies and operating procedures. Develop recommendations for changes to processes and systems that will minimize risk, improve performance and productivity, and ensure that the organization complies with all relevant regulations, laws, and standards. Contribute to the preparation of audit reports that accurately document the audit process and its findings. Frequently reports to an Audit Supervisor.
210.324.360	Auditor - Entry	Follow established procedures and guidelines to contribute to the activities of the audit team. Collect information about the organization's systems and processes by reviewing manuals, policies, reports, financial statements, and other written materials. Identify and document aspects of the organization's systems and processes that do not comply with regulations, laws, and standards or do not comply with the organization's policies and operating procedures. Frequently reports to the Audit Supervisor.
210.328.220	Billing Operations Manager	Direct billing operations and technology to maximize effectiveness and accuracy of existing system. Monitor the operation of the system to ensure the effective delivery of billing information to customers. Assist in planning and implementation of long-term strategic initiatives to ensure integration of current and future technologies. This is a first-level management position. May report to the 2nd Level Finance Executive.
210.328.340	Billing Operations Analyst - Senior	Implement billing operations using current technology to maximize effectiveness and accuracy of existing systems. Monitor and analyze the operation of systems to ensure the effective delivery of billing information to customers. Develop solutions to complex billing problems and work with system designers to integrate these solutions with the existing systems. Assist with planning and implementing long-term strategic initiatives to ensure integration of current and future technologies. Typically has a Bachelor's degree and five to seven years experience. Usually reports to the Billing Operations Manager.
210.328.350	Billing Operations Analyst - Experienced	Implement billing operations using current technology to maximize effectiveness and accuracy of existing systems. Monitor the operation of systems to ensure the effective delivery of billing information to customers. Assist with developing solutions to billing problems and testing the accuracy of system modifications designed to accommodate these solutions. Typically has a Bachelor's degree and two to four years experience. Usually reports to the Billing Operations Manager.
210.328.360	Billing Operations Analyst - Entry	Monitor the operation of systems to ensure the effective delivery of billing information to customers. Ensure the accuracy of billing information entered into the system. Test new features of the billing system as they are implemented to verify accuracy of billing procedures.
210.330.351	Pricing Strategy and Policy Analyst - Experienced	Examines, evaluates, and summarizes the strategic, financial, and administrative implications of proposed and/or implemented public pricing policy. Investigates and prepares proposals for pricing and reimbursement strategies for current and future products across all relevant customer and market segments.

210.332.130	Top Budgeting Executive	This is the top budget planning and control position, responsible for establishing and coordinating with other managers regarding budgeting systems and procedures. Responsible for compiling, monitoring, and analyzing a consolidated annual budget plan. Typically responsible for monitoring the actual performance against budget. Also responsible for the supervision of the budget staff. Frequently reports to a Controller. Note: This is generally a single incumbent position. Only one employee, the most senior individual, per organization entity should be reported.
210.332.210	Budget Director	Responsible for the management and control of the company's budget, analyzing revenues and expenses by product or product line, ensuring the continuous control/comparison of current situation against budgeted forecast, identifying and analyzing variations, producing management reports that orient the company's directorship in taking decisions.
210.332.220	Budget Manager	Implement the organization's budget policies; compile annual budgets and intermediate financial forecasts. Establish and coordinate the budgeting systems and procedures; compile, monitor, and analyze a consolidated annual budget plan; and monitor actual performance against budget, identify and analyze variations. Manage company's budget, analyze revenues and expenses by product or product line. Produce budget and performance reports for senior management. Typically reports to the Accounting Director, or Top Budgeting Executive.
210.332.230	Budget Supervisor	Responsible for the preparation and control of the company's budget, analyzing revenues and expenses by product or product line, ensuring the continuous control/comparison of current situation against budgeted forecast, identifying and analyzing variations, producing management reports that orient the company's directorship in taking decisions. Typically requires eight or more years of experience with at least one year of supervisory experience. Frequently reports to a Budget Manager.
210.332.340	Budget Analyst - Senior	Responsible for providing analytical support for the more complex budget projects. Under general direction deal directly with major department managers. Estimate profits and losses and recommend ways to save money. This is the most senior skill level without supervisory responsibility. Position may provide functional advice or training to less-experienced budget analysts. Typically requires five to seven years of experience. Frequently reports to a Budget Manager.
210.332.350	Budget Analyst - Experienced	Under limited supervision, plan, analyze, prepare, and compile the company's budget activity. Prepare and analyze the company's expenses and revenues plans; compile data. Prepare and emit statistical reports for the comparison between the current situation and budgeted forecast. Provide analytical support for budget projects and deal directly with major department managers. Typically has three to five years of significant accounting experience. Normally reports to the Budget Manager.
210.332.360	Budget Analyst - Entry	Responsible for the activities related to preparation and analysis of the company's expenses and revenues planning, compiling data, preparing and emitting statistical reports for the comparison between the current situation and budgeted forecast. Typically requires a Bachelor's degree and less than two years of experience. Frequently reports to a Budget Supervisor.
210.336.130	Top Collections Executive	This is the top collections position with responsibility for the formulation and implementation of policies and procedures for following up on the collection of overdue accounts. Monitors collections, past due accounts, and determines policies on written, telephone, and personal follow-up. Refers problem accounts to collection agencies and/or legal counsel as appropriate. Responsible for the supervision of the collection staff. Frequently reports to a Treasurer.
210.340.220	Cost Accounting Manager	Plan, direct, and monitor the activities related to development and organization of the company's costs system, involving analysis of the real cost of the products and their respective contribution margins. Manage the preparation of cost accounting records; design and implement cost control procedures. Develop, install and monitor the cost control systems. Interpret and disseminate the cost accounting information to management; may participate in the most complex cost accounting projects. Manage the activities related to development and organization of the company's costs system; involving analysis of the real cost of the products and their respective contribution margins. Manage teams with focus on policy and strategy implementation and control rather than development; short-term operational/tactical responsibilities. Frequently reports to an Accounting Director.

210.340.230	Cost Accounting Supervisor	Responsible for coordinating and supervising the development, analysis, and application of standard costs and controls. Prepare and analyze cost reports and costing audits. Manage and set up a system to control and analyze inventory. May participate in the most complex cost accounting projects. Normally direct a group or section of cost accountants. Typically requires eight or more years experience. Frequently reports to a Cost Accounting Manager.
210.340.340	Cost Accountant - Senior	Prepare cost accounting records such as subcontracting, field service, sales costs, and research and development costs. Computes project costs, compares actual costs to estimates and analyze variances. Typically requires five to seven years of experience. Frequently reports to a Cost Accounting Supervisor or the Cost Accounting Manager.
210.340.350	Cost Accountant - Experienced	Under limited supervision perform a variety of cost accounting activities. Analyze the cost records and calculation of unit cost for products or services related to a specific job or project; examine any costs that seem contrary to past experience. Under limited supervision, conduct moderately complex cost audits. Prepare and emit statistical reports for the comparison of costs and determination of profitability by product. Prepare estimates of new or proposed product costs. Analyze actual versus standard costs and prepare reports of variances. Frequently reports to a Cost Accounting Manager. Minimum Qualifications: University (Degree); Years of Experience: Up to 1.5.
210.340.360	Cost Accountant - Entry	Under direct supervision analyze actual versus standard costs and prepare reports of variances and conduct simple cost audits. Responsible for the preparation and analysis of costs, compiling data, preparing and emitting statistical reports for the comparison of costs and determination of profitability by product and client. Typically requires a Bachelor's degree and less than two years of experience. Frequently reports to a Cost Accounting Supervisor. Do not report clerical assistants in this position.
210.344.130	Top Credit Executive	This is the top credit position with responsibility for the formulation and implementation of policies and procedures for investigating new customers and extending credit lines. Researches credit worthiness, approves new lines of credit, and increases credit limits and terms. May assist in negotiating collection of overdue accounts. Responsible for the supervision of the credit staff. Frequently reports to a Treasurer.
210.344.340	Credit Analyst - Senior	Under general direction, responsible for the investigation and analysis of credit risks, working within guidelines established by the organization. Resolves complex credit problems independently. Makes decisions regarding credit extension. Develops and maintains sound relationships with credit agencies. Monitors the collection of past due accounts and handles the most sensitive problems. Typically requires a Bachelor's degree and four to seven years of experience. Frequently reports to a Credit & Collections Manager.
210.344.350	Credit Analyst - Experienced	Under general supervision, responsible for the investigation and analysis of credit information, working within established guidelines. Resolves moderately complex credit problems but may request assistance on highly sensitive accounts. Assists in the collection of past due accounts. Makes some decisions regarding credit extension. Typically requires a Bachelor's degree and one to four years of experience. Frequently reports to a Credit & Collections Manager.
210.344.360	Credit Analyst - Entry	Under direct supervision, responsible for the investigation and analysis of credit risks. Works on simple, nonsensitive accounts, following guidelines established for the organization. Suggests advisability of credit extension but does not make decisions. Familiar with methods of accounts receivable collection. Typically requires a Bachelor's degree and no prior experience. Frequently reports to a Credit & Collections Manager.
210.348.130	Controller - Corporate	Responsible for directing the organization's accounting functions. Specific areas normally include the development and maintenance of planning and budgeting systems, analysis and interpretation of trends requiring management's attention, the preparation of financial and management reports and procedures, and the presentation of findings and specific recommendations to senior management. Frequently reports to a Chief Financial Officer. Note: This is generally a single incumbent position. Only one employee, the most senior individual, per organization entity should be reported.
210.348.131	Controller - Subsidiary/Group	Responsible for directing the organization's accounting functions. Specific areas normally include the development and maintenance of planning and budgeting systems, analysis and interpretation of trends requiring management's attention, the preparation of financial and management reports and procedures, and the presentation of findings and specific recommendations to senior management. Frequently reports to a Chief Financial Officer. Note: This is generally a single incumbent position. Only one employee, the most senior individual, per organization entity should be reported.

210.348.133	Controller - Division	Responsible for directing the organization's accounting functions. Specific areas normally include the development and maintenance of planning and budgeting systems, analysis and interpretation of trends requiring management's attention, the preparation of financial and management reports and procedures, and the presentation of findings and specific recommendations to senior management. Frequently reports to a Chief Financial Officer. Note: This is generally a single incumbent position. Only one employee, the most senior individual, per organization entity should be reported.
210.348.210	Assistant Controller	Assists in the direction of the organization's accounting functions. Areas of focus include accounts payable, cost accounting, and financial reporting. Assists the Controller in the development and maintenance of planning and budgeting systems, the preparation of financial and management reports and procedures, and the presentation of findings and specific recommendations to senior management. Duties may also include training and managing other accounting staff. Frequently reports to a Controller.
210.348.220	Business Unit/Plant Controller	Responsible for directing the accounting function at one plant/facility. Specific areas of responsibility normally include the development and maintenance of planning and budgeting systems; analysis and interpretation of trends for management's attention; and preparation of findings and specific recommendations to senior management. Typically reports to the Controller.
210.352.130	Top Financial Analysis Executive	This is the top financial analysis position with responsibility for analyzing and evaluating alternate financial plans as they relate to the organization's objectives. Responsible for the supervision of the financial analysis staff. Participates in analysis of debt versus equity decisions and evaluation of proposed terms of acquisitions, divestitures, or joint ventures. May assist operating management in evaluation of business operations. Frequently reports to a Chief Financial Officer.
210.352.220	Financial Planning/Analysis Manager	Manage financial planning and analysis activities to identify risks and opportunities and contribute to the achievement of the organization's short and long-term financial goals. Manage the most complex, large, or difficult analysis projects; evaluate findings, prepare reports and make recommendations to senior management about the financial implications of proposed investments and transactions. Contribute to the development of financial strategies for a division or operating unit that align with the organization's overall vision and its current and long-term business objectives. Establish and maintain positive, ongoing relationships with the external financial community. Lead, direct, evaluate, and develop a team of financial professionals to ensure financial planning and analysis projects are conducted credibly and that recommendations and reports are accurate and timely. Frequently reports to an Accounting Director.
210.352.230	Financial Planning/Analysis Supervisor	Supervise the activities of a team of finance professionals who analyze and forecast financial, economic, and other data to provide accurate and timely information for strategic and operational decisions. Analyze more complex data and prepare more complex forecasts, reports, and recommendations so that senior management has accurate and timely information for making decisions. Prioritize and assign tasks to ensure that the team's resources are used effectively and that work schedules and targets are met. Supervise team members; respond to complex, escalated enquiries; and check the work of others to ensure that the financial planning and analysis projects are conducted credibly and that recommendations and reports are accurate and timely. Frequently reports to a Financial Planning/Analysis Manager.
210.352.330	Financial Planning/Analyst Specialist	Analysis is mainly centered around financial planning and is forward looking. Competent to perform complex financial analysis assignments. Typical areas of responsibility include providing advice on regulatory, tax and financial planning decisions, co-coordinating and consolidating annual budgets. Requires extensive technical and analytical skills. Provides creative insights. Uses judgment in setting priorities to complete assignments. Typically reports to a Financial Planning/Analysis Manager.

210.352.340	Financial Planning/Analyst - Senior	Analyze and forecast financial, economic, and other data to provide accurate and timely information for strategic and operational decisions. The Senior level Financial Analyst executes many of the same activities as the Experienced level. In addition, the Senior level will also typically: possess well developed knowledge and skills to interpret financial information on costs, prices, expenses and revenues and make recommendations to senior management; Conduct and document complex financial analysis projects; Develop analysis of economic indicators in order to prepare forecasts and analyze the company's short, medium, and long term position; Prepare in-depth evaluations of plans and identify new methods of analysis and presentation; May coach, advise, or train less-experienced financial analysis staff. Typically requires a Bachelor's degree and five or more years of experience. Frequently reports to a Financial Planning/Analysis Manager or Financial Planning/Analysis Supervisor.
210.352.350	Financial Planning/Analyst - Experienced	Analyze and forecast financial, economic, and other data to provide accurate and timely information for strategic and operational decisions. Collect, compile, verify, and analyze financial information and economic indicators so that senior management has accurate and timely information for making strategic and operational decisions on, for example, acquisitions, investments, capital expenditure, divestitures, mergers, or the sale of assets. Analyze the financial implications of proposed investments or other transactions so that senior managers can evaluate alternatives against the organization's business objectives. Evaluate industry, economic, financial, and market trends to forecast the organization's short, medium and long-term financial and competitive position. Data analyzed may include revenues, expenses, costs, prices, investments, cash flow, profits, labor market trends, inflation, interest rates, and exchange rates. Typically requires a Bachelor's degree and two to four years of experience. Frequently reports to a Financial Planning/Analysis Supervisor.
210.352.360	Financial Planning/Analyst - Entry	Assists in the analysis, investigation and research supporting the needs of organization's financial planning. Responsible for gathering and analyzing financial information on costs, prices, expenses and revenues, as well as for developing simple analysis of economic indicators in order to prepare forecasts and analyses of the company's short, medium and long term position, supporting the needs of financial planning. Participates in the studies for new products and projects appearing. Analysts contribution will focus on econometric/statistical modeling, forecasting and similar techniques. This is an entry-level position. Typically requires a Bachelor's degree and less than two years of experience. Frequently reports to a Financial Planning/Analysis Supervisor.
210.356.130	Top Financial Reporting Executive	This is the top financial reporting position with responsibility for the preparation and distribution of all internal and external financial reports. Ensures all financial reports are in compliance with current legal requirements. Frequently reports to a Chief Financial Officer or Controller. Note: This is generally a single incumbent position. Only one employee, the most senior individual, per organization entity should be reported.
210.356.221	Financial Reporting Manager	Responsible for preparation and filing of financial statements to both regulators and public, such as the SEC. May assist in analyzing financial reports identifying key trends in the business or through subsidiaries. May assist with the creation of presentations for the Board of Directors or stakeholders. Researches and advises senior management on new financial reporting requirements. Frequently reports to Assistant Controller.
210.360.130	Top Mergers and Acquisitions Executive	This is the top mergers and acquisitions position with responsibility for identifying and analyzing possible mergers, acquisitions, and divestitures, and making recommendations as to their impact on the organization's profitability. Responsible for contributing to the actual negotiations regarding mergers and acquisitions. Frequently reports to a Chief Financial Officer. Note: This is generally a single incumbent position. Only one employee, the most senior individual, per organization entity should be reported.
210.360.220	Mergers & Acquisitions Manager	Analyzes possible mergers, acquisitions and divestitures, and makes recommendations as to their impact on the organization's profitability. May assist in business integration strategies. Has direct supervisory responsibility for the mergers and acquisition staff. Frequently reports to a Top Mergers and Acquisitions Executive.

210.364.130	Top Tax Executive	This is the top tax position with responsibility for developing organization tax strategy and administering tax affairs so they are in compliance with federal, state, local, and/or foreign tax laws. Responsible for filing federal and state income, ad valorem, franchise, and other taxes. Responsible for the supervision of the tax staff. Frequently reports to a Chief Financial Officer. Note: This is generally a single incumbent position. Only one employee, the most senior individual, per organization entity should be reported.
210.364.210	Tax Director	Primary responsibilities include the maintenance of tax records, preparation of tax returns, and compliance with federal, state, local, and/or foreign tax laws. Typically in larger organizations this is a senior level manager. Frequently reports to a Top Tax Executive.
210.364.220	Tax Manager	Implement the organization's tax strategy to optimize the amount of tax the company pays and ensure it complies with all relevant local and international tax laws and regulations. Direct tax-related activities in accordance with the tax strategy to ensure the organization meets its tax obligations and objectives. Activities may include: tax planning; research; compliance; reporting and filings; auditing; and communicating with external tax agencies. Evaluate activities, policies, practices, and transactions to ensure they comply with all relevant laws and regulations. Ensure all tax returns, tax declarations, and other required reports are submitted accurately and on time. Advise senior management on tax matters and on the potential impact of laws and regulations on the operation of the organization. Select and manage ongoing relationships with external consultants and advisors to ensure the organization receives satisfactory standards of service. Lead, direct, evaluate, and develop a team of tax professionals to ensure the organization's tax strategy is implemented accurately and consistently and in compliance with all relevant regulations, laws and standards. Frequently reports to a Tax Director or Top Tax Executive.
210.364.221	Tax Compliance Manager	Responsible for the maintenance of tax records and the preparation of composite tax returns and related reports to ensure compliance with all federal, state, local, and/or foreign tax regulations. Has direct supervisory responsibility over a staff of tax accountants. Frequently reports to a Tax Director or Top Tax Executive.
210.364.222	Tax Research & Planning Manager	Responsible for administering the tax research and/or tax planning functions as they relate to determining tax consequences to the organization or division. May have formal legal training or significant tax experience. Frequently reports to a Tax Director or Top Tax Executive.
210.364.230	Tax Supervisor	Supervise the activities of a team of tax professionals to ensure that the organization meets its tax obligations and objectives and complies with all relevant laws and regulations. Lead the activities of a team of tax professionals to ensure that the organization meets its tax obligations and objectives and complies with all relevant laws and regulations. Activities of the team may include undertaking research; evaluating the legality and tax effectiveness of current and future business activities; preparing and submitting tax returns, tax declarations, and other required reports; maintaining tax records; and corresponding with external tax agencies or consultants. Supervise team members; respond to complex, escalated enquiries; and check the work of others to ensure that tax records, recommendations, and reports are accurate and timely. Prioritize and assign tasks to ensure that the team's resources are used effectively and that work schedules and targets are met.
210.364.330	Tax Accountant - Specialist	Acts as a consultant in the documentation of financials within a specific field of accounting (internal audit, budgets, general accounting, joint ventures accounting, joint ventures audit, marketing, taxation, or a combination of the aforementioned). May be responsible for such complex projects as special income tax studies, filing U.S. and/or Canadian income tax forms, compliance reporting for various Federal or local grants or resource taxes, administration of property taxes, co-ordination and audit of properties operated by others, post audit of producing property acquisitions and other senior accounting related studies and projects. Uses judgment in setting priorities to complete assignments. Normally reports to Tax Manager.
210.364.340	Tax Accountant - Senior	Analyze and interpret tax regulations and prepare required tax reports so that the organization meets its tax obligations and objectives. The Senior level Tax Analyst role will typically be responsible for similar activities as the experienced level but often on projects that are more complex, larger in scope and importance to the organization. May coach and provide instruction to lower-level professional staff. Typically requires eight or more years of experience. Frequently reports to a Tax Manager.

210.364.350	Tax Accountant - Experienced	Analyze and interpret tax regulations and prepare required tax reports so that the organization meets its tax obligations and objectives. Maintain tax information and records; prepare tax returns, tax declarations, and other required reports so that they are submitted accurately and on time. Analyze and interpret tax laws and regulations and prepare technical reports on how they impact the organization's operations. Prepare correspondence with external tax agencies and consultants (for example, auditors).
210.364.360	Tax Accountant - Entry	Responsible for supporting the team in execution of tax processes, in accordance with current legislation and within pre-established deadline. Work under direct supervision. Maintain tax information and records. Prepare tax returns, tax declarations, and other required reports so that they are submitted accurately and on time. Analyze tax laws and regulations and prepare technical reports on how they impact the organization's operations. Prepare correspondence with external tax agencies and consultants (for example, auditors). Typically requires a Bachelor's degree and less than two years of experience. Frequently reports to a Tax Manager or Tax Supervisor. Do not report clerical assistants in this position.
210.416.130	Top Financial Systems Executive	Responsible for the development, implementation, and maintenance of all corporate financial systems. Develops complex financial models to support accounting operations. Develops functional and financial systems specifications to meet business requirements. May be responsible for supervision of required technical support personnel. Frequently reports to a Chief Financial Officer.
210.416.220	Financial Systems Manager	Responsible for the development, implementation, and maintenance of all corporate financial systems. Conducts research and administers the changes and/or updates to the software. Oversees the implementation of financial software, which may be internally developed or purchased from a third party. Trains and supervises Financial Systems Analysts. Frequently reports to a Top Financial Systems Executive. Typically requires a Bachelor's degree and four or more years of experience.
210.416.340	Financial Systems Analyst - Senior	Responsible for updating and maintaining financial systems including exporting and importing of files into databases. Modifies menus and spreadsheets for analysis and troubleshooting. Provides training to staff on financial systems' databases and software. Competent to work on most phases of financial systems development and maintenance. Typically requires four to seven years of experience. Frequently reports to a Financial Systems Manager or Top Financial Systems Executive.
220.000.120	Top Administrative Executive - Corporate	Responsible for planning and directing all or essentially all major corporate staff functions in support of line operations. Specific responsibilities may include supervision of finance and accounting, treasury, management information systems, corporate strategic planning and development, human resources, facilities management, central purchasing, internal consulting, and public/community/stockholder relations. Frequently reports to a Chief Executive Officer or Chief Operating Officer. Note: Reporting entity is Corporate. This is generally a single incumbent position. Only one employee, the most senior individual, per organization entity should be reported.
220.011.120	Top Administrative Executive - Subsidiary/Group	Responsible for planning and directing all or essentially all major corporate staff functions in support of line operations. Specific responsibilities may include supervision of finance and accounting, treasury, management information systems, corporate strategic planning and development, human resources, facilities management, central purchasing, internal consulting, and public/community/stockholder relations. Frequently reports to a Chief Executive Officer or Chief Operating Officer. Note: Reporting entity is either Subsidiary or Group. This is generally a single incumbent position. Only one employee, the most senior individual, per organization entity should be reported.
220.014.120	Top Administrative Executive - Division	Responsible for planning and directing all or essentially all major corporate staff functions in support of line operations. Specific responsibilities may include supervision of finance and accounting, treasury, management information systems, corporate strategic planning and development, human resources, facilities management, central purchasing, internal consulting, and public/community/stockholder relations. Frequently reports to a Chief Executive Officer or Chief Operating Officer. Note: Reporting entity is Division. This is generally a single incumbent position. Only one employee, the most senior individual, per organization entity should be reported.

220.104.220	Project Management Manager	Manage execution of project in accordance with organization's project management methodology. Develop, prioritize and submit project plans, budgets and methodologies across a range of key projects. Define project resources, performance reviews and post implementation evaluations. Take ownership of the successful implementation of a set of projects that collectively can comprise a program. Manage the work of project managers. Lead the most complex or critical projects; monitor progress and performance against the project plan; identify and resolve operational problems and minimize delays. Evaluate and authorize changes that significantly impact the scope, budget, or timeline of a project. Select and manage ongoing relationships with external contractors so that the organization receives satisfactory standards of service. Lead, direct, evaluate, and develop a team of project managers to ensure that projects are completed on-time, within budget and according to project specifications.
220.104.320	Project Manager - Expert	Acknowledged expert who provides insight on detailed work plans, schedules, project estimates, resource plans, and status reports. Ensures adherence to quality standards and reviews project deliverables. Manages the integration of vendor tasks and tracks and reviews vendor deliverables. Provides technical and analytical guidance to project team. Recommends and takes action to direct the analysis and solutions of problems. Typically reports to the Project Management Manager.
220.104.340	Project Manager - Senior	Manage all aspects of a large scale and complex project, from start to finish, so that it is completed on time and within budget. Design, communicate, and implement an operational plan for completing a project; monitor progress and performance against the project plan; resolve operational problems, minimize delays. Identify, develop, and gather necessary resources to complete the project. Prepare designs and work specifications; develop schedules, budgets and forecasts; select materials, equipment, project staff, and contractors. Estimate costs, resources, and time required to complete. Monitor activities, allocate resources, and assign tasks to ensure targets are met. Liaise with other areas in the organization to secure specialized resources and contributions for the project. Conduct project meetings and prepare reports to communicate the status of the project within and beyond the project team. Coach and mentor project staff and assist them to solve problems. typically requires more than four years of experience. Note: Please see the Project Manager - Senior - IT position for those in the IT field. Typically reports to the Project Management Manager.
220.104.350	Project Manager - Experienced	Manage all aspects of a project, from start to finish, so that it is completed on time and within budget. Design, communicate, and implement an operational plan for completing the project; monitor progress and performance against the project plan; take action to resolve operational problems and minimize delays. Identify, develop, and gather the resources to complete the project. This may include preparing designs and work specifications; developing project schedules, budgets and forecasts; and selecting materials, equipment, project staff, and external contractors. Liaise with other operational areas in the organization to secure specialized resources and contributions for the project. Conduct meetings and prepare reports to communicate the status of the project. Set priorities, allocates tasks, and coordinates project staff to meet project targets and milestones. Typically requires two to four years related experience. Note: Please see the Project Manager - Experienced - IT position for those in the IT field.
220.104.360	Project Manager - Entry	Under direct supervision manage a small project, from start to finish, or one phase of a large project, so that it is completed on time and within budget. Implement an established project plan; monitor progress and performance against the project plan; identify, resolve, or escalate operational problems and minimize delays. Analyze project requirements and perform calculations. Coordinate the activities of outside contractors to ensure they are integrated into the project and that the organization receives satisfactory standards of service. Estimate the costs, resources, and time required to complete the assigned phase of a project and monitor activities, allocate resources and assign tasks to ensure these targets are met. Conduct project meetings and prepare regular reports to communicate the status of the project within and beyond the project team. Set priorities, allocates tasks, and coordinates project staff to meet project targets and milestones.

220.104.420	Project Assistant - Experienced	Under direct supervision, assists in daily coordination of projects including preparing and maintaining project plans, budgets, and staffing requirements. Tracks progress and identifies/resolves obstacles. Communicates to internal and external clients. Performs some administrative tasks such as arranging meetings, developing agendas, and preparing progress reports. Typically requires less than two years of experience.
220.108.330	Secretary to the Head of Organization - Specialist	Provide high level secretarial and administrative support for the Head of Organization. Requires discretion, confidentiality, and detailed knowledge of the organization's operations, procedures, and people. Manage the Head of Organization's appointments and schedules. Make travel arrangements to make best use of their time. Maintain the executive's special/strategic projects. Advise, support, assist, coordinate, and collaborate on special projects which are highly complex, and involve creation and oversight of multifaceted teams. May have access to the executive's email accounts to schedule their appointments and answer or redirect routine enquiries from internal or external sources. Handle confidential information and maintain the security of the executive's records and files. Perform other administrative tasks using independent judgment and discretion. Activities may include preparing documents and presentation materials; screening and responding to incoming correspondence, inquiries, and phone calls; drafting letters and official information releases; arranging and attending meetings; taking and distributing minutes. May supervise or provide work direction to lower level secretaries. Operates a PC and software packages. Typically requires an Associate's degree and several years of experience in an executive secretarial position. Frequently reports to a Chief Executive Officer. Note: This is generally a single incumbent position. Only one employee per organization entity should be reported.
220.108.410	Executive Secretary - Senior	Provide high level secretarial and administrative support for one or more of the organization's executives, requiring discretion, confidentiality, a good understanding of technical and business vocabulary, and a detailed knowledge of the organization's operations, procedures, and people. Manage the executive's schedules. Make travel arrangements to make best use of their time. Gather, compile, verify, and analyze information for the executive's use in documents such as memos, letters, reports, speeches, presentations, and news releases. Facilitate smooth communications between the executive and coworkers and between the executive and external parties such as media, customers, and the public. Handle confidential information. Maintain the security of the executive's records and files. Monitor, review, and approve standard expenditures to ensure the activities of the office are conducted within established budgets. Perform tasks using independent judgment and discretion; e.g., preparing documents and presentation materials; screening and responding to incoming correspondence, inquiries, and phone calls; drafting letters and official information releases; arranging and attending meetings; taking and distributing minutes.
220.108.411	Secretary - Senior	Use independent judgment to provide timely and effective secretarial support to an office, business unit, department, or other organization group. Answer telephones, screen calls and take messages so callers/visitors are dealt with promptly, courteously, and accurately Respond to more complex or escalated enquiries from other secretarial staff. May have access to the email accounts of supported staff to schedule their appointments and answer or redirect routine enquiries from internal or external sources. Accurately transcribe, type, format, and proof read documents (e.g., correspondence, contracts, meeting minutes, reports, speeches, and presentations) using word processing, presentation, graphics and spreadsheet software. Coordinate meetings. This may include scheduling meeting times, making travel arrangements for attendees, and ensuring that various meeting amenities are available, such as; equipment, food, and drinks. Perform other administrative tasks using independent judgment and discretion. Coach and mentor less experienced secretarial help desk staff to help them resolve problems.
220.108.412	Administrative Assistant - Senior	Under general direction, provides general administrative support to a department or group of professionals. Exercises considerable discretion and independent judgment and is capable of analyzing complex information requests and determining complex trends. Typically requires a high school education or equivalent and more than four years of experience.

220.108.413	Administration Clerk - Senior	Under general direction, provides key support for functional groups, including performance of a wide variety of specialized clerical functions involving compiling and arranging data, making computations, laying out and preparing reports, processing and coding documents, and maintaining specialized and comprehensive records and filing. Sets up and prepares statistical reports. Resolves discrepancies and may communicate with a variety of administrative and professional employees within and outside the organization. Typically requires a high school education or equivalent and four or more years of experience.
220.108.414	File Clerk - Senior	Under general supervision, performs routine sorting, filing, and cross referencing of materials and documents in an established filing system. Maintains and updates files according to standard procedures. May distribute mail, retrieve and deliver files, and copy documents. May train lower level file clerks. Typically requires four or more years of experience.
220.108.420	Administrative Assistant - Experienced	Primary responsibility is delivering administrative assistance in day-to day job. Administer general business office activities. Such activities are clerical in nature and may include mail, word processing, filing, order processing, telephone answering and stationery supplies. Work within well-established guidelines. Typically requires a high school education or equivalent and two to four years of experience.
220.108.422	Secretary - Experienced	Follow established procedures and guidelines to provide timely and effective secretarial support to an office, business unit, department, or other organization group. Answer telephones, screen calls, and take messages so callers/visitors are dealt with promptly, courteously, and accurately. Transcribe, type, format, and proof read a variety of material (e.g., correspondence, invoices, contracts, meeting minutes, reports, speeches, and presentations) using word processing, presentation, graphics and spreadsheet software. Coordinate internal and external meetings. This may include scheduling meeting times, making travel arrangements for attendees, and ensuring that various meeting amenities are available. Manage the appointments and schedules of staff in the unit. Use office equipment such as photocopiers, faxes, and printers. Perform other secretarial tasks according to established guidelines and procedures so these activities are completed accurately and on time. Activities may include distributing incoming mail, preparing outgoing mail, filing, maintaining office supplies or other inventory. Typically requires a high school education or equivalent and one to three years of experience.
220.108.424	Administration Clerk - Experienced	Follow established procedures and guidelines to provide timely and effective clerical support to an office, business unit, department, or other organization group. Gather, compile, and verify information and enter it accurately into documents such as reports, presentations or forms; and office systems such as databases or spreadsheets. Code and sort documents so they can be accurately processed or filed. Make standard calculations to accurately compile and report statistics. Respond to, or redirect, routine inquiries from external or internal sources about the organization, its activities, or processes so callers/visitors are answered promptly and accurately. Communicate with external equipment suppliers (for example, vendors of photocopy, printing or fax machines) to arrange equipment service and repair. Perform other routine administrative activities according to the organization's established procedures. These activities may include answering telephones, taking messages, distributing incoming mail, preparing outgoing mail, photocopying, filing, operating office equipment and maintaining office supplies or other inventory. Typically requires a high school education or equivalent and three to six years of experience.
220.108.430	Administrative Assistant - Entry	Under direct supervision, provides general administrative support to a department or group of professionals. Compiles and analyzes basic information for inclusion in reports or presentation materials, prepares charts, graphs, or tables as necessary. Receives and responds to routine correspondence following established procedures not requiring management review. Requires the ability to exercise independent judgment and employ basic reasoning skills. Typically requires a high school education or equivalent and less than two years of experience.
220.108.432	Secretary - Entry	Under direct supervision, performs a variety of clerical and secretarial duties. Composes routine correspondence, corrects grammar, punctuation, and spelling, maintains and updates office supplies, compiles data for routine reports, answers telephone calls, and makes appointments. May provide support for one to three professionals. This is an entry-level position. Typically requires a high school education or equivalent. Requires some office experience.

220.108.433	Administration Clerk - Entry	Under direct supervision, performs routine clerical support for functional groups such as copying, distributing mail, performing simple calculations, and maintaining records and files following standard procedures with all work certified or checked. Typically requires a high school education or equivalent and no prior experience.
220.108.434	File Clerk - Entry	Responsible for performing routine sorting, filing, and cross referencing of materials and documents in an established filing system. Under direct supervision maintain and update files according to standard procedures. Typically requires no prior experience. Typically reports to the Office Administration Manager.
220.110.240	Word Processing Supervisor	Plans, organizes and supervises the general day-to-day operation of the word processing center. Analyzes the workload, determines priorities and staff capabilities, and distributes work among word processors. Frequently in contact with work originators and vendor representatives. Requires thorough knowledge of the operation of all hardware and software. Makes decisions on personnel actions (hiring, termination, promotion, etc.).
220.110.410	Word Processing Operator - Senior	Under general direction, transcribes and types complex correspondence, memos, and reports on a word processing system from a variety of input sources. Produces a wide range of documents and format variations through a complete knowledge of all aspects of the word processing capabilities. Works independently, proofs own work, and is familiar with business terminology and organization practices. Typically requires a high school education or equivalent and four to more years of experience. Frequently reports to a Word Processing Supervisor.
220.110.420	Word Processing Operator - Experienced	Under general supervision, uses word processing equipment to input, edit, and produce moderately complex typed documents within established quality standards and time guidelines. Proofreads and edits own work and exercises some judgment in determining letter and report formats. Typically requires a high school education or equivalent and two to four years of experience. Frequently reports to a Word Processing Supervisor.
220.110.430	Word Processing Operator - Entry	Under direct supervision, responsible for using word processing equipment to input, edit, and produce routine typed documents meeting established quality standards. May perform general clerical duties. Typically requires a high school education and no prior experience. Frequently reports to a Word Processing Supervisor.
220.112.220	Office Administration Manager	Manage the administrative activities of the overall organization so that administrative staff, equipment, supplies, and other resources are used effectively and economically. Manage the day-to-day operations of a variety of office services to ensure the organization's administrative needs are met. These activities may include: copy services; office supplies; administrative assistance; mail and messenger services; records management; fleet management; cleaning, gardening, and maintenance services; cafeteria and recreation services; facilities management; reception; and communication systems. Liaise with managers to ensure office administration policies, programs, and activities are appropriate for their needs. Plan, prioritize, and manage maintenance activities and upgrades to equipment, facilities, and systems to minimize disruptions to business activities. Research, evaluate, and recommend office supplies and equipment purchases to minimize costs and meet the organization's business needs. Select and manage relationships with suppliers to ensure satisfactory standards of service. Lead, direct, evaluate, and develop a team of para-professional staff.
220.112.240	Office Administration - Team Leader	Coordinates company's administrative activities related to the management of equipment and facilities, hiring and following up on outsourced services (Reception, Property Safety, Property Maintenance, Cleaning and Gardening, Telephony and internal circulation, among others). Typically reports to the Office Administration Manager.
220.112.242	Custodian Supervisor	Responsible for the planning, organizing, and directing of routine maintenance operations. Trains and supervises the custodial staff to maintain an orderly, safe, and efficient cleaning operation. Requires knowledge in the care and use of power equipment. Typically requires one to four years of experience, including supervision.
220.112.340	Office Administration Professional - Senior	Under general direction responsible for supporting the Office Services Supervisor in more complex daily activities including word processing, mail and distribution, communications, central files, messenger, and supplies. Schedules and co-ordinates of all office administration related projects. May act as a liaison for contractors, building security, maintenance and service providers. Typically reports to the Office Administration Manager.

220.112.350	Office Administration Professional - Experienced	Under limited supervision, responsible for supporting Office Services Supervisor in daily activities including word processing, mail and distribution, communications, central files, messenger, and supplies. Assists in the scheduling and co-ordination of all office administration related projects. May act as a liaison for contractors, building security, maintenance and service providers. Typically reports to the Office Administration Manager.
220.112.360	Office Administration Professional - Entry	Responsible for the various typical tasks of the Administrative area, such as: payments controls (taxi, meals, fuel, parking, etc.), control of the area's activities agenda, typing services, documents filing, control and request of office supplies and preparation of reports, spreadsheets and graphs for presentations. Requires a Bachelor's Degree and no experience.
220.112.412	Audio-Visual Technician - Senior	Under general direction, assists in audio-visual productions by working with producers and directors on the design, installation, and positioning of sets and props, as directed. Advises speakers and presenters on media alternatives. Delivers, sets up, tests, and operates audio-visual equipment for organization meetings. Maintains equipment and troubleshoots equipment problems. May be responsible for instructing, directing, and checking the work of lower-level audio-visual technicians. Typically requires four or more years of experience.
220.112.422	Audio-Visual Technician - Experienced	Under general supervision, assists in audio-visual productions by working with producers and directors on the design, installation, and positioning of sets and props, as directed. May advise speakers and presenters on media alternatives. Delivers, sets up, tests, and operates audio-visual equipment for organization meetings. Maintains equipment and troubleshoots equipment problems. Typically requires one to four years of experience.
220.112.423	Multi Media Technician - Experienced	Set up, manage and maintain the technical equipment associated with live events and businesses. Ensure all of the audio-visual presentations and equipment runs smoothly. May be required to repair equipment, maintain a catalog of equipment the organization owns, set up and operate equipment during events and demonstrations, teach others to operate the equipment and document events and presentations that are being offered. Provide support for live presentations, distance learning and webinar programs. May also provide visual graphics, audio tracks and lighting for live events. Must be able to assemble, transport, operate and repair any equipment used during events. Typically has one to four years experience.
220.112.425	Supply/Stock Clerk - Experienced	Under general supervision, receives, fills, and delivers office supplies to departments. Maintains inventory levels by checking shelves and preparing purchase orders. Checks order forms for coding, requested quantities, and authorized approvals. Stocks deliveries in warehouse or supply room. May contact established vendors for routine supplies. Typically requires one to four years of experience. Typically reports to the Office Administration Manager.
220.112.431	Messenger - Entry	Follow established procedures and guidelines to distribute internal and external mail accurately, securely, and on time. Collect, sort, and distribute internal and external mail (for example, letters, packages, legal documents) to meet delivery deadlines. Identify wrongly addressed mail, return to sender or re-address so that mail reaches its correct destination. Handle and store mail securely to maintain the confidentiality of correspondence. Transport mail between organization facilities. Respond to inquiries from within the organization about mail delivery times and schedules. Typically requires little or no experience.
220.112.432	Custodial Worker - Entry	Follow established procedures and guidelines to clean the organization's premises and equipment and create a hygienic and pleasant working environment. Operate cleaning equipment (for example steam cleaners, floor polishers) and use chemicals and other cleaning products safely and in accordance with instructions. Collect and dispose of garbage and waste according to the organization's waste removal and recycling policies. Recognize and report pest infestations to supervisor or manager. Frequently reports to a Custodian Supervisor.
220.112.434	Photocopy Machine Operator - Entry	Under direct supervision, operates and maintains a photocopy machine for document duplication. Assists in collating and binding reports. May operate other equipment such as folder, cutter, perforator, collator, drill, stapler, etc. This is an entry-level position. Typically requires no prior experience. Frequently reports to an Office Administration Manager.
220.114.240	Mailroom Supervisor	Supervises all mailroom activities including receiving, sorting, and distributing incoming mail and collecting and processing outgoing mail. Maintains related equipment and records and prepares purchase orders for necessary supplies. Responsible for training and overseeing the mailroom staff. Requires in-depth knowledge of postal regulations. Typically requires more than four years of experience, including supervision. Frequently reports to an Office Administration Manager.

220.114.410	Mailroom Clerk - Senior	Under general supervision, receives and sorts mail for distribution. Delivers mail to pre-established internal mail areas. Processes and sends outgoing mail utilizing postal procedures. Processes airfreight and overnight shipments. Monitors postage meter and other operating supplies to ensure availability. Typically requires two to four years of experience. Frequently reports to a Mailroom Supervisor.
220.114.430	Mailroom Clerk - Entry	Performs variety of routine tasks related with receiving and sorting mail for distribution. Under direct supervision, delivers mail to pre-established internal mail areas. Collects outgoing mail. Operates postage mailing machine as needed. Typically requires minimal knowledge of postal procedures with little or no experience. Frequently reports to a Mailroom Supervisor.
220.116.350	Librarian	Collects, catalogues and distributes technical and commercial information from a variety of internal and external sources to meet the information needs of management and support the operating activities of the organization. Researches and investigates the availability of data for special organization requirements and assists technical staff by conducting library research. Typically requires a Bachelor's degree or equivalent with a minimum of up to two years of experience in documentation or other relevant field.
220.118.240	Data Entry Supervisor	Supervises all data entry activities. Assigns work to personnel and directs activities. Reviews and evaluates work and prepares performance reports. Frequently reports to the Information Systems Operations Manager, incl. Operating Systems Programming.
220.118.241	Data Entry Operator - Lead	Under general direction, has duties of instructing, directing, and checking the work of other data entry operators. Requires full technical knowledge of data entry devices. Assists in scheduling data entry functions.
220.118.410	Data Entry Operator - Senior	Under general direction, operates data entry devices to perform a variety of data entry and verification duties. Handles complex assignments. May be responsible for instructing, directing, and checking the work of lower-level data entry operators. Typically requires a high school education or equivalent, specific technical training, and at least three years of experience. Frequently reports to a Data Entry Supervisor.
220.118.420	Data Entry Operator - Experienced	Under limited supervision, operate computers to input data into files and databases. May undertake more complex tasks where necessary Type in data and codes required to process information. Retrieve, confirm and update data in storage. Maintain records of data input. Maintain logs of messages to and from computers. Observe screens to detect malfunctions. Operate equipment within prescribed standards. Detect errors by the use of verifying procedures and make changes as instructed. May transcribe data from source material into computer-compatible format. Typically requires a high school education or equivalent and one to two years of experience. Frequently reports to a Data Entry Operator-Senior or Data Entry Supervisor.
220.118.430	Data Entry Operator - Entry	Under direct supervision, operates data entry devices to perform a variety of data entry, verification, and related clerical duties. This is an entry-level position. Typically requires little or no experience. Frequently reports to a Data Entry Operator - Senior or Data Entry Supervisor.
220.120.130	Top Security Executive	Responsible for the development and implementation of security policies that are appropriate for the organization. Ensures procedures are in place to protect the organization's intellectual and physical property, employees, and information systems. Serves as a liaison with all outside government and law enforcement officials on security matters for the organization. Frequently reports to a Chief Executive Officer, Chief Operating Officer, or Top Human Resources Management Executive. Note: This is generally a single incumbent position. Only one employee, the most senior individual, per organization entity should be reported.
220.120.210	Security Director	Primary responsibilities include the development and management of programs to protect the organization's facilities, properties, executives, and employees including computer security system and employee identification card system. Conducts internal investigations of theft, fraud, and competitor intelligence gathering. Selects and supervises outside protective services contractors and in-house security guards. Typically in larger organizations this is a senior level manager. Frequently reports to a Top Security Executive, Top Facilities Management Executive or Top Human Resources Management Executive.

220.120.220	Security Manager	Responsible for developing and implementing the organization's security policies, procedures, and programs. Establishes a security program to ensure personnel and property protection. Recommends and implements procedures and systems for visitor control, employee identification, and safeguard of organization facilities, equipment, materials, and employee property. Investigates loss control and accident reports. May coordinate and administer security clearances. Requires problem solving capabilities and ability to react quickly in sensitive situations. May be required to have a valid firearms license and carry a firearm while on duty. Typically requires a Bachelor's degree in Criminal Justice or related field and five years of experience in security or law enforcement. Frequently reports to a Security Director or Human Resources Director.
220.120.330	Security Officer - Specialist	Under general supervision, maintains plant and office physical security, automated security systems, and employee identification card system. Frequently reports to a Security Manager.
220.120.350	Security Officer - Experienced	Investigates suspicion of violation of guidelines such as theft, fraud, threats, and competitor intelligence gathering. Gathers information from suspect(s) and witness(es). Creates formal documentation and reports on all incidents. Develops action plans for resolution. Frequently reports to a Security Director or Top Security Executive.
220.120.420	Security Guard - Experienced	Follow established procedures and guidelines to maintain the safety and security of the organization's employees, clients, visitors, and property. Inspect grounds and premises according to established schedules personally and/or with electronic surveillance equipment; report intruders or incidents to central security control or to external security or police agencies. Greet visitors; establish their reasons for being on the organization's premises, and issue visitor passes to ensure that access to all buildings and premises is controlled. Respond promptly to requests for assistance from employees to ensure their safety and security. May be required to have a valid firearms license and carry a firearm while on duty. Typically requires a high school education or equivalent and one to two years of experience. Frequently reports to a Security Manager.
220.132.220	Operations Manager - Non Manufacturing	Responsible for day to day running of the organization's operations in a non-manufacturing environment and providing effective methods in its business operations. Develop, interpret and implement company policies and procedures. Ensure compliance with these policies, prepares related reports and audits. Support better management reporting, information flow and organizational planning. Improve the operational systems and processes to support organization's mission. Manage and increase the effectiveness and efficiency of support services. Coordinate communication between support and business functions. Typically requires a Bachelor's degree and five to seven years of experience.
220.368.410	Telephone Switchboard Operator - Senior	Under general direction, operates a telephone console or switchboard to route incoming calls to the appropriate party. Receives and relays messages. Operates a paging system. Requires in-depth knowledge of organization. Acts as resource to other telephone operators and callers. Reports console malfunctions and maintains repair records. Trains new operators. Responsible for scheduling switchboard coverage. Typically requires a high school education or equivalent and four or more years of experience.
220.368.420	Receptionist - Experienced	Operate a switchboard and receive visitors so that all callers/visitors are dealt with promptly, courteously, and accurately. Receive and correctly route incoming and outgoing telephone calls at a switchboard or multi-line phone and maintain long distance call logs. Take and distribute accurate messages. Greet visitors and determine the nature of their visit; issue visitor passes and maintain visitor logs; alert appropriate party of visitor arrival or direct visitors to appropriate office, department or employee. Respond to routine inquiries from internal or external sources, for example on the organization's location, hours of operation, phone numbers, or email address. May also perform miscellaneous administrative activities such as booking meeting rooms, typing, organizing and distributing mail, receiving and sending courier packages.
220.368.431	Telephone Switchboard Operator - Entry	Under direct supervision, operates a telephone console or switchboard to route incoming calls to the appropriate party. Receives and relays messages. May operate a paging system. Typically requires a high school education or equivalent and no prior switchboard experience. Reports to the Office Administration Manager.

220.372.330	Pilot - Specialist	Responsible for overall operation of the organization's aircraft and for the physical safety and comfort of all passengers. Coordinates all flight and aircraft maintenance functions with that of the organization's air transportation schedule. Operates aircraft in a safe and efficient manner, maintains appropriate reports and logs, and complies with all applicable rules and regulations. Typically requires a current airline transport certificate with necessary ratings, at least five years of experience, and two or more years of technical training.
220.372.410	Driver - Senior	Operates motor vehicle to chauffeur top level executives. May be on call beyond normal working hours to transport executives. Responsible for the appearance and proper maintenance of vehicle. May be required to maintain logs and records of activities. Requires in-depth knowledge of local roadways. Typically requires three years of previous driving experience.
220.372.420	Driver - Experienced	Drive company vehicles safely and according to established schedules and road regulations. Drive company vehicles in accordance with driving schedules and road regulations. Perform basic maintenance to keep vehicles clean and in good order (for example inflate tires, check oil and water, clean interior). May perform personal tasks (for example errands, shopping) for executive staff. Typically requires a high school education or equivalent and one to four years experience.
220.452.340	Events Planner	Under general direction, organizes and plans logistics (e.g., facility selection, menu planning, transportation arrangements, and audio/visual equipment) for organization meetings and special events. Ensures protocol is followed. Frequently reports to a Special Events Director.
220.556.410	Order Clerk - Senior	Under general direction, processes more complex orders for materials or merchandise. Follows orders from placement to delivery. Acts as liaison between office and factory to make sure orders are delivered on time. May use a complex order processing system for the maintenance of order, price, inventory, and related data. Exercises some judgment within defined procedures. Typically requires related specialized training beyond high school and two or more years of experience.
220.556.430	Order Clerk - Entry	Under direct supervision, processes routine orders for material/merchandise or handles part of a more complex order processing system. May follow orders from placement to delivery, using a non-complex manual or computerized order processing system. Maintains records of orders, prices, inventory, and related data under well-defined procedures. Typically requires a high school education or equivalent and less than one year of experience.
220.668.130	Top Sustainability Executive	Responsible for planning and directing all of the organization's sustainability activities. Ensures an ecology friendly philosophy, strategy, education, and program are in place for the organization. Articulates, implements and promotes the organization's vision of sustainability both internally and externally. Manages, in collaboration with other senior level executives, the organization's commitment to reducing its carbon footprint and protecting the natural environment. Develops sustainable technologies, business practices, products, and services; complies with and influences international, national, state, and local environmental policies.
220.668.330	Sustainability Analyst - Specialist	Under general direction, provides research, writing, and analytic input for corporate sustainability programs and projects. Methods utilized range from interviews and desk research of technical information to analysis of survey research data. Monitors and anticipates trends in environmental science, renewable resources, sustainable work processes, and other diverse fields; researches traditional sources for new data sets, key reports, and analytic proceedings; explores alternative media, early adopters, and unconventional indicators to support corporate benchmarking and environmental regulatory compliance efforts. Typical requires an advanced degree in international development, environmental studies, policy studies, economics, or business.
220.668.350	Sustainability Analyst - Experienced	Under direct supervision, assists in research, writing, and analytic input for corporate sustainability programs and projects. Methods utilized range from interviews and desk research of technical information to analysis of survey research data. Assists in monitoring trends in environmental science, renewable resources, sustainable work processes, and other diverse fields; researches traditional sources for new data sets, key reports, and analytic proceedings; explores alternative media, early adopters, and unconventional indicators to support corporate benchmarking and environmental regulatory compliance efforts. Typical requires a degree in international development, environmental studies, policy studies, economics, or business and one to four years of experience.

220.879.136	Head of Business Analytics Sub-Function (Shared Services & Outsourcing)	Leads the Business Analytics Sub-Function, providing services to external clients OR to internal clients in a shared services environment. Provides short to medium-term tactical direction and operational oversight. May specify new products, processes and standards to support corporate strategies including interpretation and application. As the Head of the Business Analytics Sub-Function, sets the tactical direction for providing business analytics services to external clients OR to internal clients in a shared services environment. This includes developing new insights and understanding of business performance based on data and statistical methods. Analyzes external market dynamics and other data sources to assess trends and develop actionable insights and recommendations to management, via understanding of the business model and the information available for analysis. Typically uses data, statistical and quantitative analysis, explanatory and predictive modeling, and fact-based management to drive decision making. Typically requires a Bachelor's Degree and 8 or more years of experience.
220.879.216	Business Analytics Director (Shared Services & Outsourcing)	Manages within the Business Analytics Sub-Function, providing services to external clients OR to internal clients in a shared services environment; typically a highly experienced manager. Decisions tend to be more tactical and operational; geographic scope of operation tends to be at the country level. Typically accountable for budget. As a Senior Manager within the Business Analytics Sub-Function, manages and develops strategies for providing business analytics services to external clients OR to internal clients in a shared services environment. This includes developing new insights and understanding of business performance based on data and statistical methods. Analyzes external market dynamics and other data sources to assess trends and develop actionable insights and recommendations to management, via understanding of the business model and the information available for analysis. Typically uses data, statistical and quantitative analysis, explanatory and predictive modeling, and fact-based management to drive decision making. Typically requires a Bachelor's Degree and 7 to 10 years of experience. Frequently reports to the Head of Business Analytics Sub-Function (Shared Services & Outsourcing).
220.879.226	Business Analytics - Manager (Shared Services & Outsourcing)	Manages teams within the Business Analytics Sub-Function, providing services to external clients OR to internal clients in a shared services environment. Focus is on policy and strategy implementation and control rather than development. Typically handles short-term operational/tactical responsibilities. As a Manager within the Business Analytics Sub-Function, oversees the strategy implementation and operations for providing business analytics services to external clients OR to internal clients in a shared services environment. This includes developing new insights and understanding of business performance based on data and statistical methods. Analyzes external market dynamics and other data sources to assess trends and develop actionable insights and recommendations to management, via understanding of the business model and the information available for analysis. Typically uses data, statistical and quantitative analysis, explanatory and predictive modeling, and fact-based management to drive decision making. Typically requires a Bachelor's Degree and 7 to 10 years of experience. Frequently reports to a Business Analytics Director (Shared Services & Outsourcing) or to the Head of Business Analytics Sub-Function (Shared Services & Outsourcing).
220.879.236	Business Analytics - Supervisor (Shared Services & Outsourcing)	Leads/supervises a team of more than 2 professionals within the Business Analytics Sub-Function, providing services to external clients OR to internal clients in a shared services environment; first level manager of a work team that may comprise professionals, technical and/or administrative staff. Typically without budget or hire/fire authority. Focuses on mentoring, coaching, and coordination. As a Team Leader (Professionals) within the Business Analytics Sub-Function, supervises professionals in providing business analytics services to external clients OR to internal clients in a shared services environment. This includes developing new insights and understanding of business performance based on data and statistical methods. Analyzes external market dynamics and other data sources to assess trends and develop actionable insights and recommendations to management, via understanding of the business model and the information available for analysis. Typically uses data, statistical and quantitative analysis, explanatory and predictive modeling, and fact-based management to drive decision making. Typically requires a Bachelor's Degree and 4 to 7 years of experience.

220.879.246	Business Analytics - Team Leader (Shared Services & Outsourcing)	Leads/supervises a team of more than 2 para-professionals within the Business Analytics Sub-Function, providing services to external clients OR to internal clients in a shared services environment; first level manager of a work team that comprises para-professionals. Typically without budget or hire/fire authority. Focuses on mentoring, coaching, and coordination. As a Team Leader (Para-Professionals) within the Business Analytics Sub-Function, supervises para-professionals in providing business analytics services to external clients OR to internal clients in a shared services environment. This includes developing new insights and understanding of business performance based on data and statistical methods. Analyzes external market dynamics and other data sources to assess trends and develop actionable insights and recommendations to management, via understanding of the business model and the information available for analysis. Typically uses data, statistical and quantitative analysis, explanatory and predictive modeling, and fact-based management to drive decision making. Typically requires a Bachelor's Degree and 4 to 7 years of experience. Frequently reports to a Business Analytics - Manager (Shared Services & Outsourcing) or a Business Analytics Director (Shared Services & Outsourcing).
220.879.326	Business Analytics - Expert (Shared Services & Outsourcing)	Expert professional individual contributor within the Business Analytics Sub-Function, providing services to external clients OR to internal clients in a shared services environment. Acknowledged expert within & outside the organization. Participates in industry groups. Involves mastery of a specialized discipline, thorough understanding of a number of disciplines, and development of new solutions for complex projects. As the Expert Individual Contributor within the Business Analytics Sub-Function, has fully mastered approaches to providing business analytics services to external clients OR to internal clients in a shared services environment. This includes developing new insights and understanding of business performance based on data and statistical methods. Analyzes external market dynamics and other data sources to assess trends and develop actionable insights and recommendations to management, via understanding of the business model and the information available for analysis. Typically uses data, statistical and quantitative analysis, explanatory and predictive modeling, and fact-based management to drive decision making. Typically requires a Bachelor's Degree and 8 or more years of experience. Frequently reports to a Business Analytics - Manager (Shared Services & Outsourcing) or a Business Analytics Director (Shared Services & Outsourcing).
220.879.336	Business Analytics - Specialist (Shared Services & Outsourcing)	Specialist professional individual contributor with comprehensive knowledge in the area of Business Analytics, providing services to external clients OR to internal clients in a shared services environment. Ability to execute highly complex or specialized projects; adapts precedent and may make significant departures from traditional approaches to develop solutions. As the Specialist in the Business Analytics Sub-Function, considered as highly experienced and knowledgeable resource within the organization in providing business analytics services to external clients OR to internal clients in a shared services environment. This includes developing new insights and understanding of business performance based on data and statistical methods. Analyses external market dynamics and other data sources to assess trends and develop actionable insights and recommendations to management, via understanding of the business model and the information available for analysis. Typically uses data, statistical and quantitative analysis, explanatory and predictive modeling, and fact-based management to drive decision making. Typically requires a Bachelor's Degree and 7 to 10 years of experience. Frequently reports to a Business Analytics - Manager (Shared Services & Outsourcing) or a Business Analytics Director (Shared Services & Outsourcing).
220.879.340	Business Analyst - Senior	Under general direction, responsible for performing complex research and analysis to support business operations and presenting findings to manager or project leader. Determines best practices and suggests how to improve current practices. Develops recommendations to solve problems and issues related to business operations and communicates with other departments as necessary. May perform special projects upon request and oversee the work of less experienced Business Analysts. Typically requires a Bachelor's degree and more than 5 years of experience.

220.879.346	Business Analytics - Senior (Shared Services & Outsourcing)	Senior professional individual contributor that is fully proficient in applying established standards; knowledge base acquired from several years of experience in the area of Business Analytics, providing services to external clients OR to internal clients in a shared services environment. Works independently; may instruct or coach other professionals. As the Senior professional in the Business Analytics Sub-Function, leads important projects in providing business analytics services to external clients OR to internal clients in a shared services environment. This includes developing new insights and understanding of business performance based on data and statistical methods. Analyzes external market dynamics and other data sources to assess trends and develop actionable insights and recommendations to management, via understanding of the business model and the information available for analysis. Typically uses data, statistical and quantitative analysis, explanatory and predictive modeling, and fact-based management to drive decision making. Typically requires a Bachelor's Degree and 4 to 7 years of experience. Frequently reports to a Business Analytics - Supervisor (Shared Services & Outsourcing) or a Business Analytics - Manager (Shared Services & Outsourcing).
220.879.350	Business Analyst - Experienced	Under general supervision, responsible for performing research and analysis to support business operations and presenting findings to manager or project leader. Determines best practices and suggests how to improve current practices. Develops recommendations to solve problems and issues related to business operations. May perform special projects upon request and on occasion may provide guidance to less experienced Business Analysts. Typically requires a Bachelor's degree and 3-5 years of experience.
220.879.356	Business Analytics - Experienced (Shared Services & Outsourcing)	Experienced professional individual contributor that works under limited supervision. Applies subject matter knowledge in the area of Business Analytics, providing services to external clients OR to internal clients in a shared services environment; requires capacity to apply skills/knowledge within the context of specific needs or requirements. As the Experienced professional in the Business Analytics Sub-Function, possesses well developed skills in providing business analytics services to external clients OR to internal clients in a shared services environment. This includes developing new insights and understanding of business performance based on data and statistical methods. Analyzes external market dynamics and other data sources to assess trends and develop actionable insights and recommendations to management, via understanding of the business model and the information available for analysis. Typically uses data, statistical and quantitative analysis, explanatory and predictive modeling, and fact-based management to drive decision making. Typically requires a Bachelor's Degree and 1 to 4 years of experience. Frequently reports to a Business Analytics - Supervisor (Shared Services & Outsourcing) or a Business Analytics - Manager (Shared Services & Outsourcing).
220.879.360	Business Analyst - Entry	Under direct supervision, responsible for performing routine research and analysis to support business operations. Determines best practices and suggests how to improve current practices. Assists in the development of recommendations to solve problems and issues related to business operations. Additionally, may prepare presentations to report findings to a supervisor or project leader. Typically requires a Bachelor's degree and less than 3 years of experience.
220.879.366	Business Analytics - Entry (Shared Services & Outsourcing)	Entry level professional individual contributor representing the most common entry point for this career stream; works under direct supervision in the Business Analytics area, providing services to external clients OR to internal clients in a shared services environment. As the Entry level professional in the Business Analytics Sub-Function, applies broad knowledge in providing business analytics services to external clients OR to internal clients in a shared services environment. This includes developing new insights and understanding of business performance based on data and statistical methods. Analyzes external market dynamics and other data sources to assess trends and develop actionable insights and recommendations to management, via understanding of the business model and the information available for analysis. Typically uses data, statistical and quantitative analysis, explanatory and predictive modeling, and fact-based management to drive decision making. Typically requires a Bachelor's Degree and up to 1.5 years of experience. Frequently reports to a Business Analytics - Supervisor (Shared Services & Outsourcing) or a Business Analytics - Manager (Shared Services & Outsourcing).

220.879.416	Business Analytics Assistant - Senior (Shared Services & Outsourcing)	Senior para-professional individual contributor that is fully proficient in applying established standards; knowledge base acquired from several years of experience in the area of Business Analytics, providing services to external clients OR to internal clients in a shared services environment. Works independently; may instruct or coach other para-professionals. As the Senior para-professional in the Business Analytics Sub-Function, possesses advanced knowledge in providing business analytics services to external clients OR to internal clients in a shared services environment. This includes developing new insights and understanding of business performance based on data and statistical methods. Analyzes external market dynamics and other data sources to assess trends and develop actionable insights and recommendations to management, via understanding of the business model and the information available for analysis. Typically uses data, statistical and quantitative analysis, explanatory and predictive modeling, and fact-based management to drive decision making. Typically requires a Bachelor's Degree and 1 to 4 years of experience. Frequently reports to Business Analytics - Team Leader (Shared Services & Outsourcing).
220.879.426	Business Analytics Assistant - Experienced (Shared Services & Outsourcing)	Experienced para-professional individual contributor that works under limited supervision providing services to external clients OR to internal clients in a shared services environment. Applies subject matter knowledge in the area of Business Analytics; requires capacity to apply skills/knowledge within the context of specific needs or requirements. As the Experienced para-professional in the Business Analytics Sub-Function, possesses specialized knowledge in providing business analytics services to external clients OR to internal clients in a shared services environment. This includes developing new insights and understanding of business performance based on data and statistical methods. Analyzes external market dynamics and other data sources to assess trends and develop actionable insights and recommendations to management, via understanding of the business model and the information available for analysis. Typically uses data, statistical and quantitative analysis, explanatory and predictive modeling, and fact-based management to drive decision making. Typically requires a Bachelor's Degree and 1 to 4 years of experience. Frequently reports to Business Analytics - Team Leader (Shared Services & Outsourcing).
220.879.436	Business Analytics Assistant - Entry (Shared Services & Outsourcing)	Entry para-professional individual contributor representing the most common entry point for this career stream; works under direct supervision in the Business Analytics area providing services to external clients OR to internal clients in a shared services environment. As the Entry para-professional in the Business Analytics Sub-Function, possesses basic knowledge in providing business analytics services to external clients OR to internal clients in a shared services environment. This includes developing new insights and understanding of business performance based on data and statistical methods. Analyzes external market dynamics and other data sources to assess trends and develop actionable insights and recommendations to management, via understanding of the business model and the information available for analysis. Typically uses data, statistical and quantitative analysis, explanatory and predictive modeling, and fact-based management to drive decision making. Typically requires a Bachelor's Degree and no experience. Frequently reports to Business Analytics - Team Leader (Shared Services & Outsourcing).
220.918.220	Food Service Manager	Manages the food service function. Responsible for enforcing safety and sanitation policies and procedures. Manages food inventories, vendor deliveries, food preparation, and menu planning while adhering to regulatory guidelines. Supervises reporting Food Service Workers. Typically requires an Associate's degree and two to four years of supervisory experience.
220.918.420	Cook - Experienced	Under direct supervision, performs general cooking duties in preparing food items to be served to organization employees and possibly to customers and visitors. Work involves cooking according to standard recipes and may include some general cleaning duties. Requires knowledge of basic kitchen equipment. Typically requires one to four years experience.
220.918.421	Food Service Worker - Experienced	Under direct supervision, performs general food service work involving varied tasks on serving lines, sanitation duties, and/or preparation of food other than regular cooking. Typically requires little or no experience. Frequently reports to a Food Service Manager.

310.000.120	Chief Information Officer (CIO) - Corporate	Identifies changes and trends in computer and systems technology and interprets their meaning to senior management. Participates in overall business planning, bringing a current knowledge and future vision of technology and systems as related to the organization's competitive position. Determines long-term organization-wide information needs and develops overall strategy for information needs, systems development and hardware acquisition, and integration including mainframe, mini, macro, and client/server computing applications. Acts to ensure integrity of organization-wide data, proprietary information, and related intellectual property through information security and access management. Acts as highest interface with non-technical user functions in determining overall information systems approach. Frequently reports to a Chief Executive Officer or a Top Administrative Executive. Note: Reporting entity is Corporate. This is generally a single incumbent position. Only one employee, the most senior individual, per organization entity should be reported.
310.011.120	Chief Information Officer (CIO) - Subsidiary/Group	Identifies changes and trends in computer and systems technology and interprets their meaning to senior management. Participates in overall business planning, bringing a current knowledge and future vision of technology and systems as related to the organization's competitive position. Determines long-term organization-wide information needs and develops overall strategy for information needs, systems development and hardware acquisition, and integration including mainframe, mini, macro, and client/server computing applications. Acts to ensure integrity of organization-wide data, proprietary information, and related intellectual property through information security and access management. Acts as highest interface with non-technical user functions in determining overall information systems approach. Frequently reports to a Chief Executive Officer or a Top Administrative Executive. Note: Reporting entity is either Subsidiary or Group. This is generally a single incumbent position. Only one employee, the most senior individual, per organization entity should be reported.
310.014.120	Chief Information Officer (CIO) - Division	Identifies changes and trends in computer and systems technology and interprets their meaning to senior management. Participates in overall business planning, bringing a current knowledge and future vision of technology and systems as related to the organization's competitive position. Determines long-term organization-wide information needs and develops overall strategy for information needs, systems development and hardware acquisition, and integration including mainframe, mini, macro, and client/server computing applications. Acts to ensure integrity of organization-wide data, proprietary information, and related intellectual property through information security and access management. Acts as highest interface with non-technical user functions in determining overall information systems approach. Frequently reports to a Chief Executive Officer or a Top Administrative Executive. Note: Reporting entity is Division. This is generally a single incumbent position. Only one employee, the most senior individual, per organization entity should be reported.
310.100.130	IT Executive	Responsible for all organization information systems activities, including systems analysis, programming, computer, and auxiliary operations. Sets policies and procedures, technical standards and methods, and priorities. Manages liaison between information systems and other functions in the organization. Reports to senior management on information systems plans, projects, performance, and related matters. Frequently reports to a Chief Information Officer.
310.100.132	Information Technology Outsourcing/Shared Services Executive	Responsible for the leadership of the entire outsourcing/shared services function. Oversees the entire outsourcing/shared services spectrum from engagement process through delivery and client management, providing services to external clients OR to internal clients in a shared services environment. Typically requires a Bachelor's Degree and eight or more years of experience. Note: This is generally a single incumbent position. Only one employee, the most senior individual, per organization entity should be reported.

310.100.210	IT Director	Plan, develop and direct the operation of information technology systems. Plan and coordinate all investigations, feasibility studies and surveys of proposed and existing information systems and machine applications. Guide the selection, installation and use of computing equipment and software. Maintain current knowledge of equipment, systems and programming techniques appropriate to the organization. Participate in the training of key management with data processing techniques. Set policies, procedures, technical standards, methods, and priorities. Control and recommend budgets. Control the security of information systems. Direct maintenance work and quality control to ensure the efficient and timely operation of the information technology function. Monitor operations and develop improvements. Control the selection, development and training of information technology professionals and other staff and monitor their performance. Allocate staff within information technology locations. Frequently reports to the Information Systems Executive.
310.100.220	IT Manager	Responsible for the activities related to Information Technology (IT) in the company, involving the definition, development, maintenance and operation of systems, as well as for maintaining the area's technological level up to date, conducting studies and implementing new procedures and techniques. Is responsible for the selection of hardware, software and supplies. Defines the Information Technology Director Plan, as well as company policies for centralization and/or decentralization of data processing. Typically reports to the IT Executive or to the IT Director.
310.100.230	IT Supervisor	Supervise a team of IT professionals that define, develop, and maintain information systems within the organization. Coordinate studies and implement new procedures and techniques. Supervise team members; respond to complex, escalated enquiries; and check the work of others to ensure projects are conducted effectively and recommendations and reports are accurate and timely. Prioritize and assign tasks to ensure that the team's resources are used effectively and that work schedules and targets are met.
310.100.330	IT Analyst - Specialist	Serve as the highest level technical support to multiple end users. Top level technical expert supporting multiple end user groups. Work with user groups to identify and solve business problems with all available technology including hardware, software, databases, and peripherals. Requires broad and deep technical experience related to studying and analyzing systems needs, systems development, systems process analysis, design, and re-engineering. The Specialist level will have highly developed skills and experience in business management, systems engineering, operations research, and management engineering. Typically requires specialization in multiple software or business applications utilized in an end user environment. Keeps abreast of technological developments and applications and uses that information to proactively initiate enhancements to mitigate against future problems. Will often coach or mentor less senior support professionals.
310.100.340	IT Analyst - Senior	Under general direction, work with user groups to solve business problems with available technology including hardware, software, databases, and peripherals. Define, develop, maintain systems. Troubleshoot, install and update information technology resources. Implement new procedures and techniques. Typically has a Bachelor's Degree and four to seven years of experience.
310.100.350	IT Analyst - Experienced	Provide technical support to defined end user groups. Under limited supervision, work with user groups to solve business problems with available technology including hardware, software, databases, and peripherals. Has technical experience related to studying and analyzing systems needs, systems development, systems process analysis, design, and re-engineering. Has experience with business management, systems engineering, operations research, and management engineering aspects of the role. May have specialization in particular software or business applications utilized in an end user environment. Keeps abreast of technological developments and applications.
310.100.360	IT Analyst - Entry	Under direct supervision work with user groups to solve business problems with available technology including hardware, software, databases, and peripherals. Responsible for executing the activities related to Information Technology (IT) in the company, involving the definition, development, maintenance and operation of systems, as well as for maintaining the area's technological level up to date, implementing new procedures and techniques.

310.104.130	Top Program/Project Management Office (PMO) Executive	This is the top Program/Project Management Executive, responsible for building and leading the IT program/project management office or function (PMO). Defines and develops IT program/project management best practices, processes, and policy to ensure alignment with corporate strategy and goals. Partners with multi-departmental leadership and other stakeholders to locate opportunities and develop and prioritize programs/projects according to relevant measurement criteria. Responsible for the supervision of program/project managers to ensure that all projects within IT programs are delivered within the defined scope, quality, time and cost requirements. Frequently reports to the Chief Information Officer. Note: This is generally a single incumbent position. Only one employee, the most senior individual, per organization entity should be reported.
310.104.210	Program/Project Management Office (PMO) Director	Responsible for building and providing direction to the IT program management office or function. Defines and develops IT project/program management best practices, processes, and policy to ensure alignment with corporate strategy and goals. Partners with multi-departmental leadership and other stakeholders to locate opportunities and develop and prioritize projects according to relevant measurement criteria. Responsible for the supervision of project/program managers to ensure that all projects the within IT programs are delivered within the defined scope, quality, time and cost requirements. Frequently reports to the Top Program/Project Management Office (PMO) Executive.
310.104.220	Project Manager - IT	Responsible for planning, coordinating, monitoring and implementing very complex IT programs to meet organizational goals. Oversee and provide guidance to the personnel responsible for the organization's portfolio of projects. Maintain the efficiency of important aspects of the project management process such as planning, scheduling, and budget and risk assessment. Responsible for day-to-day operations of the project management office.
310.104.222	Scrum Product Owner - Manager	Leads the development effort by conveying the vision to an Agile or Scrum delivery team, outlining and prioritizing work based on business value. Liaises with stakeholders ensuring their interests are included in the release, and the team to ensure the release is developed by the deadline and within budget. Responsible for the business aspects of the project, including ensuring the right product is being built, in the right order, within budget and by the deadline. Serves as the Agile or Scrum delivery team's primary contact for information, work prioritization, and decision-making.
310.104.330	Project Manager - Specialist - IT	Individual contributor with comprehensive knowledge in specific area. Ability to execute highly complex or specialized projects; adapts precedent and may make significant departures from traditional approaches to develop solutions. Responsible for all aspects of the development and implementation of assigned projects and provides a single point of contact for those projects. Takes projects from original concept through final implementation. Defines project scope and objectives. Develops detailed work plans, schedules, project estimates, resource plans, and status reports. Conducts project meetings and is responsible for project tracking and analysis. Ensures adherence to quality standards and reviews project deliverables. Manages the integration of vendor tasks and tracks and reviews vendor deliverables. Provides technical and analytical guidance to project team. Recommends and takes action to direct the analysis and solutions of problems. Incumbent might also be company's expert on specific technologies.
310.104.332	Scrum Master - Specialist	Individual contributor with comprehensive knowledge in specific area. Ability to execute highly complex or specialized projects; adapts precedent and may make significant departures from traditional approaches to develop solutions. Project facilitator who guides cross functional teams in executing the principles of the Scrum framework. Acts as a servant leader to the team, and facilitates planning, team learning in the form of reviews and retrospectives, and adaptation of the process to ensure quality of team/solutions. Ensures the tracking and reporting of daily activities. Responsible for removing impediments that prevent a team from completing the work it has negotiated for a given sprint. Has experience in business analysis, product/project management, or product development. Individual may have ScrumMaster Certification (CSM) and/or experience using Agile methods.

310.104.340	Project Manager - Senior - IT	Under general direction, responsible for all aspects of the development and implementation of assigned projects and provides a single point of contact for those projects. Takes projects from original concept through final implementation. Defines project scope and objectives. Develops detailed work plans, schedules, project estimates, resource plans, and status reports. Conducts project meetings and is responsible for project tracking and analysis. Ensures adherence to quality standards and reviews project deliverables. Manages the integration of vendor tasks and tracks and reviews vendor deliverables. Provides technical and analytical guidance to project team. Recommends and takes action to direct the analysis and solutions of problems. Incumbent might also be company's expert on specific technologies. Frequently reports to a Project Manager - IT.
310.104.342	Scrum Master - Senior	Individual contributor that is fully proficient in applying established standards; knowledge based acquired from several years of experience in particular area. Works independently; may instruct or coach other professionals. Project facilitator who guides cross functional teams in executing the principles of the Scrum framework. Acts as a servant leader to the team, and facilitates planning, team learning in the form of reviews and retrospectives, and adaptation of the process to ensure quality of team/solutions. Ensures the tracking and reporting of daily activities. Responsible for removing impediments that prevent a team from completing the work it has negotiated for a given sprint. Has experience in business analysis, product/project management, or product development. Individual may have ScrumMaster Certification (CSM) and/or experience using Agile methods.
310.104.350	Project Manager - Experienced - IT	Under general supervision, oversees various system projects of a highly complex nature. Responsible for assembling project team, assigning individual responsibilities, identifying appropriate resources needed, and developing schedules to ensure timely completion of project. Must be familiar with the system scope and project objectives, as well as the role and function of each team member, in order to effectively coordinate the activities of the team. Incumbent could possess highly specialized knowledge of a specific technology. Typically reports to a Project Manager - Senior - IT.
310.104.352	Scrum Master - Experienced	Individual contributor that works under limited supervision. Applies subject matter knowledge; requires capacity to understand specific needs or requirements to apply skills/knowledge. Project facilitator who guides cross functional teams in executing the principles of the Scrum framework. Acts as a servant leader to the team, and facilitates planning, team learning in the form of reviews and retrospectives, and adaptation of the process to ensure quality of team/solutions. Ensures the tracking and reporting of daily activities. Responsible for removing impediments that prevent a team from completing the work it has negotiated for a given sprint. Has experience in business analysis, product/project management, or product development. Individual may have ScrumMaster Certification (CSM) and/or experience using Agile methods.
310.104.360	Project Manager - Entry - IT	Under direct supervision, oversees a small project or phases of a larger project. Responsible for coordinating activities of project team, identifying appropriate resources needed, and developing schedules to ensure timely completion of project. Must be familiar with system scope and project objectives, as well as the role and function of each team member, in order to effectively coordinate the activities of the team. Frequently reports to a Project Manager - Senior - IT.
310.104.410	Program/Project Management Office (PMO) Analyst - Senior	Under general direction, drafts reports for program/project managers that includes areas schedule, tasks, deliverables, and budget. Provides a high level of assistance to program/project managers to ensure projects are carried out according to plan. May resolve complex project issues with appropriate personnel.
310.104.420	Project Management Office (PMO) Analyst - Experienced - IT	Under general supervision, drafts reports for program/project managers that includes areas schedule, tasks, deliverables, and budget. Provides assistance to program/project managers to ensure projects are carried out according to plan. May resolve project issues with appropriate personnel.
310.132.120	IT Chief Operating Officer	Responsible for managing the overall IT day-to-day operations to improve infrastructure costs, performance and end-user satisfaction. Partners with CIO and/or CTO. Provides leadership in planning and managing computer operations and production support, systems and database administration, network operations, PC/desktop support and customer service. Ensures systems performance and service level requirements are met. Manages strategic relationships with key IT product and services providers. Provides in-depth technical expertise for both tactical and operational initiatives. This is a single incumbent role. Typically has 15 or more years of IT experience with 5 to 7 years of leadership experience.

310.348.130	IT Business Management Executive	Responsible for providing general administrative support to the IT function. Oversees functions such as operational planning, budgeting, and financial controls. Prepares the annual business plan and budget for the IT function. Establishes, maintains, monitors, and reports expense budgets within corporate financial policies using accounting/budgeting controls, standards, guidelines, and tools supplied by the corporate finance function. Frequently reports to the Chief Information Officer. Note: This is generally a single incumbent position. Only one employee, the most senior individual, per organization entity should be reported.
310.348.220	IT Business Manager	Responsible for establishing, maintaining, monitoring, and reporting expense budgets within corporate financial policies using accounting/budgeting controls, standards, guidelines, and tools supplied by the corporate finance function. Prepares the annual business plan and budget for IT function. Supervises specialized professionals responsible for budgeting, financial controls, and operation planning.
310.376.120	Head of Digital Technology	Creates a digital vision and strategy for the organization, and ensures its integration with the organization's overall strategic plans. Identifies opportunities for differentiating the organization's digital portfolio including capabilities and solutions. Acts as a change agent in leading the organizational changes that are required to create and maintain the necessary digital portfolio. With extensive knowledge and understanding of the evolving digital market, acts as a thought leader on emerging digital trends related to technology and business. This is generally a single incumbent position. Only one employee, the most senior individual, per organization entity should be reported. Normally reports to the CEO or COO. Typically has ten or more years experience.
310.376.130	Chief Technology Officer	Responsible for establishing current and long-range direction of technology aimed at keeping the organization on the forefront of change. Generally, this may include the analysis of purchased systems, hardware and software, or the internal design and development of hardware and software systems. Dispenses technical advice, guidance, direction, and authorization to carry out major plans and procedures. Coordinates the design, development, marketing, and maintenance of technology projects or product lines. Analyzes new technologies and runs competitive analyses. Promotes the interfacing and control of the organization's present technology and the dissemination of technological information throughout the organization. Frequently reports to a Chief Information Officer.
310.376.220	Technical Planning Manager	Provides technical assistance to facilitate planning and directing the design, installation, modification, and operation of an information systems initiative. Evaluates vendor proposals for purchases of hardware, software, and technical services to ensure adherence to technical specifications. Analyzes proposed and actual projects in terms of the potential benefits of using information systems. Prepares long- and short-range plans for application selection, software systems development, systems maintenance, production activities, and necessary support resources. Plans and recommends changes to the capacity of the operating system and its configuration. Prepares cost estimates for current and proposed projects, reflecting the equipment and staff requirements. Frequently reports to an IT Operations Director or IT Executive.
310.376.221	IT Product Manager	Referred to as the "service owner" in the shared service delivery model, the IT product manager is responsible for an IT service end to end, in terms of its description, customer satisfaction, financial performance and value of the service. The role is critical when the IT organization transitions to a service portfolio approach. Participates in the IT leadership and relationship management discussion about the shape and content of the IT service portfolio delivered by the shared service organization. Defines the nature and scope of the service, and works with other planning roles, relationship managers and capacity planners to forecast demand for each service. Defines a cost allocation, cost recovery and pricing plan within the overall context of the IT chargeback or pricing model. Negotiates with other IT product managers about the allocation of costs from infrastructure components or services that are shared among multiple services. Regularly creates a service improvement plan - in terms of people, processes and technology - to improve a service. This is a senior, strategic role, which differs from one that is more tactical and operationally focused such as a "service delivery manager". Frequently reports to the IT Chief Operating Officer, IT Executive or Top IT Infrastructure Executive.

310.376.351	Office Technology Planning Coordinator - Experienced	Under general direction, responsible for the effective acquisition, installation, maintenance, and use of technology (may include PCs, minis, servers, etc.) in a single office location. Typically responsible for local area network. Studies vendor products to determine those which best meet organization needs. Presents information to management resulting in purchase and installation of hardware/software. Confers with management to help determine specific goals and objectives. Represents bridge between technology and business needs. Resolves problems with new and existing equipment. May train end users on software and develop training manuals/programs. Administers end user requests and projects. Coordinates resources to solve problems. Typically reports to the Technical Planning Manager.
310.384.220	Information Systems Audit Manager	Responsible for all activities relating to the audit of information systems procedures and systems. Develops information systems audit programs and control guidelines. Selects and trains audit personnel. Assigns work to personnel and directs their activities. Reviews and evaluates work and prepares performance reports. Confers with and advises subordinates on administrative policies and procedures, technical problems, priorities, and methods. Consults with and advises other sections regarding internal controls and security procedures. Prepares activity and progress reports relating to the information systems audit function.
310.384.240	Information Systems Audit Supervisor	Under general direction, has duties of instructing, directing, and checking the work of other auditors. Requires full technical knowledge of audit activities.
310.384.410	Information Systems Auditor - Senior	Under general direction, audits the most complex new and existing information systems applications to ensure that appropriate controls exist, that processing is efficient and accurate, and that information systems procedures are in compliance with corporate standards. Competent to work at the highest level of all phases of information systems auditing.
310.384.420	Information Systems Auditor - Experienced	Under general supervision, audits moderately complex new and existing information systems applications to ensure that appropriate controls exist, that processing is efficient and accurate, and that systems and procedures are in compliance with corporate standards. Competent to work on most phases of information systems auditing. Reports to the Information Systems Audit Manager.
310.384.430	Information Systems Auditor - Entry	Under direct supervision, carries out routine phases of the systems audit function. Assists in the auditing of new and existing information systems applications to ensure that appropriate controls exist, that processing is efficient and accurate, and that systems and procedures are in compliance with corporate standards. Staffed by skilled employees who have had sufficient educational background and/or experience in information systems auditing.
310.392.130	Chief Informatics Officer	Performs a change agent role and provides leadership, vision, and direction for biomedical or clinical informatics and decision support systems. Oversees strategic planning and development of informatics solutions in partnership with IT and business leadership. Responsible for the overall architecture, design, deployment, utilization and enhancement of informatics systems and services. Fosters adoption of informatics technology and promotes the strategic use of information technology. Works collaboratively with key process owners to identify opportunities for business intelligence and informatics to improve R&D processes or healthcare and clinical service performance. Works with CIO and leads the development of enterprise wide standards for the informatics to ensure compatibility and integration of informatics systems with other IT platforms. Work closely with IT infrastructure and operation staff to ensure that network, security and compliance requirements (e.g., HIPAA) are properly handled. Frequently reports to a Chief Information Officer, Top Research and Development (R&D) Executive or Chief Operating Officer. This is generally a single incumbent position accountable for enterprise wide results. The most senior individual, per organization entity should be reported.

310.396.130	Top Data Management Executive	Responsible for the design, development, deployment, maintenance, enhancement and support of hardware/software for structuring/organizing, storing, retrieving, analyzing, and reporting strategic enterprise information and operational/production data. This includes data for Decision Support, Business Intelligence, Customer Relationship Management, Data Warehousing, Meta-data Repositories, Operational Data Stores, and Enterprise Storage Management. May be responsible for the DBAs who perform physical design, modeling, and administration of operational databases. Shares responsibility with Marketing for business intelligence/customer relationship strategy and management processes. Shares responsibility with the Chief Information Security Officer for data privacy, and security. Frequently reports to the Chief Information Officer. Note: This is generally a single incumbent position. Only one employee, the most senior individual, per organization entity should be reported.
310.396.210	Data Management Director	Responsible for the design and development of hardware/software systems and tools for structuring/organizing, storing, retrieving, analyzing, and reporting data. Responsible for building and maintaining data systems including but not limited to Decision Support, Business Intelligence, Customer Relationship Management, Data Warehousing, Meta-data Repositories, Operational Data Stores, and Enterprise Storage Management. Typically in larger organizations this is a senior level manager. Frequently reports to the Top Data Management Executive or Top IT Infrastructure Executive.
310.408.330	IT Program Manager - Specialist	Responsible for the management of multiple inter-dependent projects. Oversees all aspects of assigned programs throughout project lifecycles to ensure completion within the defined scope, quality, time and cost constraints. Ensures accurate allocations of resources throughout the program. Leads multi-disciplinary teams, composed of various levels of personnel, vendors, and clients to create and deploy successful programs. This is an individual contributor position.
310.416.220	Information Systems Administration & Planning Manager	Directs the preparation, review, and consolidation of information systems budgets and business plans. Ensures adherence to budgets and business plans through periodic review of financial reports and capital appropriation requests. May be responsible for developing, implementing, and enforcing policies, standards, and methodologies. May be responsible for hardware contract administration and/or outsourcing contract administration and service levels including negotiation of contract provisions, interface with legal department, and maintenance of appropriate documentation. May oversee information systems personnel administration, including selection, training, and personnel development. Frequently reports to an IT Operations Director or IT Executive.
310.416.231	Information Systems Administration Supervisor	Leads a technical team on projects of a complex nature with duties of instructing, directing, and checking the work of other team members. Responsible for quality assurance review of the project and the evaluation and documentation of team procedures. Requires full technical knowledge of all necessary phases of the project. Accountable to the Project Manager for results. May work cooperatively with other team leaders assigned to the same project. Note: This is a permanent team leader position. Do not match temporarily assigned incumbents.
310.418.210	IT Operations Director	Responsible for information systems operations and for software systems analysis and programming. May also be responsible for one or more of the following: information center, database management, data security, telecommunications, and/or information systems training. Reviews systems development project requests and coordinates schedules and related departmental activities. Provides overall direction and guidance to assigned project personnel. Reviews and evaluates work of subordinate staff and prepares performance reports. Prepares activity and progress reports. Typically in larger organizations this is a senior level manager. Frequently reports to an IT Executive.
310.430.320	Social Networking Technology Developer-Expert	Designs and develops the enterprise-level infrastructure and platforms required for social networking. Knowledgeable about blogs, social bookmarking, social networking, social news, video/photo streaming, podcasting etc. May be responsible for mobile social networking platforms. Has significant experience in system development and has developed a broad and deep expertise in software, hardware, data structures, and communications technology across multiple platforms. Typically requires a Bachelor's degree and ten or more years of experience developing/implementing networking/communications technology.

310.430.340	Social Networking Technology Developer - Senior	<p>Executes social media campaigns from a technical perspective. Knowledgeable about blogs, social bookmarking, social networking, social news, video/photo streaming, podcasting etc. Troubleshoots common social-networking technology problems independently. Designs major components of infrastructure and interfaces between internal and external networks. Participates in the design/adoption of new or modified social-networking applications, and advises on resource requirements. Assures external security of information and system access. Provides technical cost/benefit analysis on most projects or significant components of very large projects. Participates in evaluation of vendor proposals. Conducts performance analyses and recommends changes. With guidance from Social Networking Consultant/Architect, develops implementation plan for social networking technology/application, including steps to resolve hardware/software compatibility issues; tests software and guides users in required operational changes. May be responsible for mobile social networking platforms. Competent to work at the highest technical level of all phases of social media activities. Provides guidance and training to less experienced IT professionals. Typically requires a Bachelor's degree and four to seven years of experience in systems engineering/systems development.</p>
310.430.341	Social Networking Analyst - Senior	<p>Researches and documents expected business- and user- benefits and potential limitations of social networking applications. Has in-depth knowledge of the business and consults with users/clients to attain results or solve complex industry-specific problems. Develops detailed selection evaluation criteria based on identified product requirements; assumes full accountability for developing business requirements for social networking business applications. Creates prototype designs for significant-risk/significant-investment social-networking projects. Coordinates impact to vendor(s) and company workflow for new/changed social networking applications. Assesses implementation options and recommends most appropriate process to the client. Executes social media campaigns from a business/user perspective. Knowledgeable about blogs, social bookmarking, social networking, social news, video/photo streaming, podcasting etc. May be responsible for mobile social networking platforms. Competent to work at the highest level for applying social media activities to business/functional problems and opportunities. Provides guidance and training to less experienced analysts and users. Typically requires a Bachelor's degree and four to seven years of experience. Note: Incumbents are not usually information technology professionals but, rather, experts in social networking processes and the functionality/application of social-networking technology.</p>
310.430.351	Social Networking Analyst - Experienced	<p>Researches and documents expected business- and user- benefits and potential limitations of social networking applications. Has in-depth knowledge of the business and consults with users/clients to attain results or solve complex industry-specific problems. Develops detailed selection evaluation criteria based on identified product requirements; assumes full accountability for developing business requirements for social networking business applications. Creates prototype designs for significant-risk/significant-investment social-networking projects. Coordinates impact to vendor(s) and company workflow for new/changed social networking applications. Assesses implementation options and recommends most appropriate process to the client. Executes social media campaigns from a business/user perspective. Knowledgeable about blogs, social bookmarking, social networking, social news, video/photo streaming, podcasting etc. May be responsible for mobile social networking platforms. Competent to work at the highest level for applying social media activities to business/functional problems and opportunities. Provides guidance and training to less experienced analysts and users. Typically requires a Bachelor's degree and two to four years of experience. Note: Incumbents are not usually information technology professionals but, rather, experts in social networking processes and the functionality/application of social-networking technology.</p>
310.456.130	Top E-business Executive	<p>Responsible for creating and executing e-business technology strategies for the business. Partners with CIO, CTO, business unit leaders, external partners and suppliers to leverage technology to enhance business operations. May manage aspects of the technology infrastructure (e.g., Websites, inter-, intra-, extra-net environments). Charged with developing strategies for present and future virtual marketing and distribution channels. May develop partnerships with external stakeholders in the delivery of certain aspects of the e-business delivery chain. Typically has 15 years or more of IT and business management experience, with 5 to 7 years of leadership experience.</p>

310.488.340	IT Account Management Consultant - Senior	Under general direction, utilizes research and client contact to develop technological solutions that are suited to the current and future needs of business partners. Identifies the emerging trends in IT solutions, in order to better align the needs of business partners with IT products and services. Actively seeks new sales opportunities and develops strategies to market business solutions. Functions as the primary sales contact in relationships with business partners.
310.488.350	IT Account Management Consultant - Experienced	Under general supervision, interacts with clients to reduce the possibility of potential difficulties and to resolve problems. Keeps the client consistently informed of a project's status. Discusses any significant client issues or selling opportunities with his or her supervisor. Reviews client requests to ensure feasibility and performs cost/benefit analysis.
310.488.360	IT Account Management Consultant - Entry	Under direct supervision, assists in determining client business needs and drafting technological solutions. Provides support during the initial assessment of client requests, which includes a preliminary cost/benefit analysis and a review of the project's feasibility. May assist in organizing IT service requests from highest to lowest priority.
310.596.130	Top IT Vendor Management Executive	Develops and leads the implementation of all vendor management strategic planning. Oversees contracts, contract management (using performance metrics), procurement, vendor relationships, and asset management for the IT function. Establishes the standards, procedures, and guidelines that direct all aspects of IT vendor management, consistent with corporate procurement and financial policies and controls. Ensures best practices in relationship management and may personally handle important vendors. Frequently reports to a Chief Information Officer. Note: This is generally a single incumbent position. Only one employee, the most senior individual, per organization entity should be reported.
310.596.210	IT Vendor Management Director	Responsible for IT procurement, contract management, and vendor relationship management. Participates in the budget process to assure adequate appropriation of funds. Responsible for managing the procurement, contracts, and evaluation of multiple IT products and services for the entire organization. Works closely with multiple department leaders to understand business needs. Seeks to achieve the highest value service from vendors and evaluates vendor performance according to established performance metrics. Typically in larger organizations this is a senior level manager. Frequently reports to the Top IT Vendor Management Executive or Top Purchasing Executive.
310.596.220	Vendor Management Manager - IT	Responsible for the management of the vendor management employees and approves recommendations of new products, services, and vendors. Develops or assists in the development of Request for Information (RFIs), Request for Proposal (RFPs), and business cases. Ensures that products and services meet the needs of internal customers. Participates in the negotiation process of service level agreements and ensures that contractual obligations are met. Pursues new vendor relationships when necessary, seeks to achieve the most profitable service from vendors. May initiate contract changes when required. Serves as the point of contact for both internal customers and vendors. Typically reports to the IT Vendor Management Director.
310.596.221	Outsourcing Contracts Manager - IT	Responsible for all activities relating to the outsourcing contract management function. Leads contract efforts from contract signing, through vendor transition and current operational state. Establishes metrics, process and procedures, and oversight management model required to ensure optimum vendor delivery, service, quality and pricing. Reviews vendor invoices for accuracy, and owns budget responsibility for the outsourcing expense. Typically manages and mentors supervisors, project leads and/or technical staff. Reviews vendor proposals and negotiates pricing/terms.
310.596.320	Outsourcing Technical Advisor - Expert - IT	In an outsourcing environment, works with service providers to ensure their in-scope technical solutions are consistent with the enterprise's business strategy and architecture. Works closely with business unit performance managers and quality assurance staff to review service provider problems, to analyze and validate the accuracy of information and the feasibility of solutions. May troubleshoot performance issues and resolve problems with service providers. Understands the value of technology in the enterprise's business processes, works with service providers to identify opportunities for innovation, cost reduction and improved efficiencies and reviews service provider solutions. In addition, this role provides input into the in-scope technical architecture for outsourcing projects.

310.596.340	Vendor Management Analyst - Senior - IT	Under general direction, participates in the selection and implementation of IT supplier sourcing strategies to ensure high quality, on time delivery and cost competitiveness. Solicits, receives and analyzes proposals, quotations and tender submissions and recommends selection of suppliers in accordance with corporate policies and legal compliance. Maintains relationships with vendor contacts, in order to resolve complaints and to report the status of the relationship to senior management. Monitors vendor compliance with contractual obligations and measures performance based on company criteria. Typically reports to the Vendor Management Manager - IT.
310.596.350	Vendor Management Analyst - Experienced - IT	Under general supervision, participates in the selection and implementation of IT supplier sourcing strategies to ensure high quality, on time delivery and cost competitiveness. Solicits, receives and analyzes proposals, quotations and tender submissions and recommends selection of suppliers in accordance with corporate policies and legal compliance. Researches vendors of IT related products and services. Recommends new purchases of hardware and software in alignment with company and industry standards. Troubleshoots any existing problems with vendor products and services. Typically reports to the Vendor Management Manager - IT.
310.596.360	Vendor Management Analyst - Entry - IT	Under direct supervision, processes financial transactions to IT vendors and responds to vendor inquiries. Answers internal questions regarding the products and services provided by IT vendors. Assists in the selection and implementation of IT supplier sourcing strategies to ensure high quality, on time delivery and cost competitiveness. Solicits, receives and analyzes proposals, quotations and tender submissions and recommends selection of suppliers in accordance with corporate policies and legal compliance.
310.673.220	IT Asset Administration Manager	Manages the administration of IT inventory, asset management, and technical service contracts. Manages software license information and updates. Assist with the development of enterprise wide IT purchasing standards and procedures. Creates and manages enterprise wide asset management systems and serves as liaison to the Finance and Legal departments as it relates to the functions of this position. Ensures corporate and legal guidelines are followed for managing IT hardware and software assets. Responsible for the evaluation, recommendation, and implementation of asset management systems for all IT technical assets. Provides support to the Finance department by providing asset information and managing the physical inventory control. Defines requirements for asset acquisition and procedures to include management and disposal strategies for the enterprise. Responsible for asset budget preparation, coordinates with IT Procurement on receipt of purchase orders, invoice processing and reconciles changes in inventory. Experience required includes extensive asset and financial management.
310.673.221	IT Service Performance Management Manager	Responsible for the overall development, support and maintenance of the service performance management process. Creates and maintains a catalogue of existing services offered by IT. Analyzes, reviews and measures service level performance against agreed upon service level agreements (SLAs) with the business and operating-level agreements (OLAs) with service providers (internal and external). Works closely with the business and service providers to negotiate and agree on service level requirements of any proposed new services and changes to existing services. Works with the business and service providers to define the proper metrics and KPIs in evaluating service delivery quality and performance levels. Produces regular reports on service performance and achievement to stakeholders. Organizes and maintains the service level review process with the business and service providers. Initiates any actions required to maintain or improve service levels. Acts as a change agent to implement and manage quality improvement processes in service delivery management.
310.673.223	IT Portfolio Manager	Responsible for overseeing, managing and leveraging the entire life cycle of IT investments in infrastructure and systems-from defining and targeting the investment mix, to planning the portfolio structure and packaging, to communicating the portfolio plan and measuring results. This is a key role in the strategic planning process for the IT organization, acting as a lead advisor to the CIO, CFO, other senior business leaders, the IT leadership council and the steering committee. Works with and advises these individuals and groups on how enterprise priorities link to technology investment, and the risks and benefits of specific portfolio activities. Works with the IT organization and other stakeholders to develop, prioritize and execute the IT and business portfolio. Analyzes portfolio performance, and recommends changes in investment mix to achieve goals. Proactively identifies opportunities for improving IT portfolio performance to provide a competitive advantage to the business.

310.673.330	Asset Management Administrator - Specialist	Administers IT purchase and inventory system and management system. Updates and administers asset databases, tracking life cycle of all assets. Receives and manages inventory, ensures security of assets while in inventory. Maintains and manages supplier records, service level agreements, software license information and updates, and assists in developing enterprise wide IT purchasing standards and procedures. Receives new equipment/software requests and monitors procurement and deployment activities. Verifies financial data (e.g., leased, depreciated or expensed), and monitors and reconciles changes in inventory and performs spot checks to ensure process and system quality.
310.810.210	IT Process and Change Management Director	Responsible for the delivery of the IT organization's process improvement and strategic change initiatives. Works with cross-functional IT teams to design, develop, and integrate IT processes and procedures utilizing best practices and industry standard frameworks (e.g., ITIL, COBIT, PMBOK, CMMI). Provides insight and advice on emerging process and control frameworks. Ensures seamless execution of all process improvement and change management related activities across the IT organization by applying process improvement, change management methodologies, communication planning, organizational readiness assessment and stakeholder analyses. Leads the design of the IT organization's overall process structure, including creating a process hierarchy that streamlines IT processes and eliminates redundancy. Provides coaching and guidance to the IT leadership and management team on their roles in each process improvement and change initiative. Acts as a change agent to implement and manage best practices across the IT organization. This is a senior level process governance and change management role. Frequently reports to a Chief Information Officer or IT Chief Operating Officer.
310.810.340	IT Change Management Analyst - Senior	Under general direction, responsible for planning and monitoring smaller scale change management projects and directing specific portions of larger scale projects. Possesses in depth knowledge of each line of business, in order to anticipate necessary changes in software applications and systems. Recommends and develops strategies for implementing appropriate internal changes or responding to external changes.
310.810.350	IT Change Management Analyst - Experienced	Under general supervision, responsible for the execution of change management projects. Monitors the implementation of change management to ensure that the disruption of normal business operations is minimized. Continuously develops knowledge of business processes, in order to assist in identifying when changes in software applications and systems should be initiated.
310.810.360	IT Change Management Analyst - Entry	Under direct supervision, assists in the research and monitoring of change management projects, which are projects that either implement changes within a company or respond to external changes that affect business processes.
310.879.330	Data Scientist - Specialist	Responsible for modeling complex business problems, discovering business insights and identifying opportunities through the use of statistical, algorithmic, mining and visualization techniques. In addition to advanced analytics skills, this role is also proficient at integrating and preparing large, varied datasets, architecting specialized database and computing environments, and communicating results. typically has seven to 10 years experience.
320.124.220	Quality Assurance Manager - IT	Responsible for the effective development and implementation of programs to ensure that all information systems products and services meet minimum organization standards and end-user requirements. Administers change control process for zero defect software development. Ensures adequate product testing prior to implementation. Administers problem management process including monitoring and reporting on problem resolution. Makes recommendations to superiors regarding the acquisition and/or implementation of software to increase information systems efficiency. Assigns work to subordinates, monitors performance, and conducts performance appraisals. Interviews and makes recommendations for additional staff. Frequently reports to an IT Executive or IT Operations Director.

320.124.320	IT Quality Engineering Consultant - Expert	Responsible for establishing and implementing quality assurance and compliance processes for the IT organization. Works closely with IT leaders to develop and implement an overall quality maturity roadmap and plan for each IT functional area. Works with development, testing and production teams to develop, publish and implement software quality assurance plans. Establishes internal IT service quality control standards, policies and procedures. Monitors, evaluates, manages and executes audit processes to ensure compliance. Provides guidance and subject matter expertise to IT teams on QA methodologies and processes, educates them on their responsibilities/accountabilities for the purpose of achieving on-time and quality deliverables. Documents non-compliance to policies, process and standards and assists in their resolution. Designs, monitors and analyzes performance metrics program for quality improvement initiatives. Conducts audits and analyzes findings to develop appropriate corrective action recommendations. Provides training on established processes and policies.
320.124.340	IT Test Analyst - Senior	Under general direction, carries out procedures to ensure that all information systems products and services meet organization standards and end-user requirements. Performs and leads tests of software to ensure proper operation and freedom from defects. May create test data for applications. Documents and works to resolve all complex problems. Reports progress on problem resolution to management. Devises improvements to current procedures and develops models of possible future configurations. Acts as information resource about assigned areas to technical writers and other Quality Assurance Analysts. Performs complex work flow analysis and recommends quality improvements. Frequently reports to a Quality Assurance Manager - IT.
320.124.350	IT Test Analyst - Experienced	Under general supervision, carries out procedures to ensure that all information systems products and services meet minimum organization standards and end-user requirements. Thoroughly tests software to ensure proper operation and freedom from defects. Documents and works to resolve all problems. Reports progress on problem resolution to management. Devises improvements to current procedures and develops models of possible future configurations. Performs work flow analysis and recommends quality improvements. Frequently reports to a Quality Assurance Manager - IT.
320.124.360	IT Test Analyst - Entry	Under direct supervision, carries out procedures to ensure that all information systems products and services meet organization standards and end-user requirements. Assists in the testing of software to ensure proper operation and freedom from defects. Documents and works to resolve basic problems. Reports progress on problem resolution to management. This position is staffed by beginners who have had sufficient educational background and/or experience to qualify them to start in quality assurance analysis. Frequently reports to a Quality Assurance Manager - IT.
320.200.210	IT Risk and Compliance Director	Leads, develops and maintains the IT risk and compliance management strategy. Develops and maintains policy, standards, processes and procedures to assess, monitor, report, escalate and remediate IT risk and compliance related issues. Works collaboratively with corporate compliance, internal auditing and corporate risk management and various technical teams in the design and implementation of audit, risk assessment and regulatory compliance practices for IT. Directs IT functional teams in the development, implementation, monitoring and reporting of control processes, documentation and compliance routines. Advises IT and business executives on the status of technology risk and compliance issues based on assessment results and information from various monitoring and control systems. Educates IT and business executives on appropriate mitigation strategies and approaches. Provides oversight regarding audit, regulatory and risk management activities across IT functional areas, such as the development and maintenance of regulatory documentation (e.g., Sarbanes-Oxley Act compliance). Coordinates the IT component of both internal and external audits, federal and state examinations. Frequently reports to the Chief Risk Officer, Chief Financial Officer or Chief Information Officer.

320.380.130	Top Telecommunications Executive	Directs all telecommunications activities, primarily for the strategic planning and design of voice, data, video, and image telecommunications systems organization-wide. Interfaces with other information systems management staff to coordinate telecommunications software, hardware, and systems capabilities including client server architectures. Plans and recommends long- and short-range changes to the telecommunications systems. Prepares cost estimates for current and proposed telecommunications activities. Confers with and advises subordinates on administrative policies and procedures, technical problems, priorities, and methods. Consults with and advises other sections in the use of telecommunications. Prepares activity and progress reports regarding the telecommunications section. Frequently reports to a Chief Information Officer or an IT Executive.
320.380.210	Telecommunications Director	Manages and coordinates the day-to-day planning, design, operations, and maintenance of the voice, data, video, and image telecommunications systems. Assists with the preparation of cost estimates for current and proposed telecommunications activities. Interfaces with Executive Management to coordinate telecommunications plans with the overall business plan. Typically in larger organizations this is a senior level manager. Frequently reports to a Top Telecommunications Executive or an IT Executive.
320.380.220	Telecommunications Planning and Engineering Manager	Responsible for the selection, direction, and performance of telecommunication engineering and analysis studies. Supervises and manages sustained engineering projects, test and evaluation programs, and performs normal engineering services (e.g., transmission, circuit design software). May conduct long-term strategic planning activities for LAN/WAN development and implementation including transmission media, system architecture, and general technology guidelines. Analyzes and provides management with information on availability and pricing of telecommunication technology and services. Frequently reports to a Telecommunications Director or Top Telecommunications Executive.
320.381.130	Chief Enterprise Architect	Responsible for IT technical strategy as the organization's top design resource. Advises the Chief Information Officer and Chief Technology Officer on matters of technical strategy. Oversees the actions of other architects and ensures the alignment of the organization's mission, strategy, and processes to the IT strategy using a variety of architectural models. Expands the company's use of technology as a strategic enabler of goals and objectives. Personally responsible for the most important and complex projects. Involved in the development of policies, standards and guidelines that direct the selection, development, implementation and use of IT within the organization. Frequently reports to the Chief Information Officer or Chief Technology Officer. Note: This is generally a single incumbent position. Only one employee, the most senior individual, per organization entity should be reported. This position is staffed in organizations with a large, complex architecture and IT research staff.
320.381.210	IT Infrastructure Development Director	Primary responsibilities include the implementation of the enterprise architecture and the development and maintenance of the organization's computing/IT environment. May oversee any or all of the following functions: Operating Systems Programming - creates/supports/uses operating system software and operating system management and utility software; develops/implements operating system enhancements; Technical Support - advises developers and others on the capabilities and constraints of the production computing environment; Systems integration - analyzes potential impacts of software functionality and/or changes across multiple systems/platforms/applications; Packaged Product Evaluation - consults on the implementation and support requirements of purchased/packaged software to applications developers and business units. Typically in larger organizations this is a senior level manager. Frequently reports to the Top IT Infrastructure Executive or to the Chief Technology Officer.
320.381.220	IT Infrastructure Development Manager	Responsible for the coordination of and planning for the organization's information technology architecture. May assist in planning for hardware resource availability. May assist in the development of new applications. May assist in network interface planning. Provides reports to superiors regarding effectiveness of infrastructure and makes recommendations for the adoption of new procedures. Assigns work to subordinates, monitors performance, and conducts performance appraisals. Interviews and makes recommendations for additional staff. Typically reports to the Top IT Infrastructure Executive.

320.381.221	Technology Research Manager	Understands the strategic direction of the enterprise and the supporting IT systems and architectures. Maintains knowledge of emerging technological trends and utilizes this knowledge to educate both IT and the business on opportunities to build better IT solutions that support and drive business decisions. Assists in the definition of the architecture and technology needs of the organization based on new and emerging technologies, and establishes priorities and strategies consistent with business goals and economic viability. Establishes foundation architecture for organization to standardize on hardware and software usage. Recommends and incorporates technology with long-term business plans.
320.381.320	Enterprise Architect - Expert	Participates as a top level technical expert in leading multiple consulting projects or a single large/complex project and ensures the success of enterprise-level application rollouts. Determines and develops architectural approaches and solutions, conducts business reviews, documents current systems, and develops recommendations of how to proceed with the applications. Contributes in the planning of the overall organizational IT strategy. Requires ten or more years of experience.
320.381.330	Enterprise Architect - Specialist	Leads complex projects and ensures the success of enterprise-level application rollouts. Determines and develops architectural approaches and solutions, conducts business reviews, documents current systems, and develops recommendations of how to proceed with the applications. May contribute in the planning of the overall organizational IT strategy. Typically reports to the IT Infrastructure Development Manager. Typically requires seven or more years experience.
320.381.333	IT Infrastructure Development - Specialist	Individual contributor with comprehensive knowledge in specific area. Ability to execute highly complex or specialized projects; adapts precedent and may make significant departures from traditional approaches to develop solutions. Responsible for coordinating the activities related to the infrastructure (network, telecommunications, basic software, hardware, servers) and database, involving the definition, development and maintenance of procedures, as well as overseeing the study and implementation of new processes and techniques for the area.
320.381.340	Enterprise Architect - Senior	Under general direction, translates business needs into technical systems solutions. Integrates hardware, software and network interfaces to form a system. Recommends products that will evolve the organization's technical infrastructure. Provides leadership in developing the organization's technical staff. Typically has four to seven years of related experience. Typically reports to the IT Infrastructure Development Manager.
320.381.343	IT Infrastructure Development - Senior	Individual contributor that is fully proficient in applying established standards; knowledge based acquired from several years of experience in particular area. Works independently; may instruct or coach other professionals. Responsible for coordinating the activities related to the infrastructure (network, telecommunications, basic software, hardware, servers) and database, involving the definition, development and maintenance of procedures, as well as overseeing the study and implementation of new processes and techniques for the area.
320.381.350	Enterprise Architect - Experienced	Under general supervision, addresses problems of systems integration, compatibility, and multiple platforms. Responsible for technical solutions. Performs feasibility analysis on potential future projects to management. Responsible for the technical correctness and completeness of the integrated system design, including work of others. Typically has one to four years of related experience. Typically reports to the IT Infrastructure Development Manager.
320.381.352	Technology Research Analyst - Experienced	Maintains a strong understanding of the enterprise's IT systems and architectures. Assists in the analysis of the requirements for the enterprise and applying emerging technologies to support long-term business objectives. Responsible for researching, collecting, and disseminating information on emerging technologies and key learnings throughout the enterprise. Researches and recommends changes to foundation architecture. Supports research projects to identify and evaluate emerging technologies. Interfaces with users and staff to evaluate possible implementation of the new technology in the enterprise, consistent with the goal of improving existing systems and technologies and in meeting the needs of the business. Analyzes and researches process of deployment and assists in this process.
320.381.353	IT Infrastructure Development - Experienced	Individual contributor that works under limited supervision. Applies subject matter knowledge; requires capacity to understand specific needs or requirements to apply skills/knowledge. Responsible for coordinating the activities related to the infrastructure (network, telecommunications, basic software, hardware, servers) and database, involving the definition, development and maintenance of procedures, as well as overseeing the study and implementation of new processes and techniques for the area.

320.381.360	Enterprise Architect - Entry	First level IT Architecture position representing the most common entry point into the organization. Works under close supervision to acquire skills and knowledge; and performs routine activities. Typically works on basic and non complex IT architecture designs to translate user requirements into specified solutions.
320.392.210	IT Business Relationships Director	Overall responsibility for serving as the strategic interface with assigned business units for the purpose of business/IT strategy development, solution discovery, service management, risk management and relationship management. Serves as the business relationship linkage between the business units and IT (at the executive level). Communicates decisions, priorities and relevant project information to appropriate levels of staff regarding business unit requests, projects and initiatives. Proactively shares knowledge of technology risks and opportunities to build competitive advantage and improve efficiency and effectiveness of business units. Focuses on strategic initiatives and plans, proactive, anticipatory and driving in nature and provides significant value to business units. Facilitates the planning and execution of business changes through the use of technology. Serves a lead role in enabling the business to achieve their objectives through the effective use of technology.
320.392.212	Business Process Director	Responsible for optimizing business performance by enhancing the alignment between business processes and IT, building and sustaining a process-managed IT organization. Focuses on the human, organizational and value stream aspects of business processes and their transformation. Identifies business performance and incentive metrics to ensure that continuous, sustained improvement takes place across the enterprise. Leads the design of the enterprise's overall process structure, including creating a process hierarchy that streamlines processes and eliminates redundancy. Establishes process-related policies, standards, governance and methodologies to enable the business to seamlessly adopt a process culture. This is typically a senior leadership position responsible for IT-driven business process improvement initiatives. Frequently reports to a Chief Information Officer or Chief Financial Officer.
320.392.220	IT Business Systems Analysis - Manager	Manages first line supervisors that are responsible for managing the day-to-day operations of a team of representatives that helps to ensure the analysis business needs and designing solutions are met e.g. development of applications, designing reports, testing the performance and usability of applications and preparation of user training documentation. Typically has 7-10 years experience.
320.392.223	Business Process Manager	Responsible for the management, direction, and integration for the enterprise's overall IT business process structure. This includes implementing a process hierarchy that streamlines processes and eliminates redundancy. Supports and drives the implementation of process-related policies, standards, governance and methodologies to enable the business to seamlessly adopt a process culture. Organizes quality improvement efforts. Manages a team of Business Process Consultants. Typically has seven to ten years of experience.
320.392.230	IT Business Systems Analysis Supervisor	Responsible for instructing, directing, and checking the work of other business systems analysts. Formulate and define systems scope and objectives based on both user needs and a thorough understanding of business systems and industry requirements. Devise or modify procedures to solve complex problems considering computer equipment capacity and limitations, operation time, and form of desired results. Include analysis of business and user needs, documentation of requirements, and translation into proper system requirement specifications. In addition to possessing full technical knowledge of most phases of systems analysis, also considers the business implications of the application of technology to the current and future business environment. Act a team leader for projects with moderate budgets or of a short to intermediate duration. May report to the IT Infrastructure Development Director.
320.392.320	Business Process Consultant - Expert	Responsible for most complex systems process analysis, design, and simulation. Requires highest level understanding of organization's business systems and industry requirements. Focus is on process analysis and re-engineering, with an understanding of technical problems and solutions as they relate to the current and future business environment. Creates process change by integrating new processes with existing ones and communicating these changes to impacted Business Systems teams. Recommends and facilitates quality improvement efforts. May lead re-engineering team and act as project manager in some cases.

320.392.330	IT Business Systems Analyst - Specialist	Top level technical contributor with expertise in particular business processes responsible for formulating systems scope and objectives relative to the organization's business plan and industry requirements. Acts independently or as a member of a project team responsible for providing technical guidance concerning the business implications of the application of various systems. Provides technical consulting on complex projects. Devises and/or modifies procedures to solve the most complex technical problems related to computer equipment capacity and limitations, operating time, and form of desired results. Creates detailed specifications from which programs will be written. May have quality assurance responsibilities. May report to the Business Systems Analysis Supervisor.
320.392.340	IT Business Systems Analyst - Senior	Under general direction, formulates and defines systems scope and objectives based on both user needs and a good understanding of applicable business systems and industry requirements. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time, and form of desired results. Includes analysis of business and user needs, documentation of requirements, and translation into proper system requirement specifications. Guides and advises less-experienced Business Systems Analysts. Competent to work at the highest technical level of most phases of systems analysis while considering the business implications of the application of technology to the current and future business environment. May report to the Business Systems Analysis Supervisor.
320.392.342	Business Process Consultant - Senior	Under general direction, responsible for moderately large or moderately complex systems process analysis, design, and simulation. May have an expertise or comprehensive understanding of a particular technical specialty. Focus is on process analysis and re-engineering, with an understanding of technical problems and solutions as they relate to the current and future business environment. Creates process change by integrating new processes with existing ones and communicating these changes to impacted Business Systems teams. May support quality improvement efforts. Typically has four to seven years experience.
320.392.350	IT Business Systems Analyst - Experienced	Under general supervision, formulates and defines systems scope and objectives through research and fact-finding combined with an understanding of applicable business systems and industry requirements. With this knowledge, develops or modifies moderately complex information systems. Includes analysis of business and user needs, documenting requirements, and revising existing system logic difficulties as necessary. Guides and advises less-experienced Business Systems Analysts. Competent to work in some phases of systems analysis and considers the business implications of the application of technology to the current business environment. May report to the Business Systems Analysis Supervisor.
320.392.360	IT Business Systems Analyst - Entry	Under direct supervision, assists in formulating and defining systems scope and objectives through research and fact-finding combined with a basic understanding of business systems and industry requirements. Includes analysis of business and user needs, documenting requirements, and revising existing system logic difficulties as necessary under direction of experienced Business System Analysts. Competent to consider most business implications of the application of technology to the current business environment. May report to the Business Systems Analysis Supervisor.
320.394.220	Enterprise Resource Planning (ERP) Business Analysis Manager	Responsible for the management, direction, and integration for a specific ERP module, functional and/or business area. Understands the business strategy of a particular function/area and works with the team to define business requirements. Communicates and coordinates with other team leads, business leadership, and Project Manager to ensure appropriate integration of processes and modules across the enterprise. Oversees, defines and monitors critical path activities and resolves issues or escalates issues to the Project Manager as needed. Drives the design and implementation of new business processes with organizational structure and required ERP configuration.
320.394.233	Enterprise Resource Planning (ERP) Supervisor - SAP	Responsible for the management, direction, and integration for a specific SAP module, functional and/or business area. Understands the business strategy of a particular function/area and works with the team to define business requirements. Communicates and coordinates with other team leads, business leadership, and Project Manager to ensure appropriate integration of processes and modules across enterprise. Oversees, defines and monitors critical path activities and resolves issues or escalates issues to the Project Manager as needed. Drives the design and implementation of new business processes with organizational structure and required SAP configuration.

320.394.323	Application Link Enabling Technical Consultant - Expert	Provides the highest level of technical expertise and consulting on SAP Basis or its successor, SAP Web Application Server systems to process teams and IT staff. Establishes the infrastructure standards and requirements. Evaluates, directs and supports SAP Basis and/or Web Application Server system enhancements and performs quality assurance functions. Researches and implements solutions for Basis and/or Web Application Server functionality in the areas of performance monitoring and tuning and systems configuration, design and implementation. Provides highest degree of technical engineering and support to the SAP team. Must have extensive experience in operating systems and programming languages, such as ABAP, Java and Java EE.
320.394.331	Enterprise Resource Planning (ERP) Project Manager - Specialist	Accountable for providing overall direction and integration for a specific ERP module, functional and/or business area. Understands the business strategy of a particular function/area and works with the team to define business requirements. Drives the design and implementation of new business processes with organizational structure and required ERP configuration. Must possess an in-depth understanding of the business function/process supported, and also be viewed as a credible representative of that business function/process. Successful implementation is dependent on the ability of the incumbent to influence business leadership and management decisions and drive ownership and acceptance of changes to the business.
320.394.332	Enterprise Resource Planning (ERP) Systems Support Analyst - Specialist	Serves as single point-of-contact for end-users after Power Users have assisted end-users. Performs problem identification and on-the-spot training to prevent problem recurrence and knowledge transfer. Maintains history reports, identifies and addresses re-occurring problems, and assists in the development and execution of ERP and business process best practices across the organization. Performs basic fixes and data maintenance. May develop on-line help and update systems support help scripts. This position is very similar in responsibilities and tasks to a help desk position, but the impact to the organization due to errors is more significant. This position requires more advanced training than a similar help desk position.
320.394.340	Enterprise Resource Planning (ERP) Business Analyst - Senior	Analyze organization business processes and systems (financial, logistical, human resources, etc.) and automate/optimize processes through a third party enterprise resource planning system (ERP - e.g. SAP, PeopleSoft, Oracle). The Senior level ERP Business Analyst will execute many of the same activities as the Experienced level, but in addition, will typically work on more complex, larger and higher importance/impact aspects of the system. The Senior level will also typically be expected to devise more optimal systems and processes as a result of broader and deeper ERP experience. Will often coach or mentor less senior professionals. Frequently reports to the Enterprise Resource Planning (ERP) Project Manager - Specialist.
320.394.341	Enterprise Resource Planning (ERP) Business Analyst - Senior - ORC-PS	Under general direction, serves as a senior subject matter expert associated with content, processes, and procedures associated with ERP/ORCL-PS. Defines detailed requirements, analyzes business needs, and validates ORCL-PS solutions with the client. Monitors other business analysts in software development methods and processes and implementation of those methods. Details requirements through product development and other functions to support the project team. Evaluates development projects. Assists in tailoring the development process to meet the project needs. May report to an Enterprise Resource Planning (ERP) Project Manager - Specialist.
320.394.342	Enterprise Resource Planning (ERP) Programmer - Senior - ORC-PS	Under general direction, works primarily in ERP/ORCL-PS client/server enterprise application. Builds and develops application tables, panels, and reports. Codes individual modules and complex functions. Responsible for software integration, external interface development and technical documentation. Designs and develops most aspects of data conversion. Troubleshoots and resolves testing issues. Competent to work at the highest technical level of all phases of ERP/ORCL-PS client/server enterprise application activities, but requires instruction and guidance in phases. Frequently reports to the Enterprise Resource Planning (ERP) Project Manager - Specialist.
320.394.343	Enterprise Resource Planning (ERP) Business Analyst - Senior - SAP	Under general direction, serves as a senior subject matter expert associated with content, processes, and procedures associated with ERP/SAP. Responsible for defining detailed requirements, analyzing business needs, and validating SAP solutions with the client. Details requirements through product development and other functions to support the project team. Monitors other business analysts in software development methods and processes and implementation of those methods. Evaluates development projects. Assists in tailoring the development process to meet the project needs. May report to the Enterprise Resource Planning (ERP) Project Manager - Specialist.

320.394.344	Enterprise Resource Planning (ERP) Programmer - Senior - SAP	Under general direction, works primarily in ERP/SAP client/server enterprise application. Responsible for software integration, external interface development and technical documentation. Designs and develops all aspects of data conversion. May code individual modules and complex functions. Develops and builds application tables, panels, and reports for projects. Troubleshoots and resolves testing issues. Competent to work at the highest technical level of all phases of ERP/SAP client/server enterprise application activities, but requires instruction and guidance in phases. May report to the Enterprise Resource Planning (ERP) Project Manager, Specialist.
320.394.345	Enterprise Resource Planning (ERP) Systems Administrator - Senior	Responsible for ensuring the performance and reliability of ERP systems. Performs troubleshooting for hardware, software and system problems that involve ERP modules. Works with database administrator and ERP development team in defining user requirements, coordinating system-wide updates and installing upgrades and patches for ERP systems. Provides recommendations for enhancements/changes that may involve custom design, optional and third party products to improve the efficiency and effectiveness of ERP systems. Maintains ERP systems security through user profile management, creates and updates access permissions and maintains user accounts. Monitors and maintains performance metrics for system features, recommends and takes corrective/preventive actions. Participates in the design, development and implementation of test and production objects. Performs configuration, change management and testing activities as required. Consults users on technology changes that will impact work processes. May report to the Enterprise Resource Planning (ERP) Project Manager, Specialist.
320.394.350	Enterprise Resource Planning (ERP) Business Analyst - Experienced	Analyze organization business processes and systems (financial, logistical, human resources, etc.) and automate/optimize processes through a third party enterprise resource planning system (ERP - e.g. SAP, PeopleSoft, Oracle). Apply functional knowledge to design and customization of workflow systems that provide seamless integration for client/server applications. Writes functional requirements, develops test plans, and works with production issues. Provide assistance to junior level ERP Analysts. Frequently reports to the Enterprise Resource Planning (ERP) Project Manager - Specialist.
320.394.351	Enterprise Resource Planning (ERP) Business Analyst - Experienced - ORC-PS	Under general supervision, serves as a subject matter expert associated with content, processes, and procedures associated with enterprise applications using ORCL-PS programs. Applies functional knowledge to the design and customization of workflow systems that provide seamless integration for client/server applications. Writes functional requirements, develops test plans, and works with production issues.
320.394.352	Enterprise Resource Planning (ERP) Programmer - Experienced - ORC-PS	Under general supervision, works primarily in ERP/ORCL-PS client/server enterprise application. Builds and develops application tables, panels, and reports. Codes individual modules and moderately complex functions. Responsible for software integration, external interface development and technical documentation. Designs and develops some aspects of data conversion. Troubleshoots and resolves testing issues. Competent to work on most phases of ERP/ORCL-PS client/server enterprise application activities, but requires instruction and guidance in phases. Frequently reports to the Enterprise Resource Planning (ERP) Project Manager - Specialist.
320.394.353	Enterprise Resource Planning (ERP) Business Analyst - Experienced - SAP	Under general supervision, serves as a subject matter expert associated with content, processes, and procedures associated with enterprise applications. Applies functional knowledge to the design and customization of workflow systems that provide seamless integration for client/server applications. Writes functional requirements, develops test plans, and works with production issues.
320.394.354	Enterprise Resource Planning (ERP) Programmer - Experienced - SAP	Under general supervision, works primarily in ERP/SAP client/server enterprise application. Responsible for software integration, external interface development and technical documentation. Designs and develops most aspects of data conversion. May code individual modules and moderately complex functions. Develops and builds application tables, panels, and reports for projects. Troubleshoots and resolves testing issues. Competent to work on most phases of ERP/SAP client/server enterprise application activities, but requires instruction and guidance in phases.
320.394.360	Enterprise Resource Planning (ERP) Business Analyst - Entry	Under direct supervision, serves as a subject matter expert associated with content, processes, and procedures associated with ERP. Applies functional knowledge to the design and customization of workflow systems that provide seamless integration for client/server applications. Writes functional requirements, develops test plans, and works with production issues. Typically is the entry position for incumbents with necessary education and/or experience with ERP.

320.394.361	Enterprise Resource Planning (ERP) Business Analyst - Entry - ORC-PS	Under direct supervision, serves as a subject matter expert associated with content, processes, and procedures associated with enterprise applications using ORCL-PS programs. Applies functional knowledge to the design and customization of workflow systems that provide seamless integration for client/server applications. Writes functional requirements, develops test plans, and works with production issues. Typically is the entry position for those incumbents who have the necessary education or experience with enterprise applications.
320.394.362	Enterprise Resource Planning (ERP) Programmer - Entry - ORC-PS	Under direct supervision, works primarily in ERP/ORCL-PS client/server enterprise application. Builds and develops application tables, panels, and reports. Codes individual modules and less complex functions. Responsible for software integration, external interface development and technical documentation. Designs and develops some aspects of data conversion. Troubleshoots and resolves testing issues. Typically is the entry position for those incumbents who have the necessary education or experience with enterprise applications.
320.394.363	Enterprise Resource Planning (ERP) Business Analyst - Entry - SAP	Under direct supervision, serves as a subject matter expert associated with content, processes, and procedures associated with enterprise applications. Applies functional knowledge to the design and customization of workflow systems that provide seamless integration for client/server applications. Writes functional requirements, develops test plans, and works with production issues. Typically is the entry position for incumbents with necessary education and/or experience with enterprise applications.
320.394.364	Enterprise Resource Planning (ERP) Programmer - Entry - SAP	Under direct supervision, works primarily in ERP/SAP client/server enterprise application. Responsible for software integration, external interface development and technical documentation. Designs and develops all aspects of data conversion. May code individual modules and less complex functions. Develops and builds application tables, panels, and reports for projects. Troubleshoots and resolves testing issues. Typically is the entry position for incumbents with necessary education and/or experience with enterprise applications.
320.398.321	Database Engineer - Expert	Expert professional individual contributor within the Database Engineering Sub-Function. Acknowledged expert within & outside the organization. Participates in industry groups. Mastered a specialized discipline, thorough understanding of a number of disciplines, and development of new solutions for complex projects. As the Expert in the Database Engineering Sub-Function, has fully mastered approaches to design, development, implementation and management of databases. Develops database architectures to address business requirements, ensuring system scalability, security, performance and reliability. Designs database applications such as interfaces, data transfer mechanisms and data partitions to enable efficient access of the generic database structure. Creates plans for architecture updates and integrates new systems with existing warehouse structure to refine performance/functionality. Generally has in-depth knowledge and expertise of database technologies, along with solid programming, design and system analysis skills.
320.398.330	Data Modeler - Specialist	Responsible for designing logical and physical data models. Interacts directly with end-users and database developers. Gathers, interprets, develops, and defines business requirements to be used in a decision support system. A degree in Computer Science, strong data modeling skills, prior work with data modeling tools and database technologies, as well as minimum of three years work experience are typically required.
320.398.331	Database Engineer - Specialist	Specialist professional individual contributor with comprehensive knowledge in the area of Database Engineering. Ability to execute highly complex or specialized projects; adapts precedent and may make significant departures from traditional approaches to develop solutions. As the Specialist in the Database Engineering Sub-Function, considered as highly experienced and knowledgeable resource within the organization in design, development, implementation and management of databases. Develops database architectures to address business requirements, ensuring system scalability, security, performance and reliability. Designs database applications such as interfaces, data transfer mechanisms and data partitions to enable efficient access of the generic database structure. Creates plans for architecture updates and integrates new systems with existing warehouse structure to refine performance/functionality. Generally has in-depth knowledge and expertise of database technologies, along with solid programming, design and system analysis skills.

320.398.341	Database Engineer - Senior	Senior professional individual contributor that is fully proficient in applying established standards; knowledge base acquired from several years of experience in the area of Database Engineering. Works independently; may instruct or coach other professionals. As the Senior professional in the Database Engineering Sub-Function, leads important projects in design, development, implementation and management of databases. Develops database architectures to address business requirements, ensuring system scalability, security, performance and reliability. Designs database applications such as interfaces, data transfer mechanisms and data partitions to enable efficient access of the generic database structure. Creates plans for architecture updates and integrates new systems with existing warehouse structure to refine performance/functionality. Generally has in-depth knowledge and expertise of database technologies, along with solid programming, design and system analysis skills.
320.398.351	Database Engineer - Experienced	Experienced professional individual contributor that works under limited supervision. Applies subject matter knowledge in the area of Database Engineering; requires capacity to apply skills/knowledge within the context of specific needs or requirements. As the Experienced professional in the Database Engineering Sub-Function, possesses well developed skills in design, development, implementation and management of databases. Develops database architectures to address business requirements, ensuring system scalability, security, performance and reliability. Designs database applications such as interfaces, data transfer mechanisms and data partitions to enable efficient access of the generic database structure. Creates plans for architecture updates and integrates new systems with existing warehouse structure to refine performance/functionality. Generally has in-depth knowledge and expertise of database technologies, along with solid programming, design and system analysis skills.
320.398.361	Database Engineer - Entry	Entry level professional individual contributor representing the most common entry point for this career stream; works under direct supervision in the Database Engineering area. As the Entry level professional in the Database Engineering Sub-Function, applies broad knowledge in design, development, implementation and management of databases. Develops database architectures to address business requirements, ensuring system scalability, security, performance and reliability. Designs database applications such as interfaces, data transfer mechanisms and data partitions to enable efficient access of the generic database structure. Creates plans for architecture updates and integrates new systems with existing warehouse structure to refine performance/functionality. Generally has in-depth knowledge and expertise of database technologies, along with solid programming, design and system analysis skills.
320.400.220	PC Support Manager	Responsible for overall personal computer activity. Establishes and implements PC policies, procedures, and standards and ensures their conformance with information systems goals and procedures. Studies and projects PC resource requirements including personnel, software, equipment, and facilities and makes recommendations to management. Maintains currency in new developments and technology. Provides for the training of department staff and end-users. Directs setup and maintenance of library and materials for end user reference and reviews department staff. Ensures that security procedures are implemented and enforced. Provides leadership in the effective use of internal data processing, automated office systems, and data communications. May also manage LAN services. Typically requires four or more years experience. Frequently reports to an IT Executive.
320.409.220	Network Planning Manager	Responsible for long-term strategic planning to ensure network capacity meets current and future network requirements including planning for remote hardware and communications facilities, development and implementation of methodologies for system analysis, installation, and support. Defines and develops methodology to ensure compatibility of all software and hardware products at each facility. Provides ongoing coordination in the analysis, acquisition, and installation of remote hardware and software. May supervise Network Planning Analysts. Typically requires a Bachelor's degree and four or more years of experience.

320.409.230	Network Planning Supervisor	Provides first level guidance/direction (either as a full-time supervisory position or on a project management basis) to network planning analysts, technicians, and/or engineers. Conducts feasibility studies on strategic and tactical plans, design of digital/analog networks, and evaluation of network services/technology for current and future network development. Performs complex technical analysis of software, hardware, and network systems, systems engineering for front-end processors, multiplexors, LAN/WAN communications, network nodes, switches, and various transmission systems. Conducts analysis and preparation of financial, budget, and recovery reports. May serve as technical liaison with vendors. Typically requires a Bachelor's degree and four or more years of experience. Frequently reports to a Network Planning Manager.
320.409.330	Client/Server Network Architect - Specialist	Responsible for high-level network planning, design, and optimization. Develops strategies and direction for network systems solutions using current and emerging technologies. Translates business requirements into network or process designs. Plans and recommends network hardware, systems management software and architecture. Approves and modifies network design and architecture to ensure compliance. Configures and maintains routers, switches, and hubs for the network systems (including wireless and VoIP). Evaluates and recommends new products, maintains knowledge of emerging technologies for application to the enterprise. Monitors network performance, ensures capacity planning is performed, and is proactive in assessing and making recommendations for improvement. Performs troubleshooting procedures and designs resolution scripts.
320.409.331	Network Planning Analyst - Specialist	Responsible for instructing, directing, and checking the work of other analysts. Plans and evaluates complex existing network systems and makes recommendations for resources required to maintain and/or expand service levels. Provides highly skilled technical assistance in network planning, engineering, and architecture. Develops technical standards and interface applications, identifies and evaluates new products, and provides resolution for network problems. May interface with vendors to identify and purchase hardware and software. Position may provide functional advice or training to less-experienced network planning positions. Frequently reports to the Network Planning Manager. Typically requires a Bachelor's degree and seven or more years of experience.
320.409.333	Network Engineer - Specialist	Responsible for instructing, directing, and checking the work of other engineers. Manages the purchase, installation, and support of network communications, including LAN/WAN systems. Responsible for evaluating current systems. Works on complex problems where analysis of situation requires in-depth evaluation of various factors. Plans large scale systems projects through vendor comparison and cost studies. Provides work leadership and training to lower level network engineers. Requires expert knowledge of LAN/WAN systems, networks, and applications. Typically requires a Bachelor's degree and seven or more years of experience.
320.409.340	Network Engineer - Senior	Under general direction, manages the purchase, installation, and support of network communications, including LAN/WAN systems. Responsible for evaluating current systems. Works on complex problems where analysis of situation requires in-depth evaluation of various factors. Plans large scale systems projects through vendor comparison and cost studies. Provides work leadership and training to lower level network engineers. Requires expert knowledge of LAN/WAN systems, networks, and applications. Typically requires a Bachelor's degree and four to seven years experience. Frequently reports to a Network Planning Manager.
320.409.342	Network Planning Analyst - Senior	Under general direction, plans and evaluates complex existing network systems and makes recommendations for resources required to maintain and/or expand service levels. Provides highly skilled technical assistance in network planning, engineering, and architecture. Develops technical standards and interface applications, identifies and evaluates new products, and provides resolution for network problems. May interface with vendors to identify and purchase hardware and software. Position may provide functional advice or training to less-experienced network planning positions. Typically requires a Bachelor's degree and four to seven years of experience. Frequently reports to a Network Planning Manager.
320.409.350	Network Engineer - Experienced	Under general supervision, oversees the purchase, installation, and support of network communications, including LAN/WAN systems. Works on problems of diverse scope where analysis of situation requires evaluation and judgment. Responsible for evaluating current systems. Assists in the planning of large scale systems projects through vendor comparison and cost studies. Requires thorough knowledge of LAN/WAN systems, networks, and applications. Typically requires a Bachelor's degree and one to four years of experience.

320.409.352	Network Planning Analyst - Experienced	Under general supervision, plans and evaluates moderately complex existing network systems and makes recommendations for resources required to maintain and/or expand service levels. Provides assistance in network planning, engineering, architecture, and the development of technical standards and interface applications. Evaluates new products as assigned. Provides resolution for network problems. Typically requires a Bachelor's degree and one to four years of experience. Frequently reports to a Network Planning Manager.
320.409.360	Network Engineer - Entry	Under direct supervision, assists with the installation and support of network communications, including LAN/WAN systems. Follows standard practices and procedures in analyzing situations involving readily identifiable problems. Assists in the planning of large scale systems projects through vendor comparison and cost studies. Typically requires a Bachelor's degree and no prior experience.
320.409.362	Network Planning Analyst - Entry	Under direct supervision, assists in the planning and evaluation of existing network systems. Provides assistance in network planning, engineering, and architecture. Assists in the development of technical standards and interface applications, evaluation of new products and network problem resolutions. Typically requires a Bachelor's degree and less than one year experience. Frequently reports to the Network Planning Manager.
320.413.130	Top IT Applications Executive	This is the top IT applications position with responsibility for all of the organization's applications systems analysis and programming activities. Provides overall direction and guidance to subordinate managers and project managers. Responsible for creating, promoting, and enforcing IT applications development methodology. Frequently reports to a Chief Information Officer. Note: This is generally a single incumbent position. Only one employee, the most senior individual, per organization entity should be reported.
320.413.210	Applications Development Director	Primary responsibilities include the development and implementation of IT applications and applications systems analysis and programming activities that enable the organization's business processes. Manages IT professionals who design/develop or acquire/adapt application software. Provides overall direction and guidance to assigned project managers, reviews project requests, and coordinates schedules/departamental activities. Prepares activity and progress reports regarding applications systems analysis and programming sections. Applications Development may include both systems analysis and programming 'from scratch' or configuration of packaged products created by third parties. Typically in larger organizations this is a senior level manager. Frequently reports to a Top IT Applications Executive.
320.413.220	Applications Systems Analysis & Programming Manager	Responsible for applications systems analysis and programming activities for a group or section. Responsible for feasibility studies, time and cost estimates, and the establishment and implementation of new or revised applications systems and programs. Assists in projecting software and hardware requirements. Assigns personnel to various projects and directs activities. Reviews and evaluates work and prepares performance reports. Confers with and advises subordinates on administrative policies and procedures, technical problems, priorities, and methods. Consults with personnel in other information systems sections to coordinate activities. Prepares activity and progress reports regarding the activities of the applications systems and programming section. Frequently reports to an IT Executive or Applications Development Director.
320.413.228	Mobile Application Development Manager	Responsible for providing to management the design and development of mobile application. Research and evaluate the latest technologies to ensure applications are state of the art. Partner with the product development team and other teams as necessary to ensure the product is designed to work with mobile devices. Incumbents generally have at least 5 years of relevant mobile application development experience with mobile application development in one or more platforms: iOS, Android, jQuery Mobile, Windows Phone, Blackberry etc. Typically has seven to ten years total experience with three to five years mobile application development experience.
320.413.230	Applications Systems Analysis & Programming Supervisor	Supervises activities of all applications systems analysis and/or programming personnel for a major project, several smaller projects, or a small department. Responsible for quality assurance. Makes decisions on personnel actions (hiring, terminations, promotions, etc.). Controls revenues and/or expenses within an operating unit and responsible for meeting budget goals and objectives. Provides input to policy level direction regarding standards and budget constraints. Frequently reports to an Applications Systems Analysis & Programming Manager or Applications Development Director.

320.413.320	Applications Systems Programmer - Expert	Top level technical expert in one or more highly specialized areas of applications systems analysis and programming. Acts independently under general direction. Provides technical leadership on complex projects. May act as expert in business or functional area. Formulates and defines system scope and objectives. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time and form of desired results. Prepares detailed specifications from which programs will be written. Responsible for program design, coding, testing, debugging, and documentation. Has full technical knowledge of all phases of applications systems analysis and programming. May be responsible for multiple phases of a project. May have duties instructing, directing, and checking the work of other applications systems analysis and programming personnel. May have quality assurance review responsibilities. Frequently reports to an Applications Systems Analysis & Programming Manager or Applications Development Director.
320.413.321	Applications Programmer - Expert	Top level technical expert in one or more highly specialized phases of applications programming. Provides design recommendations based on long-term IT organization strategy. Provides expertise regarding the integration of applications across the business. Determines specifications, then plans, designs, and develops the most complex and business critical software solutions, utilizing appropriate software engineering processes - either individually or in concert with project team. Will assist in the most difficult support problems. Note: This position does not perform systems analysis functions. Acts as an internal consultant, advocate, mentor and change agent. May report to an Application Development Director or IT Executive.
320.413.322	Applications Systems Analyst - Expert	Top level technical expert in one or more highly specialized phases of applications systems analysis. Partners with business analysts, systems analysts and engineers in requirements gathering and reviews. Responsible for analyzing and translating business, information and technical requirements into an architectural blueprint that outlines solutions to achieve business objectives. Works with enterprise architecture, application and infrastructure teams to produce an optimal, high level, conceptual design for the project. Viewed as a technical expert and critical resource across multiple disciplines. May reports to the Applications Systems Analysis & Programming Manager.
320.413.327	User Interface Design Engineer - Expert	Expert professional individual contributor within the User Interface Design Engineering Sub-Function. Acknowledged expert within & outside the organization. Participates in industry groups. Mastered a specialized discipline, thorough understanding of a number of disciplines, and development of new solutions for complex projects. As the Expert in the User Interface Design Engineering Sub-Function, has fully mastered approaches to design, development, documentation, debugging and support of the user interface to have best possible user experience. Articulates, develops and models the end user experience including the visual design of the application, to make user interaction simple, efficient and consistent. Assesses and optimizes the performance of new and existing features by actively participating in usability testing & user research, and interpreting analytics data. Expertise in software like JavaScript, Flash, XML, HTML and CSS.
320.413.328	Mobile Application Developer - Expert	Expert professional individual contributor within a Sub-Function. Acknowledged expert within and outside the organization. Participates in industry groups. Mastered a specialized discipline, thorough understanding of a number of disciplines, and development of new solutions for complex projects. Responsible for the design and development of mobile applications. Evaluate and research latest technologies. Work with product development and QA team members to design and implement new functionality on different platforms. Analyze and resolve application performance problems. As needed, provide guidance and expertise to product development team on how best to design the product solution to work with mobile devices.

320.413.330	Applications Systems Programmer - Specialist	Under general direction, has duties of instructing, directing, and checking the work of other systems analysis and programming personnel. Formulates and defines system scope and objectives for assigned projects. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time, and form of desired results. Prepares detailed specifications from which programs will be written. Responsible for program design, coding, testing, debugging, and documentation. Has full technical knowledge of all phases of applications systems analysis and programming. Has good understanding of the business or function for which application is designed. Responsible for quality assurance review. Responsible for directing and monitoring the work of team members. May be responsible for project completion and user satisfaction. Frequently reports to an Applications Systems Analysis & Programming Manager or Applications Development Director.
320.413.331	Applications Programmer - Specialist	Under general direction, has duties of instructing, directing, and checking the work of other programming personnel. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time, and form of desired results. Responsible for program design, coding, testing, debugging, and documentation. Has full technical knowledge of all phases of applications programming. Responsible for quality assurance review. Acts as project leader for projects with small budgets or limited duration. Responsible for directing and monitoring the work of team members. Note: This position does not perform systems analysis functions. May report to an Application Development Director or IT Executive.
320.413.332	Applications Systems Analyst - Specialist	Under general direction, has duties of instructing, directing, and checking the work of other systems analysis personnel. Formulates and defines system scope and objectives based on user defined needs. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time, and form of desired results. Prepares detailed specifications from which programs will be written. Analyzes and revises existing system logic difficulties and documentation as necessary. Has full technical knowledge of all phases of applications systems analysis. May use CASE tools. Responsible for quality assurance review. Acts as project leader for projects with small budgets or limited duration. May report to the Applications Systems Analysis & Programming Manager.
320.413.337	User Interface Design Engineer - Specialist	Specialist professional individual contributor with comprehensive knowledge in the area of User Interface Design Engineering. Ability to execute highly complex or specialized projects; adapts precedent and may make significant departures from traditional approaches to develop solutions. As the Specialist in the User Interface Design Engineering Sub-Function, considered as highly experienced and knowledgeable resource within the organization in design, development, documentation, debugging and support of the user interface to have best possible user experience. Articulates, develops and models the end user experience including the visual design of the application, to make user interaction simple, efficient and consistent. Assesses and optimizes the performance of new and existing features by actively participating in usability testing & user research, and interpreting analytics data. Expertise in software like JavaScript, Flash, XML, HTML and CSS.
320.413.338	Mobile Application Developer - Specialist	Individual contributor with comprehensive knowledge in specific area. Ability to execute highly complex or specialized projects; adapts precedent and may make significant departures from traditional approaches to develop solutions. Responsible for the design and development of mobile applications. Evaluate and research latest technologies. Work with product development and QA team members to design and implement new functionality on different platforms. Analyze and resolve application performance problems. As needed, provide guidance and expertise to product development team on how best to design the product solution to work with mobile devices.
320.413.340	Applications Systems Analyst/Programmer - Senior	Under general direction, formulates and defines system scope and objectives. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time, and form of desired results. Prepares detailed specifications from which programs will be written. Designs, codes, tests, debugs, and documents those programs. Competent to work at the highest technical level of all phases of applications systems analysis and programming activities. May be responsible for completion of a phase of a project. Regularly provides guidance and training to less-experienced analysts/programmers. Frequently reports to an Applications Systems Analysis & Programming Manager or Applications Development Director.

320.413.341	Applications Programmer - Senior	Under general direction, devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time, and form of desired results. Designs, codes, tests, debugs, and documents those programs. Competent to work at the highest technical level of all phases of applications programming activities. Note: This position does not perform systems analysis functions. Typically has five or more years of systems programmer experience. May report to an Application Development Director or IT Executive.
320.413.342	Applications Systems Analyst - Senior	Under general direction, formulates and defines system scope and objectives based on user needs. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time, and form of desired results. Prepares detailed specifications from which programs will be written. Analyzes and revises existing system logic difficulties and documentation as necessary. Competent to work at the highest technical level of all phases of applications systems analysis activities. May use CASE tools. Provides guidance and training to less experience analysts. Typically has five or more years of systems analysis experience. Frequently reports to the Applications Systems Analysis & Programming Manager.
320.413.347	User Interface Design Engineer - Senior	Senior professional individual contributor that is fully proficient in applying established standards; knowledge base acquired from several years of experience in the area of User Interface Design Engineering. Works independently; may instruct or coach other professionals. As the Senior professional in the User Interface Design Engineering Sub-Function, leads important projects in design, development, documentation, debugging and support of the user interface to have best possible user experience. Articulates, develops and models the end user experience including the visual design of the application, to make user interaction simple, efficient and consistent. Assesses and optimizes the performance of new and existing features by actively participating in usability testing & user research, and interpreting analytics data. Expertise in software like JavaScript, Flash, XML, HTML and CSS.
320.413.348	Mobile Application Developer - Senior	Under general direction, responsible for the design and development of mobile applications. Evaluate and research latest technologies. Work with product development and QA team members to design and implement new functionality on different platforms. Analyze and resolve application performance problems. As needed, provide guidance and expertise to product development team on how best to design the product solution to work with mobile devices. Incumbents generally have at least three years of relevant mobile application development experience in a professional environment with mobile application development in one major platform: iOS, Android, jQuery Mobile, Windows Phone, Blackberry, etc. Generally possesses Bachelor's in Computer Science or related degree. Typically has four to seven years of experience with three years mobile application development experience.
320.413.350	Applications Systems Analyst/Programmer - Experienced	Under general supervision, formulates and defines system scope and objectives through research and fact-finding to develop or modify moderately complex information systems. Prepares detailed specifications from which programs will be written. Designs, codes, tests, debugs, documents, and maintains those programs. Competent to work on most phases of applications systems analysis and programming activities, but requires instruction and guidance in other phases. Frequently reports to an Applications Systems Analysis & Programming Manager or Applications Systems Analysis & Programming Supervisor.
320.413.351	Applications Programmer - Experienced	Under general supervision, modifies moderately complex applications programs from detailed specifications. Codes, tests, debugs, documents, and maintains those programs. Competent to work on most phases of applications programming activities, but requires instruction and guidance in phases. Note: This position does not perform systems analysis functions. Typically has two to five years of systems programmer experience. May report to an Application Development Director.

320.413.352	Applications Systems Analyst - Experienced	Under general supervision, formulates and defines system scope and objectives through research and fact-finding to develop or modify moderately complex information systems. Prepares detailed specifications from which programs will be written. Analyzes and revises existing system logic difficulties and documentation as necessary. Competent to work on most phases of applications systems analysis activities, but requires instruction and guidance in other phases. May use CASE tools. Typically has two to five years of systems analysis experience. Frequently reports to the Applications Systems Analysis & Programming Manager or the Applications Systems Analysis & Programming Supervisor.
320.413.357	User Interface Design Engineer - Experienced	Experienced professional individual contributor that works under limited supervision. Applies subject matter knowledge in the area of User Interface Design Engineering; requires capacity to apply skills/knowledge within the context of specific needs or requirements. As the Experienced professional in the User Interface Design Engineering Sub-Function, possesses well developed skills in design, development, documentation, debugging and support of the user interface to have best possible user experience. Articulates, develops and models the end user experience including the visual design of the application, to make user interaction simple, efficient and consistent. Assesses and optimizes the performance of new and existing features by actively participating in usability testing & user research, and interpreting analytics data. Expertise in software like JavaScript, Flash, XML, HTML and CSS.
320.413.358	Mobile Application Developer - Experienced	Under general supervision, develop mobile applications. Work with product and QA team members to design and implement new functionality. Analyze and resolve application performance problems. Typically has one to four years experience.
320.413.360	Applications Systems Analyst/Programmer - Entry	Under direct supervision, assists in research and fact-finding to develop or modify information systems. Assists in preparing detailed specifications from which programs will be written. Designs, codes, tests, debugs, documents, and maintains those programs. Staffed by beginners who have had sufficient educational background and/or experience to qualify them to start in application systems analysis and programming. Frequently reports to an Applications Systems Analysis & Programming Manager or Applications Systems Analysis & Programming Supervisor.
320.413.361	Applications Programmer - Entry	Under direct supervision, modifies applications programs from detailed specifications. Codes, tests, debugs, documents, and maintains those programs. This level is staffed by beginners who have had sufficient educational background and/or experience to qualify them to start in applications programming. Note: This position does not perform systems analysis functions. May report to an Application Development Director.
320.413.362	Applications Systems Analyst - Entry	Under direct supervision, assists in research and fact-finding to develop or modify information systems. Assists in preparing detailed specifications from which programs will be written. Analyzes and revises existing system logic difficulties and documentation as necessary. This level is staffed by beginners who have had sufficient educational background and/or experience to qualify them to start in applications systems analysis. May use CASE tools. Frequently reports to the Applications Systems Analysis & Programming Manager or Applications Systems Analysis & Programming Supervisor.
320.413.367	User Interface Design Engineer - Entry	Entry level professional individual contributor representing the most common entry point for this career stream; works under direct supervision in the User Interface Design Engineering area. As the Entry level professional in the User Interface Design Engineering Sub-Function, applies broad knowledge in design, development, documentation, debugging and support of the user interface to have best possible user experience. Articulates, develops and models the end user experience including the visual design of the application, to make user interaction simple, efficient and consistent. Assesses and optimizes the performance of new and existing features by actively participating in usability testing & user research, and interpreting analytics data. Expertise in software like JavaScript, Flash, XML, HTML and CSS.
320.413.368	Mobile Application Developer - Entry	Individual contributor representing the most common entry point for this career stream; works under direct supervision. Responsible for the design and development of mobile applications. Evaluate and research latest technologies. Work with product development and QA team members to design and implement new functionality on different platforms. Analyze and resolve application performance problems. As needed, provide guidance and expertise to product development team on how best to design the product solution to work with mobile devices.

320.414.130	Top Software Development Executive	This is the top software development position that provides overall direction in the planning, design, and development processes of software programs for third party customers. Directs activities associated with software product design for third party customers. Frequently reports to a Chief Information Officer. Note: If the incumbent is responsible for the development of software for internal use, please match to Top IT Applications Executive. This is generally a single incumbent position. Only one employee, the most senior individual, per organization entity should be reported.
320.414.220	Systems Development Manager	Manage the organization's information (electronic data) systems so that they function reliably, meet the organization's business needs, and use the organization's IT resources effectively. Liaise with managers to develop and maintain electronic data systems that are appropriate for their business needs, integrated with other systems, and consistent with the information systems strategy. Oversee the design, development, and testing of information systems. Plan, prioritize, and manage the implementation of system upgrades to minimize disruptions to business activities and use the organization's IT resources effectively. Develop and implement a systems maintenance program to ensure the organization's systems function reliably. Research, evaluate, and recommend hardware and software products that will enhance the capabilities of the organization's information systems. Select and manage ongoing relationships with external consultants and suppliers to ensure satisfactory standards of service. Lead, direct, evaluate, and develop a team of information systems professionals to ensure the organization's information systems strategy is implemented on time and within budget.
320.414.230	Systems Development Supervisor	Supervise the activities of a team of information systems professionals responsible for one or more information systems to ensure that the systems function reliably within the organization's overall systems architecture. Lead the day-to-day activities of a team of information systems professionals to ensure that information systems function reliably and meet the organization's business needs. Activities of the team may include developing, implementing, testing, and maintaining a large system or project or several smaller systems or projects. Supervise team members; prioritize and assign tasks to ensure that the team's resources are used effectively. Respond to more complex, escalated enquiries from team members and check the quality of their work to ensure that systems meet agreed specifications and are consistent with the overall design and architecture of the organization's information systems. Communicate with system users to identify and resolve user problems.
320.414.231	Software Developer - Supervisor	Responsible for instructing and checking the work of other software developers for third party customers. Requires full technical knowledge and thorough understanding of business application of the project. Assists in scheduling and coordinating projects. May be involved in design phase of project as well. Works with customers and technical staff to resolve problems with software and responds to suggestions for improvements and enhancements from third party customers. Acts as team leader on projects. Participates in development of software user manuals. Note: If the incumbent is responsible for the development of software for internal use, please match to a position in the Application Development sub-family grouping.
320.414.232	Systems Engineering Supervisor	Under general direction, has duties on instructing, directing, and checking the work of other operating systems programming personnel. Formulates and defines specifications for complex software programming applications or modifies/maintains complex existing applications using engineering releases and utilities from the manufacturer. Responsible for program design, coding, testing, debugging, and documentation. Responsible for applications dealing with the overall operating system, such as sophisticated file maintenance routines, large telecommunications networks, computer accounting, and advanced mathematical/scientific software packages. Requires full technical knowledge of all phases of software systems programming applications. Responsible for quality assurance review and the evaluation of new and existing software products. Acts as project leader for projects with small budgets or limited duration.

320.414.320	Systems Architect	Responsible for providing senior level expertise on decisions and priorities regarding the enterprise's overall systems architecture. Facilitates the establishment and implementation of standards and guidelines that guide the design of technology solutions including architecting and implementing solutions requiring integration of multiple platforms, operating systems and applications across the enterprise. Reviews, advises and designs standard software and hardware builds, system options, risks, costs versus benefits and impact on the enterprise business process and goals. Develops and documents the framework for integration and implementation for changes to technical standards. Assists in the development of and manages an architecture governance process. Provides technical guidance to project team areas as appropriate. Tracks industry trends and maintains knowledge of new technologies to better serve the enterprise's architecture needs. Typically requires ten or more years experience.
320.414.321	Systems Analyst Programmer - Expert	Acts independently under general direction. Top level technical expert in one or more highly specialized phases of software systems programming. Provides technical consulting on complex projects. Formulates and defines specifications for complex operating software programming applications or modifies/maintains complex existing applications using engineering releases and utilities from the manufacturer. Responsible for program design, coding, testing, debugging, and documentation. Responsible for applications dealing with the overall operating system, such as sophisticated file maintenance routines, large telecommunications networks, computer accounting, and advanced mathematical/scientific software packages. Requires full technical knowledge of all phases of software systems programming applications. Responsible for instructing, directing, and checking the work of other software systems programming personnel. May have quality assurance review and/or new and existing software product evaluation responsibilities.
320.414.328	Systems Development Expert	Guides the evolution of the organization's core technology products. Initiates development activities to support the organization's technical infrastructure. Viewed internally and externally as an expert on key technical issues. Provides leadership in the development of technical staff in the organization. Typically has ten or more years of system analysis experience. Reports to the Systems Development Manager.
320.414.330	Systems Analyst - Specialist	Formulates and defines system scope and objectives based on user needs. Devises or modifies highly complex procedures to solve problems considering computer equipment capacity and limitations, operating time, and form of desired results. Prepares detailed specifications from which programs will be written. Analyzes and revises existing system logic difficulties and documentation as necessary. May use Computer Aided Software Engineering (CASE) tools. Provides guidance and training to less experience analysts.
320.414.333	Software Architect - Specialist	Works independently designing and developing new software products or major enhancements to existing software for third party customers. Acts as highest level technical expert, addressing problems of systems integration, compatibility, and multiple platforms. Responsible for project completion. Performs feasibility analysis on potential future projects to management. Note: If the incumbent is responsible for the development of software for internal use, please match to a position in the Application Development sub-family grouping.
320.414.340	Systems Analyst - Senior	Design information systems that are appropriate for users' needs and consistent with the overall design of the organization's information systems architecture. The Senior level Systems Analyst will execute many of the same activities as the Experienced level, but in addition, will typically work on more complex, larger and higher importance/impact projects. The Senior level will also typically be expected to design highly optimal systems and processes as a result of broader and deeper experience. Will often coach, train or mentor less senior professionals.
320.414.342	Systems Programmer - Senior	Write programs (code) to create or modify information systems that are appropriate for users' needs and consistent with the overall design of the organization's information systems architecture. The Senior level Systems Programmer will execute many of the same activities as the Experienced level, but in addition, will typically work on more complex, larger and higher importance/impact projects. The Senior level will also typically be expected to devise highly optimal programming code and processes as a result of broader and deeper experience. Will often coach, train or mentor less senior professionals. Typically requires a Bachelor's degree in Computer Science or a related field and at least four years of experience.

320.414.343	Software Development Engineer - Senior	Under general direction, participates as high level technical expert in design development, coding, testing, and debugging new software or significant enhancements to existing software for third party customers. Works with technical staff to understand problems with software and develops specifications to resolve them. Resolves customer complaints and responds to suggestions for improvements and enhancements from third party customers. Participates in the development of software user manuals. May act as team leader on less complex projects. Assists in training less-experienced software development staff. Note: If the incumbent is responsible for the development of software for internal use, please match to a position in the Application Development sub-family grouping.
320.414.346	IT Product Engineer - Senior	Under general direction, responsible for all aspects of software or hardware product delivery and performance. Works with design engineering and test team to drive products from design completion to volume production release. Performs various engineering tests to verify and validate product designs. Supports product evaluation and qualification on leading edge technology components. Ensures that production schedules are followed and product(s) meet specifications and quality requirements. Interacts with product engineering, quality, manufacturing and marketing teams to analyze and provide technical support to help resolve customers' product related problems/issues. Typically requires a Bachelor's degree in Computer Science or in related field and at least four years of experience.
320.414.350	Systems Analyst - Experienced	Design information systems that are appropriate for users' needs and consistent with the overall design of the organization's information systems architecture. Under general supervision, collect and analyze information from system users to formulate the scope and objectives of the system. Prepare flow charts, models, and procedures and conduct feasibility studies to design possible system solutions. Write system and programming specifications so that when the system is implemented it will meet user needs. Estimate the costs of system solutions and prepare project plans to provide input into decisions about prioritizing projects and allocating IT resources. Prepare and maintain technical documentation to guide system users and to assist with the ongoing operation, maintenance, and development of the system. The Systems Analyst role does not write programming code.
320.414.352	Systems Programmer - Experienced	Write programs (code) to create or modify information systems that are appropriate for users' needs and consistent with the overall design of the organization's information systems architecture. Under general supervision, modifies moderately complex applications programs from detailed specifications. Codes, tests, debugs, documents, and maintains those programs. Competent to work on most phases of applications programming activities, but requires instruction and guidance in phases. Note: This position does not perform systems analysis functions. Typically requires a Bachelor's degree in Computer Science or a related field and at least two to four years of experience.
320.414.353	Software Development Engineer - Experienced	Under general supervision, develops, codes, test, and debugs new software or enhancements to existing software customers. Requires good understanding of business application. Works with technical staff to understand problems with software and resolve them. Resolves customer complaints with software and responds to suggestions for improvements and enhancements from customers. May assist in development of software user manuals. Demonstrates software. Note: If the incumbent is responsible for the development of software for internal use, please match to a position in the Application Development sub-family grouping.
320.414.356	IT Product Engineer - Experienced	Under general supervision, responsible for all aspects of software or hardware product delivery and performance. Works with design engineering and test team to drive products from design completion to volume production release. Performs various engineering tests to verify and validate product designs. Supports product evaluation and qualification on leading edge technology components. Ensures that production schedules are followed and product(s) meet specifications and quality requirements. Interacts with product engineering, quality, manufacturing and marketing teams to analyze and provide technical support to help resolve customers' product related problems/issues. Typically requires a Bachelor's degree in Computer Science or a related field and at least two to four years of experience.

320.414.357	IT Build/Release Engineer - Experienced	Responsible for building scripts and installation procedures. Proactively identifies and implements procedures to streamline the build process which may drive the development and maintenance of an automated build process with automatic notification of build and unit test failure problems to responsible engineers. Develops and maintains the build environment, the source code control system and the issue tracking systems. Creates and tests builds, resolves issues, applies labels to file and communicates build status. May assist engineering management in making choices for source code management systems, and other development and testing tools. Knowledge of quality methods and procedures as well as PC, PVCS, Unix and scripting languages is required for successful performance in this role.
320.414.360	Systems Analyst - Entry	Responsible for the activities like analysis and development, implementation, modification and installation of low complexity systems in different operational environments. Draw up manuals and update them as well as technical specifications, testing plans, etc. Assist in recommending, designing, testing and implementing systems upgrades and improvements.
320.414.363	Software Development Engineer - Entry	Under direct supervision, performs maintenance on existing software products for customers. Assists in coding, testing, and debugging new software or making enhancements to existing software for customers. Writes programs according to specifications from higher level staff or business analysts. May use CASE tools. Makes suggestions for problem solutions or software enhancements. May assist in development of user manuals. Works with technical staff to learn and understand problems with software. Note: If the incumbent is responsible for the development of software for internal use, please match to a position in the Application Development sub-family grouping.
320.425.320	Middleware Architect - Expert	Designs and develops the enterprise-level infrastructure and platforms required for middleware. Middleware connects components or applications and allows multiple processes running on one or more machines to interact across a network. Middleware provides interoperability/coherent distributed architectures and is integral to XML, SOAP, Web services, and service-oriented architecture. Has significant experience in system development and has developed a broad and deep expertise in software, hardware, data structures, and communications technology across multiple platforms. Typically requires a Bachelor's degree and ten or more years of experience in systems engineering/systems integration.
320.425.330	Middleware Analyst - Specialist	Individual contributor with comprehensive knowledge in specific area. Ability to execute highly complex or specialized projects; adapts precedent and may make significant departures from traditional approaches to develop solutions. Responsible for adopting middleware technology to meet the organization's requirements. Middleware connects components or applications and allows multiple processes running on one or more machines to interact across a network. Middleware provides interoperability/coherent distributed architectures and is integral to XML, SOAP, Web services, and service-oriented architecture. Competent to work at the highest technical level of all phases of middleware activities. Provides guidance and training to less experienced IT professionals.
320.425.340	Middleware Analyst - Senior	Under general direction, responsible for adopting middleware technology to meet the organizations requirements. Middleware connects components or applications and allows multiple processes running on one or more machines to interact across a network. Middleware provides interoperability/coherent distributed architectures and is integral to XML, SOAP, Web services, and service-oriented architecture. Competent to work at the highest technical level of all phases of middleware activities. Provides guidance and training to less experienced IT professionals. Typically requires a Bachelor's degree and four to seven years of experience in systems engineering/systems integration.
320.425.350	Middleware Analyst - Experienced	Individual contributor representing the most common entry point for this career stream; works under direct supervision. Responsible for adopting middleware technology to meet the organization's requirements. Middleware connects components or applications and allows multiple processes running on one or more machines to interact across a network. Middleware provides interoperability/coherent distributed architectures and is integral to XML, SOAP, Web services, and service-oriented architecture. Competent to work at the highest technical level of all phases of middleware activities. Provides guidance and training to less experienced IT professionals.

320.426.351	Data Architect - Experienced	Under general direction works in data warehouse environment which includes data design, database architecture, metadata and repository creation. Responsible for developing data warehousing blueprint, evaluating hardware and software platforms, and integrating systems. Translates business needs into long-term architecture solutions for client. Defines, designs and builds dimensional database schemas. Evaluates reusability of current data for separate analyses. Conducts data sheering to rid the system of old, unused or duplicate data. Reviews object and data models and the metadata repository to structure the data for better management and quicker access.
320.428.210	Web Systems Director	Responsible for managing the development of web technology infrastructure, platforms, databases and systems that support the delivery of online products. Plans and implements the web product development and implementation. Builds and manages the web team. Requires knowledge and involvement in all aspects of Internet Technology planning, deployment and implementation. Frequently reports to the Chief Information Officer.
320.428.220	Web Applications Development Manager	Manages development teams responsible for planning, developing, and deploying websites. Sets direction and guides action plans and priorities for electronic commerce, marketing, and communications. Responsible for intra/extranets and commerce platforms and operational support. Develops and facilitates organizational models and structure changes needed to meet the evolving electronic business strategies. Establishes and implements enterprise-wide business systems. Directs technical strategy, design, construction, and maintenance of all marketing, commerce, and operational systems for platform websites.
320.428.222	Web Development Manager	Responsible for planning, directing, and coordinating all activities associated with electronic commerce, marketing, and communications. Responsible for intra/extranets and commerce platforms and operational support. Develops and facilitates organizational models and structure changes needed to meet the evolving electronic business strategies. Establishes and implements enterprise-wide business systems. Directs technical strategy, design, construction, and maintenance of all marketing, commerce, and operational systems for platform websites.
320.428.320	Web Applications Developer - Expert	Recognized for the highest level of technical expertise in web development. Incumbents require a thorough understanding of a number of disciplines. Positions involve the introduction and application of new developments in web development and may also require the development of new approaches to be used by other professions. Acknowledged expert within the organization/industry.
320.428.330	Web Project Manager - Specialist	Responsible for instructing and checking the work of other project managers. Serves as lead project manager of a development team responsible for planning, developing, and deploying websites including preparation of text, graphics, audio, and video for web pages. Works directly with partners and clients to determine project scope and specifications. Coordinates the work of design and development teams to implement online designs. Reviews progress, manages resources, and ensures overall quality of completed website. Typically requires a Bachelor's degree in computer science, experience in management, and understanding of web technologies. Typically requires seven or more years experience.
320.428.331	Internet Engineer - Specialist	Integrally involved in the development and support of all Internet/intranet/extranet sites and supporting systems. Works closely with other IT groups and customers to define the system design and user interface based on customer needs and objectives. Participates in all phases of the development and implementation process, and may act as a project manager on special projects. Ensures the integration of the Web servers and all other supporting systems. Responsible for system tuning, optimization of information/data processing, maintenance and support of the production environment.
320.428.340	Web Applications Developer - Senior	Design, build, test, implement, and maintain complex or large-scale web pages and web applications that are reliable and accessible and support the organization's communications and internet strategies. The Senior level Web Applications Developer will execute many of the same activities as the Experienced level, but in addition, will typically work on more complex, larger and higher importance/impact projects. The Senior level will also frequently lead development projects and Liaise with external consultants or vendors to integrate new web products with existing web applications to improve the functionality or design of the organization's website. Will often coach, train or mentor less senior professionals. Typically reports to the Web Development Manager.

320.428.341	Web Designer - Senior	Responsible for the design, development and creation of user-centered designs for the company's Web sites. Responsibilities include human factors engineering, heuristic evaluations and usability testing for Web-based applications as well as metrics setting and monitoring for assessing the usability of the Web application. Uses a variety of graphics software applications, techniques, and tools. Designs and develops user interface features, site animation, and special-effects elements. Works to improve the usability, usefulness, and desirability of Web sites in collaboration with graphic designers, product managers, engineering staff and other Web designers. Conduct user studies, design and perform usability tests, create prototypes, and provide ad hoc user interface consulting. Contributes to the design group's efforts to enhance the appeal of the organization's online offerings. Typically requires more than four years of experience in the area of web design, user research and user experience design. Requires understanding of web-based technologies and thorough knowledge of HTML code, browsers, ASP pages, object-oriented technology, and/or other design-related or graphics applications.
320.428.342	Web Developer - Senior	Under general direction, works to plan, develop, and deploy E-commerce websites including designing web architecture, code writing, and ensuring site functionality in a twenty-four hour, seven days a week environment. May lead large development projects requiring in-depth knowledge of complex web-based programming languages. Responsible for maintaining technical documentation necessary to deliver E-commerce purchasing options to customers. Typically requires a Bachelor's degree in computer science and four to seven years of experience in web development.
320.428.350	Web Applications Developer - Experienced	Design, build, test, implement, and maintain web pages and web applications that are reliable and accessible and support the organization's communications and internet strategies. Use a variety of internet technologies, techniques and tools such as graphics software applications and object-oriented languages (e.g., Java, CGI, Visual Basic, HTML, XML) to create web applications and web page elements such as user interface features, site animation, special-effects, databases, and e-business applications. Communicate with functional or operational area managers and other specialists to design web applications and web pages that are consistent with agreed specifications and with consistent with the overall design and architecture of the organization's website. Maintain website technical documentation to assist with website maintenance and upgrades. Analyze, investigate, and solve technical problems associated with web pages and web applications and recommend improvements in order to minimize disruptions to the organization's web service. Research, test and integrate new web products with existing web applications to improve the functionality and/or design.
320.428.351	Web Designer - Experienced	Under general supervision, designs and builds web pages using a variety of graphics software applications, techniques, and tools. Designs and develops user interface features, site animation, and special effects elements. Participates in user research, creates user interface detailed design, and performs usability tests. Contributes to the design group's efforts to enhance the appeal of the organization's online offerings. Designs the website to support the organization's strategies and goals relative to external communications. Typically requires two to four years of experience in the area of web design, user research and/or user experience design. Requires knowledge of web-based technologies including browsers ASP pages, HTML code, object-oriented technology, and graphics software.
320.428.352	Web Software Developer - Experienced	Designs, develops, troubleshoots, debugs, and implements software code (such as HTML, CGI, and JavaScript) for a component of the website. Works with graphic designers and other members of a project team to develop the site concept, interface design, and architecture of the website. Responsible for interface implementation. Integrates web applications with backend databases. Deploys large web-based transaction systems using application servers. Researches, tests, builds, and coordinates the integration of new products per production and client requirements. Requires strong navigation and site-design instincts. Typically requires a Bachelor's degree in computer science or related field, and development experience in web-based languages.
320.428.355	Web Developer - Experienced	Under general supervision, codes less complex E-commerce websites using HTML, Visual Basic, or other web-based programming languages. Responsible for maintaining a functioning user-accessible website. May be involved in website planning and deployment. Writes technical documentation regarding the website's technical requirements. Typically requires a Bachelor's degree in computer science and one to four years of experience in web development.

320.428.360	Web Applications Developer - Entry	Under direct supervision, develops, tests, maintains, and supports high-performance, innovative web-based applications. Responsible for analyzing and troubleshooting complex software problems and providing solutions to overcome those problems using the latest technologies. Provides recommendations for application and system improvements. Has a strong knowledge of developing web sites and applications using a variety of technologies. Typically requires a Bachelor's degree in Computer Science or a related field and at least two years of experience.
320.428.361	Web Designer - Entry	Under direct supervision, designs and builds web pages using a variety of graphics software applications, techniques, and tools. Participate in the design and development of user interface features, site animation, and special effects elements. Contributes to the design group's efforts to enhance the appeal of the organization's online offerings. Designs the website to support the organization's strategies and goals relative to external communications. Typically requires no prior experience.
320.428.362	Web Developer - Entry	Under direct supervision, codes less complex E-commerce websites using HTML, Visual Basic, or other web-based programming languages. Responsible for maintaining a functioning user-accessible website. May be involved in website planning and deployment. Writes technical documentation regarding the website's technical requirements. Typically requires a Bachelor's degree in computer science and no prior experience.
320.434.220	Cloud Computing Architect Manager	Manage a team including supervisors and engineers to ensure the smooth process of designing, developing and implementing of cloud technology/solutions (e.g. Middleware, applications, hardware and networks) that interfaces with many sub-systems to improve operational costs and efficiency. Manage project deadlines and budgets. Drive the cloud solutions through close alignment with marketing, finance, operations, sales and field delivery teams. May develop roadmap, define value propositions and solution positioning in market place. Typically has 7-10 years of related experience.
320.434.320	Cloud Computing Architect - Expert	Leads the planning, design, and engineering of enterprise-level infrastructure and platforms related to for cloud computing. Cloud computing is a model of IT deployment whereby a provider delivers an IT solution as platform virtualization (Platform as a Service, PaaS); or as an application to customers for use as a service on demand (Software as a Service, SaaS); or infrastructure/resources (Infrastructure as a Service, IaaS). Has significant experience in system development and has developed a broad and deep expertise in software, hardware, data structures, and communications technology across multiple platforms. Typically requires a Bachelor's degree seven or more years of experience in systems engineering/infrastructure development.
320.434.340	Cloud Computing Analyst - Senior	Under general direction, responsible for adopting cloud computing technologies, infrastructure, and applications to meet the organizations requirements. Cloud computing is a model of IT deployment whereby a provider delivers an IT solution as platform virtualization (Platform as a Service, PaaS); or as an application to customers for use as a service on demand (Software as a Service, SaaS); or infrastructure/resources (Infrastructure as a Service, IaaS). Competent to work at the highest technical level of all phases of cloud computing activities. Provides guidance and training to less experienced IT professionals. Typically requires a Bachelor's degree and four to seven years of experience in systems engineering/infrastructure development.
320.434.350	Cloud Computing Analyst - Experienced	Under general supervision, responsible for adopting cloud computing technologies, infrastructure, and applications to meet the organizations requirements. Cloud computing is a model of IT deployment whereby a provider delivers an IT solution as platform virtualization (Platform as a Service, PaaS); or as an application to customers for use as a service on demand (Software as a Service, SaaS); or infrastructure/resources (Infrastructure as a Service, IaaS). Competent to work at the highest technical level of all phases of cloud computing activities. Provides guidance and training to less experienced IT professionals. Typically requires a Bachelor's degree and two to four years of experience in systems engineering/infrastructure development.

320.515.340	Systems Software Engineer/Programmer - Senior	Works on more complex, less clearly-defined projects under limited supervision. Applies a full understanding of established systems software development principles and best practices to analyze complex issues and update or modify working methods in own role/work area without the benefit of defined procedures. Systems software engineering/programming is a specialized area of software engineering/programming focused on software that operates/controls computer hardware and provides a platform for running end user applications. Includes operating systems, device drivers, utilities, and software; development tools (e.g., assemblers, compilers, etc.) The work includes: developing and/or modifying systems software for use internally; conducting requirements gathering and analysis; writing code using lower-level assembly languages and/or higher-level languages (e.g., C) and translating/compiling into machine language for use on specific hardware; supporting software testing, deployment, and maintenance activities by correcting programming errors and coding software enhancements. Typically has four to seven years experience.
320.515.350	Systems Software Engineer/Programmer - Experienced	Works on moderately complex, less clearly-defined projects with periodic review of output. Applies intermediate level knowledge of established systems software development principles and best practices to identify problems that are not immediately apparent in existing processes/systems, analyze the problems, and develop appropriate solutions. Systems software engineering/programming is a specialized area of software engineering/programming focused on software that operates/controls computer hardware and provides a platform for running end user applications. Systems software includes operating systems, device drivers, utilities, and software; development tools (e.g., assemblers, compilers, etc.) The work includes: developing and/or modifying systems software for use internally; conducting requirements gathering and analysis; writing code using lower-level assembly languages and/or higher-level languages (e.g., C) and translating/compiling into machine language for use on specific hardware; supporting software testing, deployment, and maintenance activities by correcting programming errors and coding software enhancements. Typically has one to four years experience.
320.515.360	Systems Software Engineer/Programmer - Entry	Works on clearly defined projects involving a limited amount of complexity, with regular review of output. Applies basic knowledge of established systems software development principles and best practices to independently resolve problems and make minor changes to existing processes/systems. Systems software engineering/programming is a specialized area of software engineering/programming focused on software that operates/controls computer hardware and provides a platform for running end user applications. Systems software includes operating systems, device drivers, utilities, and software; development tools (e.g., assemblers, compilers, etc.) The work includes: developing and/or modifying systems software for use internally; conducting requirements gathering and analysis; writing code using lower-level assembly languages and/or higher-level languages (e.g., C) and translating/compiling into machine language for use on specific hardware; supporting software testing, deployment, and maintenance activities by correcting programming errors and coding software enhancements. Typically has up to 1.5 years experience.
320.716.210	R&D Engineering (Software) Director	Responsible for a single geography or business unit. Most senior manager in their sub-function or function within a region. Directs the development of software applications as a product or product line. Focus is on creation of the source code or application for commercial release. May include Applications Development positions as well. Typically, reports to the Top Research and Development Executive.
320.716.220	Research & Development (R&D) Manager - Software Engineering	Instructs, directs, and checks the work of software design engineers. Responsible for the development of software applications as a product or product line. Focus is on creation of the source code or application for commercial release. May include Applications Development positions as well. Typically provides a second level management to a group of one or more teams led by a supervisor/team leader.
320.716.230	Research & Development (R&D) Supervisor - Software Engineering	Responsible for mentoring and the day-to-day operations of a team of software design engineers. Coordinates the development of software applications as a product or product line. Focus is on creation of the source code or application for commercial release. May include Applications Development positions as well. Typically serves as a first line supervisor.

320.716.320	Research & Development (R&D) Software Engineer - Expert	Recognized as an expert within the organization/industry. Regarded as an authoritative source within a specialized discipline. Responsible for the development of software applications as a product or product line. Focus is on creation of the source code or application for commercial release. May include Applications Development positions as well. Provides insight on complex/large projects. Mentors junior staff but does not have direct supervisory responsibility.
320.716.330	Research & Development (R&D) Software Engineer - Specialist	Responsible for the development of software applications as a product or product line. Focus is on creation of the source code or application for commercial release. May include Applications Development positions as well. Provides insight on complex/large projects. Does not have direct supervisory responsibility but may assist, mentor, and/or train junior staff.
320.716.340	Research & Development (R&D) Software Engineer - Senior	Under general direction, focuses on the creation of source code or applications for commercial release. May include Applications Development positions as well. Assists junior level staff in carrying out complex assignments. Works under minimal supervision.
320.716.350	Research & Development (R&D) Software Engineer - Experienced	Under general supervision, responsible for the development of software applications as a product or product line. Focus is on creation of the source code or application for commercial release. May include Applications Development positions as well. Works under general instruction with some direct supervision.
320.716.360	Research & Development (R&D) Software Engineer - Entry	Under direct supervision, assists with the development of software applications as a product or product line. Focus is on creation of the source code or application for commercial release. May include Applications Development positions as well. Works under direct supervision, and follows defined procedures/processes.
320.807.340	Geographic Information System (GIS) Professional - Senior	Under general direction, responsible for the development and implementation of geographic information system (GIS) solutions and standards. Participates on IT projects requiring GIS data. Works with business users to define data needs. Responsible for the development and maintenance of geospatial databases. Using GIS to perform spatial analysis and database development, extraction and manipulation to support a variety of planning, engineering, administrative and other applications. Converts data received from internal and external sources to make them usable in the GIS. Maintains metadata and documentation, performs topology checks and other data quality checks to identify and correct errors or omissions in data. Performs user training on GIS applications and tools. Assists in collection of field survey data utilizing GPS equipment.
320.807.350	Geographic Information System (GIS) Professional - Experienced	Under general supervision, responsible for the development and implementation of geographic information system (GIS) solutions and standards. Participates on IT projects requiring GIS data. Works with business users to define data needs. Responsible for the development and maintenance of geospatial databases. Using GIS to perform spatial analysis and database development, extraction and manipulation to support a variety of planning, engineering, administrative and other applications. Converts data received from internal and external sources to make them usable in the GIS. Maintains metadata and documentation, performs topology checks and other data quality checks to identify and correct errors or omissions in data. Performs user training on GIS applications and tools. Assists in collection of field survey data utilizing GPS equipment.
330.116.410	Client/Server Database Librarian - Senior	Under general supervision, for a client/server environment, enters and maintains data dictionary information, data keyword lists and dictionary forms. Reviews all information to be entered into the dictionary to ensure adherence to standards and to ensure that all requirements are met. Maintains a current library of each client/server processing system's information recorded in the dictionary.
330.116.420	Program Librarian - Experienced	Under direct supervision, maintains library of computer generated files, which may be on tape, disk, or mass storage. Classifies and catalogs these files in accordance with such factors as content of data and type of routing. Assigns codes conforming with standardized system. Prepares records for file reference. Issues files on charge-out system and inspects returned files to determine need for replacement due to wear or damage. May maintain operations documentation.

330.276.220	Information Systems Training Manager	Responsible for managing the IT training life cycle, including needs analysis, training strategy and development and delivery of training programs and tools for IT professionals and end-users. Implements and manages a skills management and competency development process for the IT professional staff and end-user community. Leads analysis of current skills to identify skill gaps and works with IT to prioritize skills training and development imperatives. Oversees the development of curriculums and specific courseware to address skill gaps for IT professionals and end-users, and oversees the selection and usage of various training delivery systems and certification/testing methods to assess the effectiveness and efficiency of programs. Measures training return on investment (ROI) and helps to pilot test new training techniques, strategies, tools and processes to increase training effectiveness. Frequently reports to an IT Executive, Information Center/Decision Support Manager.
330.276.340	Information Systems Training Professional - Senior	Under general direction, responsible for the creation and delivery of training and development programs to all levels of end-users and IT professionals. Involved in training needs assessment process and vendor selection. Works closely with both IT and the business to understand system and training needs for applications and packages supported. Develops documentation for custom applications and packaged applications, using a variety of mediums as needed. Designs training programs, classes, workshops, and Computer Based Training (CBT) and on-line help. Delivers training to a variety of audiences, understanding and applying adult learning principles. Typically requires a Bachelor's degree. Reports to the Information Systems Training Manager.
330.276.350	Information Systems Training Professional - Experienced	Under general supervision, responsible for the creation and delivery of training and development programs to all levels of end-users and IT professionals. Involved in training needs assessment process and vendor selection. Works closely with both IT and the business to understand system and training needs for applications and packages supported. Develops documentation for custom applications and packaged applications, using a variety of mediums as needed. Designs training programs, classes, workshops, and Computer Based Training (CBT) and on-line help. Delivers training to a variety of audiences, understanding and applying adult learning principles. Typically requires a Bachelor's degree. Frequently reports to the Information Systems Training Manager.
330.276.360	Information Systems Training Professional - Entry	Under direct supervision, responsible for the creation and delivery of training and development programs to all levels of end-users and IT professionals. Involved in training needs assessment process and vendor selection. Works closely with both IT and the business to understand system and training needs for applications and packages supported. Develops documentation for custom applications and packaged applications, using a variety of mediums as needed. Designs training programs, classes, workshops, and Computer Based Training (CBT) and on-line help. Delivers training to a variety of audiences, understanding and applying adult learning principles. Typically requires a Bachelor's degree and has under two years of experience.
330.380.220	Telecommunications Engineering Manager - IT Support	Has broad management responsibility for all areas of the telecommunications function. Manages and coordinates the day-to-day planning, design, operations, and maintenance of the telecommunications voice and/or data networks including client server support consistent with customer needs, organization objectives, and technological resources. Responsible for strategic and tactical telecommunications planning. Coordinates with customers, vendors, and corporate management. Responsible for department resource allocation. May be responsible for billing systems. Interfaces with Senior/Executive Management to coordinate telecommunications plans with organization's business plan. Frequently reports to a Telecommunications Director or Top Telecommunications Executive.
330.380.222	Operations Manager - Data Communications	Responsible for all aspects of the daily operation for data network(s) in either a stand-alone data network environment or in a voice and data separated network environment. Develops project plans for the implementation of new telecommunications technology and systems. Directs technical analysis of complex software, hardware, and transmission systems. Directs the activities of reporting managers, supervisors, analysts, and technicians. Coordinates with vendors involved in providing communication activities. May supervise (on a line or functional basis) the activities and operations of remote locations. Typically requires at least eight to ten years of experience in network planning, analysis, operations, and design including two to three years in PC/LAN telecommunications and connectivity.

330.380.223	Operations Manager - Voice Communications	Responsible for all aspects of the daily operation for voice network(s) in either a stand-alone voice network or in a voice and data separated network environment. Develops project plans for the implementation of new telecommunications technology and systems. Directs technical analysis of complex software, hardware, and transmission systems. Directs the activities of reporting managers, supervisors, analysts, and technicians. Coordinates with vendors involved in providing communication activities. May supervise (on a line or functional basis) the activities and operations of remote locations. Typically requires at least eight to ten years of progressively responsible experience in voice network planning, analysis, operations, and design.
330.380.224	Planning & Implementation Manager - Voice Communications	Ensures that adequate and appropriate planning is provided for remote hardware and communications facilities to develop and implement methodologies for analysis, installation, and support of voice communications systems. Provides coordination in the analysis, acquisition, and installation of remote hardware and software. Interfaces with internal and external customers and vendors to determine system needs. Manages the training and efforts of a staff responsible for system and network planning and analysis activities. May include billing/chargeback responsibilities. Typically requires experience in software/hardware voice network design and analysis usually in a telephone operating organization. Frequently reports to the Top Telecommunications Executive.
330.380.230	Telecommunications Supervisor - IT Support	Responsible for supervising, instructing, and checking the work of other telecommunications staff. Supervises the activities of a group of telecom analysts, and/or technicians working in one or more telecom technical areas. Typically without budget or hire/fire authority (may make such recommendations to telecom management). Responsible for performance appraisal for positions under their direction. Focuses on mentoring, coaching, and coordination. Frequently reports to a Telecommunications Engineering Manager - IT Support.
330.380.320	Internal Communications Systems Consultant - Expert	Provides systems guidance for current and proposed investments in telecommunications and network facilities and/or services from the development of communications software through financial implementation review. Researches present and future communication technologies. Works closely with system users to provide direction/assistance in identification and resolution of user problems. May supervise a group of planning analysts responsible for research/technical assistance for the user group. Typically requires experience in telecommunications with emphasis on systems analysis, LAN/WAN telecommunications network design, and traffic engineering.
330.380.330	Telecommunications Analyst - Specialist	Performs and supervises range of activities relating to network monitoring, operations, and maintenance. Under general direction, responsible for guiding and directing a team of technicians involved in tasks and activities typically relating to network monitoring, operations, installation, and/or maintenance for local, off-site and/or remote locations. May serve as technical lead on a functional basis, providing a resource of strong expertise for the resolution of complex network problems. Does not have direct supervisory responsibilities, although usually provides input to Supervisor/Manager on performance appraisal of team members.
330.380.341	Telecommunications Analyst - Senior	Under general direction, assists in the planning, design, and implementation of telecommunications networks. Responsible primarily for the assessment and optimization of network design through review and assessment of user needs. Conducts feasibility studies for large projects, develops requests for proposal, evaluates vendor products, and makes recommendations on selection. May function as lead position providing guidance and training to less-experienced analysts. Typically requires at least five years of experience in telecommunications with strong emphasis in network design, traffic engineering, equipment vendors, and carriers.
330.380.342	Telecommunications Engineer - Senior - IT Support	Performs range of complex telecommunication engineering activities. Under general direction, responsible for engineering and/or analytical tasks and activities associated with one or more technical areas within the telecom function such as, but not limited to, network design, engineering, implementation, or operations/user support. Typically requires a Bachelor's degree in Computer Science and six to eight years of technical telecom experience.

330.380.344	Telecommunications Programmer - Senior - IT Support	Under general direction, develops telecommunications software solutions to address user needs. Interfaces with users to define needs. Designs, develops, and tests complex communications software interface programs. Primary responsibilities usually include technical feasibility studies and design phases of project. Requires strong knowledge of communication protocols, hardware, and real time operating system programming. May serve as project leader for lower level programmers. Requires high level of proficiency in one or more programming languages such as Assembler, FORTRAN, or C. Typically requires a Bachelor's degree in Computer Science and four to six years of experience in telecommunications programming.
330.380.350	Electronic Mail Coordinator - Experienced	Responsible for administering and coordinating corporate e-mail systems. Plans, develops, documents, and implements enhancements to e-mail network. Provides support and consultation to remote locations or clients in order to identify requirements and configuration resources. Encourages and facilitates the dissemination of information through the use of electronic mail. May be responsible for training material and curriculum related to use of corporate e-mail systems and standards. Oversees maintenance of directories and system updates. Typically requires a Bachelor's Degree and one to four years of experience.
330.380.351	Telecommunications Analyst - Experienced	Under general supervision, assists Senior Level Telecommunications Analyst in the planning, design, and implementation of telecommunications networks. Responsible for providing assistance and technical support for network design activities. Assists in the review/assessment of user needs. May conduct feasibility studies for projects. May assist in the evaluation and selection of equipment. Typically requires two to four years experience in telecommunications with particular emphasis in traffic engineering and network design.
330.380.352	Telecommunications Engineer - Experienced - IT Support	Under general supervision, responsible for moderately complex engineering and/or analytical activities associated with one or more technical areas within the telecom function (such as, but not limited to, network design, engineering, implementation, or operations/user support). Typically requires a Bachelor's degree in Computer Science and two to five years of technical telecom experience.
330.380.354	Telecommunications Programmer - Experienced - IT Support	Under general supervision, develops telecommunications solutions to address user needs. May interface with users to define needs. Assists in the design, development, and testing of communications software interface programs. Usually involved in the implementation and testing of projects. Requires knowledge of communication protocols, hardware, and real-time operating system programming. Requires proficiency in one or more programming languages such as Assembler, FORTRAN, or C. Typically requires a Bachelor's degree in Computer Science and two to four years of experience in telecommunications programming.
330.380.361	Telecommunications Analyst - Entry	Responsible for providing assistance and technical support for network design activities. Assist in the review/assessment of user needs. Under direct supervision, assist higher level Communications Analysts or department manager in the planning, design, and implementation of communications networks. May perform feasibility studies for small projects. May assist in the evaluation and selection of equipment. Typically require a minimum of one year telecommunications experience with knowledge of principles of traffic engineering and network design. Typically require telecommunications experience with knowledge of principles of traffic engineering and network design.
330.380.362	Telecommunications Engineer - Analyst - Entry	Provide assistance in range of telecommunication activities. Under direct supervision, responsible for providing support to more experienced engineers/analyst positions in one or more technical areas within the telecom function. Match only those positions which do not require prior network experience and/or obtain their telecom knowledge primarily from on-the-job (in-house and vendor) training and/or do not require some knowledge of telecom applications. This position would most typically be considered a trainee level for someone who has limited telecom exposure or who has limited hands-on network experience.
330.380.364	Telecommunications Programmer - Entry - IT Support	Under direct supervision, assists in the implementation and maintenance of data or voice and data telecommunications systems. Assists in development and testing of simple communications software interface programs. This level is staffed by beginners who have had sufficient educational background and/or experience to qualify them to start in telecommunications. Typically competent to assist in the testing/monitoring of equipment (e.g. PBX's). Typically requires general knowledge of multiple telecommunications protocols.

330.380.410	Telecommunications Technician - Senior	Under general direction, responsible for complex tasks typically relating to network monitoring, operations, installation, and/or maintenance for local, off-site, and/or remote locations. May function as lead position in the absence of the Supervisor, but would not have ongoing lead responsibility. Typically requires four to eight years of network experience and continuing education network/telecom courses/technical seminars.
330.380.420	Telecommunications Technician - Experienced	Under general supervision, responsible for moderately complex tasks typically relating to network monitoring, operations, installation, and/or maintenance. Typically requires two to four years of network experience and continuing education network/telecom courses/seminars.
330.380.430	Telecommunications Technician - Entry	Under direct supervision, assists higher level technicians on routine activities relating to network monitoring, operations, and maintenance. Match only those positions which obtain their telecom knowledge primarily from on-the-job (in-house and vendor) training and/or do not require some knowledge of telecom applications. This position would typically be considered a trainee level for someone who has limited (if any) network/telecom exposure.
330.381.130	Top IT Infrastructure Executive	This is the top IT infrastructure position with responsibility for managing the organization's IT architecture that is designed by the CTO/Chief Architect and upon which IT applications operate. Responsible for the physical operation and performance of data centers, servers, networks, and other technology platforms shared across the organization. May oversee other areas such as systems engineering, data center operations, networking/telecommunications, desktop development and support. Frequently reports to a Chief Information Officer. Note: This is generally a single incumbent position. Only one employee, the most senior individual, per organization entity should be reported.
330.388.220	Technical Writing & Documentation Manager	Responsible for the effective development and implementation of printed and online documentation including programming and operations documents, user manuals, and help screens. Ensures that projects meet quality standards, budgets, and deadlines. May be responsible for developing, implementing, and enforcing policies, standards, and methodologies. Requires understanding of technical writing and may act as editor.
330.388.230	Technical Writing & Documentation Supervisor	Supervises all documentation activities. Assigns work to personnel and directs their activities. Reviews and evaluates work and prepares performance reports. Confers with and advises subordinates on administrative policies and procedures, technical problems, priorities, and methods. Sometimes functions as editor or, in small departments, as writer.
330.388.330	Technical Writer - Specialist	Responsible for preparing and maintaining highly complex systems, programming, and operations documentation, procedures and methods, including user manuals. Maintains a current internal documentation library. Comprehensive knowledge of all phases of documentation. May act as a project leader for larger positions and may provide or co-ordinate special documentation services as required. Typically reports to the Technical Writing & Documentation Manager.
330.388.340	IT Technical Writer - Senior	Under general supervision, responsible for writing a wide variety of technical copy for various company publications. Prepares operation and maintenance manuals and technical publications. Gathers technical information, prepares written text, and coordinates layout and manual organization. Researches available engineering information such as drawings, design reports, equipment, and test specifications. May also interview engineers and other technical personnel. Writes individualized copy of analytical, interpretive, documentary, or promotional literature. Requires working knowledge of customer requirements, various company products, purpose and structure of a document, and user's level of understanding. Typically reports to a Technical Writing & Documentation Manager.
330.388.341	Technical Editor - Senior	Responsible for content of technical documentation. Checks author's document for spelling, grammar and content problems (e.g., missing instructions or sections; redundant or unnecessary sections). Accuracy of content may fall under this position or the programmer, depending on the expertise of the editor. Ensures that documents follow the style laid out in the organization's style guide. May also be responsible for maintaining the style guide. Suggests revisions to the style guide as appropriate. Editor is often a technical writer who has moved to this position. Note: This description is for a technical editor in a large software house or an editor in a technical lab which produces papers for publication. Newsletter, newspaper, or magazine editors should not be matched to this position.

330.388.350	IT Technical Writer - Experienced	Under limited supervision, responsible for writing technical copy for various company publications. Prepares operation and maintenance manuals and technical publications. Gathers technical information, prepares written text, and coordinates layout and manual organization. Researches available engineering information such as drawings, design reports, equipment, and test specifications. May also interview engineers and other technical personnel. Requires knowledge of company product lines and document structure. Frequently reports to a Technical Writing & Documentation Supervisor or a Technical Writing & Documentation Manager.
330.388.360	IT Technical Writer - Entry	Under direct supervision, responsible for writing technical copy for various company publications. Prepares operation and maintenance manuals and technical publications. May gather technical information, prepare written text, and coordinate layout and manual organization. Researches available engineering information such as drawings, design reports, equipment, and test specifications. Requires basic knowledge of company product lines and document structure. This is the entry level position. Frequently reports to a Technical Writing & Documentation Supervisor.
330.388.430	Technical Writing & Documentation Clerk - Entry	Under direct supervision, carries out the clerical aspects of the documentation function. This level is staffed by beginners who have had sufficient educational background and/or experience to qualify them to start in documentation. Frequently reports to a Technical Writing & Documentation Supervisor.
330.396.330	Data Management Analyst - Specialist - IT Support	Understands end-to-end master data processes and flows and using that knowledge to design and implement master data management solutions. Provides business process, system support and data quality governance for master data through data coordination and integration to ensure efficient processes and consistent data flows to business and stakeholders. Conducts testing and system validation to troubleshoot issues related to master data management and system. Identifies and implements process improvements in relation to master data processes. Identifies, reviews and evaluates master data management metrics. Recommends ways to strengthen data integrity, quality and availability across the enterprise. Provides training and support on master data process to users.
330.397.220	Electronic Data Interchange (EDI) Manager	Responsible for daily electronic data interchange (EDI) operations of an organization. Develops and executes strategies for Internet-based data interchange capabilities. Coordinates and implements new EDI methods and systems and enhances and upgrades the existing systems. Finds EDI solutions for business operations. Establishes and maintains communications and trading partner routings, including online orders and fulfillment systems. Audits the quality of data provided, provides security and backup, and ensures system disaster recovery processes are in place. Resolves trading partner's technical problems involving EDI. Develops technical design documentation. Ensures customer/vendor agreements meet legal requirements. Responsible for internal training of EDI and related staff.
330.397.330	Electronic Data Interchange (EDI) Professional - Specialist	Provides support for EDI database analysis, design, and operations. Establishes and maintains communications within organization and with partners. Conducts and manages product evaluations. Provides product installation, configuration, and training. Performs systems maintenance to update records, specifications, and operating procedures of partner systems. Maintains EDI account transaction activities. Frequently reports to an Electronic Data Interchange (EDI) Manager.
330.398.220	Database Manager - IT Support	Responsible for all activities related to the administration of databases in a client/server environment. Assigns personnel to various projects and directs their activities. Reviews and evaluates work and prepares performance reports. Confers with and advises subordinates on administrative policies and procedures, technical problems, priorities, and methods. Consults with and advises users of various client/server databases. Projects long-range requirements for client/server database administration in conjunction with other managers in the information systems function as well as business function managers. Prepares activity and progress reports regarding the client/server database management section. Typically requires a Bachelor's degree and five to seven years of experience. Reports to the Information Systems Administration & Planning Manager.
330.398.230	Database Administration Supervisor - IT Support	Supervise the day-to-day activities of a team of Database Administrators to ensure effective and reliable design, implementation, and maintenance of databases to meet user's needs. Supervisory functions may include, but are not limited to, assigning and prioritizing tasks to ensure team resources are used effectively and system projects are implemented in accordance with project plans and budgets; checking quality of team members' work; responding to more complex, escalated inquiries from team members.

330.398.320	Database Administrator - Expert - IT Support	Responsible for highly complex projects on the organization's databases. Establish innovative and streamlined processes to support software development and production application operations. Provide highest level of technical advice to the team and clients for installation, setup, configuration of databases.
330.398.331	Database Administrator Specialist - IT Support	Participates in the design, creation, and maintenance of databases in a client/server environment. Responsible for quality control and auditing of databases in a client/server environment to ensure accurate and appropriate use of data. Works with management to develop database strategies to support organization needs. Consults with and advises users on access to various client/server databases. Works directly with users to resolve data conflicts and inappropriate data usage. Directs the maintenance and use of the corporate data dictionary.
330.398.340	Database Administrator - Senior - IT Support	Designs, creates and maintains databases in a client/server environment. The Senior level Database Administrator will execute many of the same activities as the Experienced level, but in addition, will typically work on more complex, larger and higher importance/impact databases and projects. The Senior level will also frequently lead database development projects and advise management and users on new or optimal technologies or methods to improve the functionality and/or efficiency of the organization's databases. Will often coach, train or mentor less senior professionals.
330.398.342	Database Programmer - Senior	Under general direction, designs, implements, and maintains complex databases with respect to JCL, access methods, access time, device allocation, validation checks, organization, protection and security, documentation, and statistical methods. Includes maintenance of database dictionaries, overall monitoring of standards and procedures, and integration of systems through database design. Competent to work at the highest level of all phases of database management. Frequently reports to the Database Manager - IT Support.
330.398.345	Data Modeler - Senior	Under general direction, responsible for gathering and analyzing data requirements, and developing the more complex logical and physical database designs and data models in support of enterprise information management. Works with data architecture, applications and systems teams to ensure database designs and data models support the integration of data/information flow across systems and platforms. Assist with the development and enforcement of methodologies and standards for data modeling. This position is fully proficient in working in all phases of database design and data modeling activities. May lead and coach less experienced data modelers in the identification and resolution of information flow, content issues and the translation of business requirements into logical data models. Typically requires a Bachelor's degree and five to seven years of experience.
330.398.350	Database Administrator - Experienced - IT Support	Manages and maintains all production and non-production databases. Responsible for standards and design of physical data storage, maintenance, access and security administration. Performs backup and recovery on Database Management Systems, configures database parameters, and prototype designs against logical data models, defines data repository requirements, data dictionaries and warehousing requirements. This position optimizes database access and allocates/re-allocates database resources for optimum configuration, database performance and cost. Supports multiple services and multiple databases of medium to high complexity (complexity defined by database size, technology used, systems feeds and interfaces) with multiple concurrent users, ensuring control, integrity and accessibility of data. Works on multiple projects as a project leader or sometimes as a project advisor. May coach more junior technical staff. Typically requires a Bachelor's Degree and three to five years of experience.
330.398.351	Database Report Writer - Experienced	Responsible for creating database reports based on the needs of end users. Incorporates end user requests and requirements to develop an enterprise reporting solution. Requires knowledge of SQL programming. May assist in training users on reporting tools. Supports the user community in the use of business intelligence tools to query files and databases for report outputs. Assists customers in use of OLAP tools, extracts and collects data for performance queries and writing reports. Reviews queries for performance issues, making changes as needed. Participates in the design and development of the system, as well as creation of user documentation. Monitors customer usage, upgrades enterprise wide OLAP query and reporting tools, monitors batch queries and ensures interoperability and security of various front-end components.

330.398.352	Database Administrator - Experienced - Oracle	Responsible for various activities related to the design, implementation and maintenance of the Oracle database(s). Ensures sound database definitions, structures and documentation. Designs security and integrity controls. Maintains and monitors the Oracle database environment(s). Designs and analyzes policies, procedures, and standards relating to database management. Typically requires a Bachelor's degree.
330.398.355	Data Modeler - Experienced	Responsible for the identification and resolution of information flow, content issues and the transformation of business requirements into logical data models. This position identifies opportunities to reduce data redundancy, trends in data uses and single sources of data. Accountable for analyzing and developing complex logical database designs, logical data models and relational data definitions in support of corporate and customer information systems requirements. Understands the methodologies and technologies that depict the flow of data within and between technology systems and business functions/operations.
330.398.360	Database Administrator - Entry - IT Support	Responsible for the activities related to data base administration and systems development support. Under direct supervision analyze the use of new techniques/products, aiming at the best solution for the system. Implement the physical model of the data bank within established standards, ensuring the best performance. Requires up to 1 year experience.
330.400.340	End User Computing Analyst - Senior	Under general direction, provides second/third level end user PC support. Coordinates configuration/installation and general troubleshooting of PC hardware and software. Implements hardware and software testing. Directs end user training and documentation. Provides remote PC support and troubleshooting. Provides status reports, problem summaries, and project status as required.
330.400.350	End User Computing Analyst - Experienced	Under general supervision, provides timely, and creative solutions to end-user computer and networking problems of a complex nature to ensure end-user productivity. Coordinates configuration/installation and general trouble shooting of PC hardware and software. Responds to situations where standard procedures have failed in isolating or fixing problem equipment or software installations, moves and configuration changes. Maintains accurate information and data regarding end-user issues.
330.400.351	PC Products Analyst - Experienced	Under general supervision, analyzes and evaluates micro-computer products and systems available in the marketplace. Analyzes such products for compatibility, expandability, and ease of use and support. Recommends to management the support or nonsupport of evaluated products. Participates in the development and customization of products. Designs application options/screens compatible with mainframe applications. Prepares product development documentation regarding use of product. Frequently reports to a PC Support Manager.
330.400.360	End User Computing Analyst - Entry	Under direct supervision, provides accurate, timely, and creative solutions to end-user computer and networking problems of moderate to complex nature to ensure end-user productivity. Performs restorative and maintenance actions either remotely or at the end user's location to resolve problems, using basic troubleshooting and technical skills. Responds to situations where standard procedures have failed in isolating or fixing problem equipment or software installations, moves, and configuration changes. Maintains accurate information and data regarding end-user issues within the tracking system and according to policies and standards.
330.400.420	PC Systems Support Assistant - Experienced	Under direct supervision, performs general tasks to aid in the ongoing support of micro environments. May perform LAN/hard disk backups. Assists with end-user questions and problems. May work on simple applications. Installs software and peripherals. May also troubleshoot basic hardware problems. Conducts research on new technology as requested. Frequently reports to a PC Support Manager or Network Administrator - Senior.
330.400.421	PC Maintenance Technician - Experienced	Under direct supervision, performs general maintenance tasks, troubleshoots and repairs computer systems and peripheral equipment located throughout the organization. Maintains an adequate spare parts inventory of systems, subsystems, and component parts used in repair work. Prepares progress reports for all work performed. Receives work direction from supervisor on work priorities and daily assignments. Frequently reports to a PC Support Manager. Minimum Qualifications: High School; Years of Experience: 1 to 4.
330.404.210	IT User Support Director	Responsible for the provision of direct services and support to users of IT. Typically in larger organizations this is a senior level manager. Frequently reports to an IT Executive, Top IT Infrastructure Executive, or Chief Information Officer.

330.404.220	Helpdesk & User Support Manager	Manage the day-to-day operations of the organization's help desk so that user problems are identified, prioritized, researched, resolved, and followed-up quickly and competently. Plan, priorities, and schedule help desk activities to ensure continuity of service. Ensure that help desk staff use and maintain problem management databases or other help desk software so that help desk activities and performance can be monitored. Analyze help desk enquiries to identify recurring user problems, recommend solutions, and to identify areas where help desk service can be improved. Develop problem solving guidelines, checklists, or other materials to assist help desk staff to respond to user problems that are recurring or routine. Respond to more complex, escalated enquiries from team members. Lead, direct, evaluate, and develop help desk staff to ensure that users receive competent and timely service.
330.404.230	Helpdesk & User Support Supervisor	Supervises help desk support to end-users for either PC, server, or mainframe applications and hardware. Handles problems that the first-tier of help desk support is unable to resolve. Simulates or recreates user problems to resolve operating difficulties. Recommends systems modifications to reduce user problems. Maintains currency and highest level of technical skill in field of expertise. Reports to the Helpdesk & User Support Manager.
330.404.231	Telecommunications Network Helpdesk Supervisor	Supervises the Help Desk Staff in the activities associated with the identification, prioritization, and resolution of network problems. Refers problems to vendor or in-house staff for resolution as required, tracks and monitors response/resolution time, and verifies user acceptance. May coordinate with billing staff to ensure accuracy of charges from vendors/carriers. Requires strong understanding of technical aspects of voice and/or data communications and LAN/WAN telecommunications including switching equipment, vendors, networking, network components, user training, installation, and customer service. Typically requires four or more years of telecommunications engineering and implementation or operations experience. Frequently reports to a Helpdesk & User Support Manager.
330.404.331	Telecommunications Helpdesk Analyst - Specialist	Under general direction, responds to user complaints and researches problems associated with the organization's telecommunications networks (voice and/or data). Diagnoses problem source through discussions with users; co-ordinates with internal support and operations groups or with vendors to resolve problems. Requires an understanding of technical aspects of telecommunications equipment and systems and vendor capabilities. Usually requires seven or more years prior help desk experience in a telecommunications environment. May report to the Helpdesk & User Support Manager.
330.404.340	Helpdesk Support Service Specialist - Senior	Under general direction, provides second-tier support to end users for either PC, server or mainframe applications, and hardware. Handles problems that the first-tier of help desk support is unable to resolve. May interact with network services, software systems engineering, and/or applications development to restore service and/or identify and correct core problem. Simulates or recreates user problems to resolve operating difficulties. Recommends systems modifications to reduce user problems. Maintains currency and highest level of technical skill in field of expertise. Typically has a Bachelor's Degree with over six years experience.
330.404.341	Telecommunications Helpdesk Analyst - Senior	Under general direction, responds to user complaints to research complex problems associated with the organization's telecommunications networks (voice and/or data). Diagnoses problem source through discussions with users. Coordinates with internal organization support and operations groups and/or with vendors to resolve problems. Follows up with users to ensure problem has been resolved. Develops supporting documentation of all activities. May provide guidance/training for less-experienced Help Desk personnel. Requires understanding of technical aspects of telecommunications equipment and systems and vendor capabilities. May have technical certifications and experience with Voice over IP (VoIP). Typically requires four to seven years of experience. Frequently reports to a Telecommunications Network Helpdesk Supervisor or Helpdesk & User Support Manager.
330.404.350	Helpdesk Analyst - Experienced	Under general supervision, provides second-tier support to end users for either PC, server or mainframe applications, and hardware. Handles problems that the first-tier of help desk support is unable to resolve. May interact with network services, software systems engineering, and/or applications development to restore service and/or identify and correct core problem. Simulates or recreates user problems to resolve operating difficulties. Recommends systems modifications to reduce user problems. Maintains currency and high level of technical skill in field of expertise. Escalates more complex problems to senior level. Typically has a Bachelor's Degree with two to four years of experience.

330.404.351	Telecommunications Helpdesk Analyst - Experienced	Under general supervision, responds to user complaints to resolve problems associated with the organization's telecommunications networks (voice and/or data). Diagnoses problem source through discussions with users. Coordinates with internal telecommunications support and operations and with vendors to resolve problems. Follows up with users to ensure problem resolution, and develops supporting documentation of all activities. Requires an understanding of technical aspects of telecommunications equipment and transmission. Typically requires one to four years experience in a telecommunications environment. Frequently reports to a Telecommunications Network Helpdesk Supervisor.
330.404.360	Helpdesk Support Service Specialist - Entry	Under direct supervision, provides support to end-users for PC, server or mainframe applications, and hardware. May interact with network services, software systems engineering, and/or applications development to restore service and/or identify and correct core problems. Simulates or recreates user problems to resolve operating difficulties. Recommends systems modifications to reduce user problems. Refers more complex problems to intermediate and/or senior level. This position is staffed by beginners who have had sufficient educational background and/or experience. Typically has a Bachelor's Degree with less than two years of experience.
330.404.361	Telecommunications Helpdesk Analyst - Entry	Under direct supervision, responds to user complaints to research non-complex problems associated with the organization's telecommunications networks (voice and/or data). Diagnoses problem source through discussions with users. Follows up with users to ensure problem has been resolved. Typically requires no prior experience. Frequently reports to a Telecommunications Network Helpdesk Supervisor.
330.404.410	Helpdesk Representative - Senior	Identify, investigate, resolve, and follow-up problems brought to the helpdesk by users of personal computers, servers, or mainframe applications. Communicate with users to help understand and resolve their problems. Follow established procedures or develop innovative new solutions to user problems. Prioritize and schedule own activities so that work is completed on time. Use problem management databases or other help desk software. Coach less experienced help desk staff and help them resolve user problems.
330.404.420	Helpdesk Representative - Experienced	Under general supervision, responds to and diagnoses problems through discussions with users. Includes problem recognition, research, isolation, and resolution steps. Typically is able to resolve less complex problems immediately, while more complex problems are assigned to senior level support. May involve use of problem management database and help desk systems.
330.404.430	Helpdesk Representative - Entry	Under direct supervision, responds to and diagnoses problems through discussion with users. Includes problem recognition, research, isolation and resolution steps. Typically resolves basic problems while referring more complex problems to intermediate and/or senior level. May involve use of problem management database and help desk systems. This position is staffed by beginners who have had sufficient educational background and/or experience.
330.408.210	Network Operations Director	Responsible for developing business and technology standards and best practices for department. Overall responsibility for all network operations work, including the integration of new network technologies such as wireless. Develops enterprise service levels for data and voice networking equipment and for both in-house and third party software applications. Oversees development of procedures and processes for enterprise network operations. Responsible for ensuring that the enterprise has the capability to support new technologies and maintain high levels of network performance and reliability. Frequently reports to a Chief Information Officer or IT Chief Operating Officer.
330.408.220	Network Administration Manager	Responsible for network operations and service levels for data and voice networking equipment and software including mainframe equipment, PBX, mid-range and network processing devices. Develops and implements standards, procedures, and processes for the network operations group. Plans and manages the support of new technologies (including wireless and VoIP), network performance, and reliability. Defines and negotiates service level agreements. Oversees and coordinates the daily activities of the network operations center. Plans for human resources, equipment arrangements, electrical power and cable requirements for telecommunications and information processing equipment.

330.408.230	Network Administration Supervisor	Supervise the day-to-day activities of a team of IT Network Administrators to ensure effective and reliable installation, configuration, security, and maintenance of organization's local area network(s). Supervisory functions may include, but are not limited to, prioritizing and assigning tasks for effective use of team resources; implementing projects in accordance with project plans and budgets; responding to more complex, escalated inquiries from team members; and checking the quality of their work. Typically requires six to eight years of experience. Frequently reports to a Network Administration Manager.
330.408.232	Network Operations Supervisor	Provides first level guidance/direction (either as a full-time supervisory position or on a project management basis) to network operation and maintenance analysts, technicians, and/or engineers. Performs technical analysis of complex software, hardware, and transmission facility using various diagnostic tools in support of efficient network operations. Provides guidance/direction for engineering efforts and test and evaluation programs. Performs on-site engineering when required. Typically requires the equivalent of a B.S.E.E. and four or more years of experience in operations, maintenance, and sustained engineering of LAN to WAN internetworking.
330.408.321	Storage Management Administrator - Expert	Perform highest level of storage architectural decisions and provide highest level of technical advice on design and implementation. Conduct highly complex analyses and recommend new solutions in regard to storage management operations. Typically requires a Bachelor's degree and seven or more years of experience.
330.408.331	Storage Management Administrator - Specialist	Responsible for storage management practices for Storage Area Network (SAN) and Network Attached Storage (NAS). Develops storage allocation, defines backup and archival procedures. Monitors storage use and resources and troubleshoots storage related issues. Performs capacity planning and monitors/tunes systems. Maintains and modifies backup and recovery procedures. Installs, configure, and tests storage management software and hardware.
330.408.332	Network Administrator - Specialist	Leads network and communication area; formulate, implement and coordinate designing, installing and maintaining of internal systems. May be responsible for infrastructure planning and development. May have a Bachelors degree with 4 to 7 years of experience. Typically reports to Network Operations Supervisor.
330.408.340	Network Administrator - Senior	Under general direction, responsible for administration and day-to-day operation of organization's network systems (e.g., LAN, WAN, wireless and VoIP). Manage high complex network and server environments (including virtualization). Leads the development, implementation and maintenance of policies, procedures and associated training plans for network resource administration, appropriate use, security controls and disaster recovery. Ensures network performance through testing, monitoring, and statistics reporting. Manages and performs network systems software upgrades, including planning and scheduling, testing and coordination. Manages and enforces the implementation of systems security, backup and recovery procedures. Participates in the evaluation of new products and technologies to determine those best meet business needs. Conducts feasibility studies, assesses impacts on existing system configurations, and performs and cost/benefit analyses to support the selection and purchase of network hardware and software. Liaises with end user computing support, network engineering teams and vendors to resolve network issues and support network operations as needed. Typically requires a Bachelor's degree and five to seven years of experience. Frequently reports to a Network Administration Manager or Network Administration Supervisor.
330.408.342	Network Analyst - Senior	Under general direction, responsible for the operational support and maintenance for network systems (including wireless and VoIP). Proactively monitors networks to provide stable, dependable network services across multiple platforms. Configures and troubleshoots computer networks. Maintains LAN/WAN/wireless/VoIP operations by working with network facility and hardware/software vendors to ensure timely problem resolution. Maintains and utilizes network management applications to identify network faults, to ensure the provision of data or other telecommunications access to customers, and the movement of information from one location to the other. Typically requires four to seven years of experience. Frequently reports to a Network Administration Supervisor.
330.408.345	Storage Management Administrator - Senior	Under general direction, work on critical storage projects. Perform capacity planning and execution on complex projects. Track performance and capacity statistics and produce monthly reports reflection current storage state. Formulate and enhances disaster recovery/business continuance procedures. Maintain and modifies backup and recovery procedures. Install, configure and tests storage management software and hardware. Typically requires four to seven years experience.

330.408.350	Network Administrator - Experienced	Under general supervision, responsible for administration and day-to-day operation of organization's networks (e.g., LAN, WAN, wireless and VoIP). Manages medium to high complex network and server environments (may include virtualization). Participates in the establishment and maintenance of policies, procedures and associated training plans for network resource administration, appropriate use, security controls and disaster recovery. Monitors and tests network performance and prepares statistics reports. Implements and enforces network security controls and disaster recovery procedures. Participates in the evaluation, selection, development, and integration of new network systems and applications. Maintains network component inventory and related documentations of technical specifications. Orders and installs new server hardware and other network devices. Performs upgrades, monitors, troubleshoots and fixes network hardware and software problems of medium to high complexity. Typically requires a Bachelor's degree and two to four years of experience. Frequently reports to a Network Administration Manager or Network Administration Supervisor.
330.408.352	Network Control Analyst - Experienced	Under general supervision, responsible for the operational support and maintenance for network systems (including wireless and VoIP). Proactively monitors networks to provide stable, dependable network services across multiple platforms. Configures and troubleshoots computer networks. Maintains LAN/WAN/wireless/VoIP operations by working with network facility and hardware/software vendors to ensure timely problem resolution. Maintains and utilizes network management applications to identify network faults, to ensure the provision of data or other telecommunications access to customers, and the movement of information from one location to the other. Frequently reports to a Network Administration Supervisor. Typically requires one to four years experience.
330.408.355	Storage Management Administrator - Experienced	Under general supervision, performs daily storage administration, maintenance and monitoring functions for open systems storage including zoning and storage allocation. Regularly monitor storage capacity to handle data and software application as per the guidelines. Execute disaster recovery/business continuance procedures. Typically requires one to four years experience.
330.408.360	Network Administrator - Entry	Under direct supervision, assists higher level network administrators in the administration, maintenance, and operation of the organization's networks (e.g., LAN, WAN, wireless and VoIP). Participates in the establishment of policies, procedures and associated training plans for network resource administration, appropriate use, security controls and disaster recovery. Assists in the monitoring and management of network performance. Performs network asset management tasks as requested including the maintenance of network component inventory and related documentations of technical specifications. Installs new network server hardware and other devices. Performs basic upgrades, troubleshoots and fixes of network hardware and software issues. Escalates complex issues to higher level network administrators and network engineers. Typically requires a Bachelor's degree and one year of experience. Frequently reports to a Network Administration Manager or Network Administration Supervisor.
330.408.362	Network Control Analyst - Entry	Under direct supervision, responsible for assisting higher level Network Control Technicians in the testing and analysis of all elements of the network facilities (including power, communications machinery, software, lines, modems, and terminals). Monitors systems and advises higher level Technicians/Supervisor of network status. Alerts supervisor or more experienced technicians of network failures or degradation and assists in performing corrective action. This is an entry-level position. Typically requires no prior experience. Frequently reports to a Network Administration Supervisor.
330.408.364	Storage Management Administrator - Entry	Under direct supervision, assist in storage management by troubleshooting routine day-to-day issues related to backup and recovery. Typically requires a Bachelor's Degree and no prior experience.
330.415.351	Release Analyst - Experienced	Manage cross-organizational efforts required to introduce applications and infrastructure changes into the production environment. Responsible for ensuring all changes are delivered to user while maintaining the integrity and availability of the existing systems. Communicate release expectations across all impacted users. Typically has one to four years experience.
330.416.230	Systems Administration Team Leader	Leads all activities related to system administration. Ensures long-term requirements of systems operations and administration are included in the overall information systems planning of the organization. May assist, mentor, and/or coach team members. Responsible for the installation, maintenance, configuration and integrity of computer software. Implements operating system enhancements that will improve the reliability and performance of the system.

330.416.320	Systems Administrator - Expert	Recognized for the highest level of technical expertise in systems administration . Knowledge and skill would typically be acquired from many years of involvement in the most complex and challenging IT environments. At this level, the incumbent would be expected to be capable of instructing other IT staff in the most complex issues.
330.416.330	Systems Administrator - Specialist	Responsible for highly complex activities related to system administration. Ensures long-term requirements of systems operations and administration are included in the overall information systems planning of the organization. Provides insight on the installation, maintenance, configuration, and enhancements of the system to the staff.
330.416.340	Systems Administrator - Senior	Under general direction, responsible for all activities related to system administration. Ensure long term requirements of systems operations and administration are included in the overall information systems planning of the organization. Responsible for the installation, maintenance, configuration and integrity of computer software. Implement operating system enhancements that will improve the reliability and performance of the system. Minimum Qualifications: University (Bachelors Degree); Years of Experience: 4 to 7.
330.416.341	System Administrator - Senior - UNIX	Under general direction, responsible for the installation, configuration, and maintenance of UNIX operating systems. Recognizes and troubleshoots problems with server hardware and applications software. Establishes and documents standards and procedures for management review. Requires extensive knowledge of computer operations and familiarity with shell and kernel programming. Typically requires a Bachelor's degree and four to seven years of experience.
330.416.350	Systems Administrator - Experienced	Under general supervision, responsible for installing, configuring, and maintaining operating system workstations and servers, including web servers, in support of business processing requirements. Performs software installations and upgrades to operating systems and layered software packages. Schedules installations and upgrades and maintains them in accordance with established IT policies and procedures. Monitors and tunes the system to achieve optimum performance levels. Ensures workstation/server data integrity by evaluating, implementing, and managing appropriate software and hardware solutions. Ensures data/media recoverability by implementing a schedule of system backups and database archive operations. Supports media management through internal methods and procedures or through offsite storage and retrieval services. Develops and promotes standard operating procedures. Conducts routine hardware and software audits of workstations and servers to ensure compliance with established standards, policies, and configuration guidelines. Develops and maintains a comprehensive operating system hardware and software configuration database/library of all supporting documentation.
330.416.351	Systems Administrator - Experienced - UNIX	Under general supervision, responsible for the installation, configuration, and maintenance of UNIX operating systems. Recognizes and troubleshoots problems with server hardware and applications software. Establishes and documents standards and procedures for management review. Requires extensive knowledge of computer operations and familiarity with shell and kernel programming. Typically requires a Bachelor's degree and one to four years of experience.
330.416.360	Systems Administrator - Entry	Under direct supervision maintain the integrity of the operating system server environment. Install system software upgrades including planning and scheduling, testing and co-ordination. Perform workstation and server administration set up. Maintain file systems and disks. Co-ordinate disk space planning and management. Maintain growth statistics, space forecasts, tape libraries, and software and hardware inventories. Perform data back ups and recoveries. Maintain tape libraries. Maintain software and hardware inventories. Monitor and maintains continuity with system software licensing and maintenance agreements.
330.416.361	Systems Administrator - Entry - UNIX	Under direct supervision, responsible for the installation, configuration, and maintenance of UNIX operating systems. Recognizes and troubleshoots problems with server hardware and applications software. Establishes and documents standards and procedures for management review. Requires extensive knowledge of computer operations and familiarity with shell and kernel programming. Typically requires a Bachelor's degree and under two years of experience.

330.418.210	Data Center Operations Director	Responsible for the overall enterprise wide effectiveness and efficiency of data center technology systems and networks and in ensuring high levels of customer satisfaction are maintained. Leads the migration to new technologies, evaluates processing performance relating to machine utilization and reliability, and forecasts financial, physical, and human resource needs to meet established objectives. Oversees and coordinates network/data operations, business continuance and restoration plans that isolate problems and implement pre-planned alternative routes or systems to restore service. Frequently reports to a Chief Information Officer or IT Chief Operating Officer.
330.418.220	Information Systems Operations Manager	Plan, direct, and monitor computer operations to maximize the use of the organization's information processing systems and resources. Activities managed may include data processing, data entry, data control, position language set-up, and tape library. Prioritize and schedule computer operations and workflow so processing equipment and other IT resources are used to their full capacity. Analyze production, maintenance, and malfunction records to identify problems and recommend solutions (e.g., changes to procedures, workflow, or equipment) to improve performance and increase the capacity. Research, evaluate, and recommend equipment purchases to enhance the capabilities of computer operations. Lead, direct, evaluate, and develop computer operations staff to ensure computer operations activities meet pre-established production targets and operating budgets. Liaise with functional or operational area managers to understand their current and future information needs and develop plans, cost estimates, and schedules for integrating these needs into existing operations. Select, and manage ongoing relationships with, vendors and suppliers (e.g., data entry providers) to ensure the organization receives satisfactory standards of service.
330.418.222	Information Systems Operations Manager - incl. Operating Systems Programming	Responsible for all information systems operations activities, including computer operations, data entry, data control, operations support, and operating systems programming. Controls revenues and expenses within department and responsible for meeting budget goals and objectives. Provides input to policy level direction regarding standards and budget constraints. Makes decisions on personnel actions (hiring, terminations, promotions, etc.). Assigns personnel to projects and directs their activities. Reviews and evaluates work and prepares performance reports. Confers with and advises subordinates on administrative policies and procedures, technical problems, priorities, and methods. Consults with personnel in other information systems sections to coordinate activities. Prepares activity and progress reports regarding information systems operations. Frequently reports to an IT Executive or IT Operations Director.
330.418.223	Information Systems Operations Manager - excl. Operating Systems Programming	Responsible for all information systems operations activities, including computer operations, data entry, data control, and operations support. Controls revenues and expenses within department and responsible for meeting budget goals and objectives. Provides input to policy level direction regarding standards and budget constraints. Makes decisions on personnel actions (hiring, terminations, promotions, etc.). Assigns personnel to projects and directs their activities. Reviews and evaluates work and prepares performance reports. Confers with and advises subordinates on administrative policies and procedures, technical problems, priorities, and methods. Consults with personnel in other information systems sections to coordinate activities. Prepares activity and progress reports regarding information systems operations. Frequently reports to an IT Executive or IT Operations Director.
330.418.224	Information Systems Operations/Technical Support Manager	Responsible for all activities relating to technical guidance for planning, directing, and monitoring information systems operations. Plans and recommends machine modifications or additional equipment to increase the capacity of the system. Prepares operational cost estimates for current and proposed projects. Evaluates vendor proposals for purchases of hardware. May manage related outsourcing contracts and service levels. Directs compilation of records and reports concerning production, machine malfunctioning, and maintenance. May advise or consult on organizational, procedural, and work-flow plans, methods, and procedures analysis. Analyzes the results of workflow plans, monitors the operating system(s) and recommends changes to improve processing and utilization. May have departmental staff responsibility. Frequently reports to a Production Control Manager - Computer Operations or IT Operations Director.

330.418.226	Production Control Manager - Computer Operations	Responsible for all production control/support activities, including scheduling, JCL set up, data entry, data control, tape library, and possibly operations documentation. Monitors and improves production procedures. Assigns personnel to the various operations and directs their activities. Reviews and evaluates work and prepares performance reports. Prepares activity and progress reports regarding the production control section activities. Frequently reports to an Information Systems Operations Manager.
330.418.230	Computer Operations Supervisor	Supervises the computer operations within the data center. Responsible for the day-to-day assignments of staff, and the follow-up of their work performance. Manages the daily activities to resolve problems and change management issues. Responsible for production systems' online response time. Maintains system availability, prepares metrics to evaluate systems performance, and works with IT groups and users to ensure that service objectives are met.
330.418.240	Information Systems Operations Supervisor	Coordinate the day-to-day activities of a team (or shift) of para-professionals to ensure that computer operations run smoothly and reliably. Activities of the team may include data processing, data entry, data control, position language set-up, and tape library. Coordinate, coach, and mentor team members; prioritize and assign tasks to ensure that the team's resources are used effectively and that work schedules and targets are met. Monitor the performance of equipment and processes; identify, troubleshoot, and resolve scheduling problems in order to maintain efficient computer operations. Prepare activity and progress reports so that performance problems can be identified and resolved.; Minimum Qualifications: Specialized (Diploma); Typically requires more than four years of experience.
330.418.241	Computer Operations - Team Leader	Responsible for the operation of one or more shifts. Supervises personnel in computer operations, data entry, data control, and operations support functions. Assigns personnel, directs work, and evaluates operational performance. Has daily responsibilities for problem/change management as related to computer operations procedures and control mechanisms. Responsible for quality assurance and security. Frequently reports to a Information Systems Operations Manager.
330.418.242	Data Control Supervisor	Supervises all data control activities. Assigns work to personnel and directs their activities. Reviews and evaluates work and prepares performance reports. Frequently reports to an Information Systems Operations Manager. NOTE: If incumbent also supervises data entry activities, match to Production Control Manager Supervisor - Computer Operations.
330.418.244	Production Control Supervisor - Computer Operations	Responsible for all production control/support activities, including scheduling, JCL set up, data entry, data control, tape library, and possibly operations documentation. Monitors and improves production procedures. Assigns personnel to the various operations and directs their activities. Reviews and evaluates work and prepares performance reports. Prepares activity and progress reports regarding the production control section activities. Frequently reports to an Production Control Manager - Computer Operations.
330.418.330	Computer Operations Analyst - Specialist	Under general direction, has duties of instructing, directing, and checking the work of other computer operators. Requires full technical knowledge of computer operations. Assists in operations scheduling. May assume responsibilities of supervisor in their absence.
330.418.331	Client/Server Operations Analyst - Specialist	Under general direction, has duties of instructing, directing, and checking the work of other computer operators. Requires full technical knowledge of computer operations in a client/server environment. Assists in operations scheduling. May assume shift responsibilities in the supervisor's absence. May work with software systems engineers to resolve problems. Assists less-experienced analysts in problem resolution.
330.418.332	Data Control Clerk - Specialist	Under general direction, has duties of instructing, directing, and checking the work of other data control clerks. Requires full technical knowledge of data control activities.
330.418.340	Client/Server Operations Analyst - Senior	Under general direction, ensures continued uninterrupted service through identification and problem resolution in a client/server environment. Requires strong knowledge of server and desktop processing/operating systems that enables them to work at the highest level of all computer operations phases. Competent to handle complex problems concerning systems operations. Confers with software systems engineers in the event errors require a change of instructions or sequence of operations.

330.418.344	Production Control Analyst - Senior	Under general direction, manages and controls the processing of programs and peripheral equipment on mainframe and/or distributed computer systems to ensure the highest levels of service and system availability are attained. Establishes production runs, ensuring that appropriate job control language, run documentation and data files are available. Assists in job set-up. Performs problem identification, escalation and resolution. Communicates status of operations to allow for immediate response to service disruptions.
330.418.350	Client/Server Operations Analyst - Experienced	Under general supervision, monitors and controls systems in a client/server environment in accordance with established routines. Assists in determining equipment settings and operating instructions and maintaining operating records. Requires solid understanding of client/server relationships to identify problem sources concerning system operations. Able to communicate with system users to identify, explain, and resolve less complex problems. May act as second-level support for help desk for certain problem resolution.
330.418.351	Information Systems Operations/Technical Support Analyst - Experienced	Under general supervision, provides technical guidance for directing and monitoring information systems operations. Implements machine modifications to increase the capacity of the system. Evaluates vendor proposals for purchases of hardware. Directs compilation of records and reports concerning production, machine malfunctioning and maintenance. May advise on organizational, procedural, and work-flow plans, methods, and procedures analysis. Analyzes the results of monitoring the operating system(s) and recommends changes to improve processing and utilization.
330.418.354	Production Control Analyst - Experienced	Under general supervision, manages and controls the processing of programs and peripheral equipment on mainframe and/or distributed computer systems to ensure the highest levels of service and system availability are attained. Establishes production runs, ensuring that appropriate job control language, run documentation and data files are available. Assists in job set-up. Performs problem identification, escalation and resolution. Communicates status of operations to allow for immediate response to service disruptions.
330.418.360	Client/Server Operations Analyst - Entry	Under direct supervision, assists in monitoring and controlling a computer in a client/server environment. Requires basic knowledge of PC and server processes and operations. Competent to work on several phases of computer operations, but still needs instruction and guidance for other phases. Frequently reports to the Client/Server Operations Analyst - Specialist.
330.418.410	Computer Operator - Senior	Under general direction, monitors and controls one or more mini or mainframe computers by operating the central console or on-line terminals. Studies program operating instruction sheets to determine equipment setup and run operations. Continuously observes the operation of the console panel, storage devices, printers, and the action of the console printer to monitor the system and determine the point of equipment or program failure. Manipulates controls in accordance with standard procedures to rearrange sequence of job steps to continue operations when individual units of the system malfunction. Confers with software systems engineering or applications programming personnel in the event errors require a change of instructions or sequence of operations. Maintains operating records such as machine performance and production reports. Competent to work at the highest level of all computer operations phases.
330.418.412	Data Control Clerk - Senior	Under general direction, receives and reviews input and output data (grid sheets, scanner documents, paper tapes, magnetic tapes, etc.). Maintains and revises lists, control records and source data used in the preparation of recurring reports and records. May code source data and lists according to prescribed code designations. Performs related clerical and typing duties. Investigates and corrects problems causing incorrect input or output. Typically requires five or more years of experience.
330.418.420	Computer Operator - Experienced	Operate computer equipment in accordance with established guidelines and operating procedures to meet pre-set targets and work schedules. Activities may include data entry, or operating a computer using a central console or on-line terminal. Monitor the operation of computer equipment to identify and report errors, equipment failures, or deviations from standards. Maintain accurate computer records and production reports so that the performance of computer operations can be analyzed. May change the sequence of computer activities so that operations can continue when individual units of the system malfunction. Frequently reports to a Computer Operations Supervisor.

330.418.422	Data Control Clerk - Experienced	Under general supervision, receives and reviews input and output data (grid sheets, scanner documents, paper tapes, magnetic tapes, etc.). Maintains and revises lists, control records, and coding schemes necessary to process source data. Codes data and calculates batch totals where appropriate, inputs data with necessary documentation for computer processing, audits output to ensure control totals are correct, and distributes output reports according to predetermined instructions. Typically requires one to four years experience. Frequently reports to the Data Control Clerk - Specialist.
330.418.430	Computer Operator - Entry	Under direct supervision, assists in performing routine tasks associated with operating a computer in accordance with detailed instructions. This level is staffed by beginners who have had sufficient educational background and/or experience to qualify them to start in computer operations. Frequently reports to a Computer Operations Supervisor.
330.418.432	Data Control Clerk - Entry	Under direct supervision, receives and reviews input and output data (grid sheets, scanner documents, paper tapes, magnetic tapes, etc.). Maintains and revises lists, control records and coding schemes necessary to process source data. Codes data and calculates batch totals where appropriate, inputs data with necessary documentation for computer processing, audits output to ensure control totals are correct and distributes output reports according to predetermined instructions. Performs related clerical duties. This is an entry level position. Reports to the Data Control Clerk - Specialist.
330.420.130	Chief Information Security Officer	Highest level executive dedicated to IT security who is responsible for the organization's development and enforcement of security policy and strategy. Oversees the selection, development, deployment, monitoring, maintenance, and enhancement of the organization's security technology. Performs IT risk assessments, audits, and security incident investigation. Administers security programs and procedures. Frequently reports to a Chief Information Officer. Note: This is generally a single incumbent position. Only one employee, the most senior individual, per organization entity should be reported.
330.420.210	IT Security Director	Responsible for the delivery of IT security services or functions. Typically in larger organizations this is a senior level manager. Frequently reports to the Chief Information Security Officer.
330.420.220	Information Security Manager	Manages the development and delivery of IT security standards, best practices, architecture and systems to ensure information system security across the enterprise. Implements processes and methods for auditing and addressing non-compliance to information security standards; facilitates migration of non-compliant environments to compliant environments. Conducts studies within and outside the organization to ensure compliance with standards and currency with industry security norms. Manages and participates in the planning and implementation of security administration for all IT projects. Responsible for evaluation and selection of security applications and systems. Makes recommendations and assists in the implementation of changes to work methods and procedures to make them more effective or to strengthen security measures. Typically has eight to twelve years of related experience. Reports to the IT Security Director.
330.420.221	Web Security Manager	Responsible for identification, development, implementation, maintenance, and integration of web security measures. Responsible for all procedures necessary to ensure the safety of the organization's website, including transactions across the Internet and all business-to-business/consumer connections. These responsibilities include protecting customers' confidentiality and creating firewalls to protect internal information. Provides security backup and ensures system disaster recovery processes are in place. Responsible for remaining up-to-date on current and emerging trends in the area of E-commerce security and how those trends can be incorporated to provide the greatest security for the organization and its customers' privacy. Frequently reports to a E-commerce Manager (Technical or Non-Technical).
330.420.225	Business Continuanace/Disaster Recovery Manager	Responsible for the implementation and integration of risk management procedures across the enterprise, based on a thorough understanding of key IT services that must be maintained to reduce financial loss and critical customer service capability. Ensures monitoring and testing of business continuance procedures, ensures response to system failures, and is proactive in building processes to minimize/eliminate downtime. Develops service level risk management agreements with the business and with vendors.

330.420.229	Ethical Intrusion/Investigating Manager	Provide subject matter expertise to level investigation team. Leverage advanced big data security analytics to identify complex threats. Proactively recommend long and short term enhancements to monitoring and detection content, tools, and security controls based on the input received from the threat intelligence sources and detected incidents. Request technical delivery to implement enhancements to the monitoring and detection content. Liaison with the cyber threat intelligence team to ensure that the intelligence provided are incorporated into technologies and processes.
330.420.320	Information Security Professional - Expert	Develops and implements enterprise information security architectures and solutions. Serves as a security expert in application development, database design, network, and/or platform (operating system) efforts, helping project teams comply with enterprise and IT security policies, industry regulations, and best practices. Researches, designs, and advocates new technologies, architectures, and security products that will support security requirements for the enterprise and its customers, business partners, and vendors. Contributes to the development and maintenance of information security strategy and architecture. Analyzes business impact and exposure based on emerging security threats, vulnerabilities, and risks. Communicates security risks and solutions to business partners and IT staff as needed.
330.420.331	Web Security Administrator - Specialist	Assists in the development and management of Web security policy and procedures for the enterprise. Evaluates information security solutions on inter/intranet/extranet environments. Responsible for monitoring, assessing and reviewing rule base and configurations of firewalls and intrusion detection systems. Performs security assessment reviews of the e-commerce applications for compliance to security policies, standards and practices. Reviews software products and recommends security solutions for various platforms and initiatives. Educates users on the Web security standards and practices. Reviews and prepares status reports on security matters to develop security risk analysis scenarios and response procedures. Ensures compliance to security policies and procedures by administering and monitoring security profiles; reviews security violation reports and investigates possible security exceptions; updates, maintains and documents security controls. Must have knowledge of client/server and Web technologies and a strong understanding of e-commerce operations.
330.420.339	Ethical Intrusion - Specialist	Plans, coordinates, executes, and reports on sophisticated ethical intrusion exercises, to identify cyber vulnerabilities and reduce the risk posture of the enterprise systems. Simulates tactics, techniques, and procedures of a variety of threat actors, and make recommendations to senior management on effective counter-measures.
330.420.340	Information Security Professional - Senior	Performs all procedures necessary to ensure the safety of information systems assets and to protect systems from intentional or inadvertent access or destruction. Ensures that user community understands and adheres to necessary procedures to maintain security. May require familiarity with domain structures, user authentication, and digital signatures. Conducts accurate evaluation of the level of security required. Requires an understanding of firewall theory and configuration. Has in-depth knowledge of intrusion detection and Internet architecture. Must be able to weigh business needs against security concerns and articulate issues to management. May coach or provide guidance to lower-level security professionals. Frequently reports to an Information Security Manager. Typically requires five or more years experience.
330.420.341	Business Continuity/Disaster Recovery - Senior	Under general direction, develops risk management procedures, business continuance scenarios, contingency and disaster recovery plans for central and distributed systems and networks to maintain operations during downtime and/or major disasters. Identifies and makes recommendations regarding critical points of failure. Develops and implements policies and procedures for business continuance and disaster recovery plans. Tests plans with various operational and support groups in IT. Involved in the evaluation and selection of vendors to ensure service level agreement meet business continuance and disaster recovery planning requirements. Typically requires a Bachelor's degree in computer science and five or more years of experience in disaster recovery/business resumption planning. Typically reports to the Business Continuity/Disaster Recovery Manager.

330.420.342	Data Security Professional - Senior	Under general direction, responsible for the planning, design, enforcement and audit of security policies and procedures which safeguard the integrity of and access to enterprise systems, files and data elements. Recognizes and identifies potential areas where existing data security policies and procedures require change, or where new ones need to be developed, especially regarding future business expansion. Provides management with risk assessments and security briefings to advise them of critical issues that may affect customer, or corporate security objectives. Evaluates and recommends security products, services and/or procedures to enhance productivity and effectiveness. Typically requires a Bachelor's degree in computer science and four to seven years of experience.
330.420.343	Network Security Professional - Senior	Under general direction, involved in the full life cycle of network security management. Assists in the development and implementation of security policies, procedures and measures in a networking environment. Responsible for firewall configuration, maintenance, monitoring and other various network security measures. Performs security assessments and reviews networking initiatives for security compliance. Evaluates and recommends security products for various platforms in the networking environment. Educates users about network security policies and consults on security issues. Typically requires a Bachelor's degree in computer science and five or more years of experience.
330.420.344	Systems Security Professional - Senior	Under general direction, develops, evaluates and manages systems security across the enterprise. Areas of concentration include account management, password auditing, network based and Web application based vulnerability scanning, virus management and intrusion detection. Assists in the development and implementation of security policies and procedures (e.g., user log-on and authentication rules, security breach escalation procedures, security auditing procedures and use of firewalls and encryption routines). Prepares status reports on security matters to develop security risk analysis scenarios and response procedures. Enforces security policies and procedures by administering and monitoring security profiles, reviews security violation reports and investigates possible security exceptions, updates, and maintains and documents security controls. Educates users on systems security standards and procedures. Typically requires a Bachelor's degree in computer science and five or more years of experience.
330.420.348	Security Access Management Professional - Senior	Under general direction, assess and resolve user access problems related to security controls to minimize business impact and risk exposure. Investigate potential security incidents, engage process partners as required. Participate in internal and external audit activities, maintain documentation for future audits. Provide consultation on the impact to current state and make recommendations to future state process. Review controls and make recommendations on improvements to eliminate risks.
330.420.350	Information Security Professional - Experienced	Under general supervision, performs all procedures asked to ensure the safety of Information Systems Assets and to protect systems from intentional or inadvertent access or destruction. Demonstrated ability to develop IT security standards and procedures. Demonstrated knowledge and understanding of IT industry trends and emerging technologies and an ability to relate them to the company and its objectives. Frequently reports to an Information Security Manager. Typically requires two to four years experience.
330.420.352	Data Security Professional - Experienced	Under general supervision, responsible for the planning, design, enforcement and audit of security policies and procedures which safeguard the integrity of and access to enterprise systems, files and data elements. Recognizes and identifies potential areas where existing data security policies and procedures require change, or where new ones need to be developed, especially regarding future business expansion. Provides management with risk assessments and security briefings to advise them of critical issues that may affect customer, or corporate security objectives. Evaluates and recommends security products, services and/or procedures to enhance productivity and effectiveness. Typically requires a Bachelor's degree and one to three years of experience.
330.420.353	Network Security Professional - Experienced	Under general supervision, involved in the full life cycle of network security management. Assists in the development and implementation of security policies, procedures and measures in a networking environment. Responsible for firewall configuration, maintenance, monitoring and other various network security measures. Performs security assessments and reviews networking initiatives for security compliance. Evaluates and recommends security products for various platforms in the networking environment. Educates users about network security policies and consults on security issues. Typically requires a Bachelor's degree and one to three years of experience.

330.420.354	Systems Security Professional - Experienced	Under general supervision, develops, evaluates and manages systems security across the enterprise. Areas of concentration include account management, password auditing, network based and Web application based vulnerability scanning, virus management and intrusion detection. Assists in the development and implementation of security policies and procedures (e.g., user log-on and authentication rules, security breach escalation procedures, security auditing procedures and use of firewalls and encryption routines). Prepares status reports on security matters to develop security risk analysis scenarios and response procedures. Enforces security policies and procedures by administering and monitoring security profiles, reviews security violation reports and investigates possible security exceptions, updates, and maintains and documents security controls. Educates users on systems security standards and procedures. Typically requires a Bachelor's degree and one to three years of experience.
330.420.355	Business Continuity/Disaster Recovery Analyst - Experienced	Under general supervision, assists in development of risk management procedures, business continuity scenarios, contingency and disaster recovery plans for central and distributed systems and networks to maintain operations during downtime and/or major disasters. Typically requires a Bachelor's degree and one to three years of experience. Develops and implements policies and procedures for business continuity and disaster recovery plans. Tests plans with various operational and support groups in IT. Involved in the evaluation and selection of vendors to ensure service level agreement meet business continuity and disaster recovery planning requirements. Frequently reports to the Business Continuity/Disaster Recovery - Senior or Business Continuity/Disaster Recovery Manager. Typically requires one to four years experience.
330.420.360	Information Security Professional - Entry	Under direct supervision, performs all procedures necessary to ensure the safety of information systems assets and to protect systems from intentional or inadvertent access or destruction. Interfaces with user community to understand their security needs and implements procedures to accommodate them. Ensures that user community understands and adheres to necessary procedures to maintain security. Conducts accurate evaluation of the level of security required. Provides management with status reports. Frequently reports to an Information Security Manager. Typically requires less than two years experience.
330.420.362	Data Security Professional - Entry	Under direct supervision, assists in the planning, design, enforcement and audit of security policies and procedures which safeguard the integrity of and access to enterprise systems, files and data elements. Assists with providing management with risk assessments and security briefings to advise them of critical issues that may affect customer, or corporate security objectives. This level is staffed by beginners who have had sufficient educational background and/or experience to start in Data Security. Typically has up to 1.5 years of experience.
330.424.217	Business Intelligence and Analytics Management - Director	Manages within a nominated sub-function or related sub-functions; typically a highly experienced manager. Decisions tend to be more tactical and operational; geographic scope of operation tends to be at the country level. Typically accountable for budget and policy recommendations and medium-term planning. Responsible for leading the design and support of enterprise wide business intelligence applications and architecture. Works with enterprise wide business and IT senior management to understand and prioritize data and information requirements. Solves complex technical problems. Optimizes the performance of enterprise business intelligence tools by defining data to filter and index that add value to the user. Creates testing methodology and criteria. Designs and coordinates a curriculum for coaching and training customers in the use of business intelligence tools to enhance business decision-making capability. Develops standards, policies and procedures for the form, structure and attributes of the business intelligence tools and systems. Develops data/information quality metrics. Researches new technology and develops business cases to support enterprise wide business intelligence solutions.
330.424.220	IT Support Manager	Manage the operation and maintenance of the organization's information (electronic data) systems so that they function reliably, meet the organization's business needs, and use the organization's IT resources effectively. Plan, prioritize, and manage IT support and maintenance activities to ensure that organization's information systems function reliably and that IT resources are used effectively. Research, evaluate, and recommend hardware and software products that will enhance the capabilities of the organization's information systems. Liaise with functional or operational area managers to understand their current and future information needs and determine how information systems should be installed, configured, and maintained to best meet these needs. Lead, direct, evaluate, and develop a team of information systems professionals and support staff to ensure that the organization's information systems are supported effectively and within budget.

330.424.222	Information Center/Decision Support Manager	Responsible for all information center related activities. Surveys market for new user-friendly software products, selects products and coordinates installation and implementation. Prepares procedures for documentation and training on these products for users. Surveys market for personal computers, mini-computers, and decision support systems to review applicability to the organization. Makes decisions on personnel actions (hiring, terminations, promotions, etc.). Frequently reports to an IT Operations Director.
330.424.223	IT Systems Incident Manager	Responsible for major IT systems incident management from initiation until an acceptable work-around is in place or resolved. Coordinate appropriate resources to resolve critical incidents in accordance with service level agreements and operational level agreements. Own all communication during a major system outage, ensuring IT management and the businesses are kept updated until the incident is resolved. Coordinate, manage and keep chronology of events during incident management conference calls. Update the incident reporting systems with resolution information, liaise with problem management on detection of potential trends; driving down repeat, service impacting failures. Typically has seven to ten years of experience.
330.424.224	IT Problem Investigations Manager	Manage IT problem investigations from start to finish by facilitating root cause investigations and managing the implementation of corrective and preventative measures. Analyze and report IT incident trend data to identify and eliminate root causes, initiate action to fix potential interruptions to service identified during proactive analysis, produce report to demonstrate where repeat incidents are occurring across the organization, diagnose whether new incidents are related to known errors or existing problems. Provide process improvements and efficiencies aimed at minimizing operational risk and improving overall service quality. Typically has seven to ten years of experience.
330.424.227	Business Intelligence and Analytics Management - Manager	Managing teams with focus on policy and strategy implementation and control rather than development; short-term operational/tactical responsibilities. Responsible for leading the design and support of enterprise wide business intelligence applications and architecture. Works with enterprise wide business and IT senior management to understand and prioritize data and information requirements. Solves complex technical problems. Optimizes the performance of enterprise business intelligence tools by defining data to filter and index that add value to the user. Creates testing methodology and criteria. Designs and coordinates a curriculum for coaching and training customers in the use of business intelligence tools to enhance business decision-making capability. Develops standards, policies and procedures for the form, structure and attributes of the business intelligence tools and systems. Develops data/information quality metrics. Researches new technology and develops business cases to support enterprise wide business intelligence solutions.
330.424.230	IT Support Supervisor	Supervise the day-to-day activities of a team of IT professionals who provide technical support to the organization's information systems to ensure the systems and hardware resources function effectively and reliably. Activities of the team may include installing, configuring, administering, and maintaining a large system or several smaller systems. Supervisory functions may include, but are not limited to, prioritizing and assigning tasks for effective use of team resources; implementing projects in accordance with project plans and budgets; responding to more complex, escalated inquiries from team members; and checking the quality of their work.
330.424.320	Business Intelligence Architect - Expert	Responsible for leading the design and support of enterprise wide business intelligence applications and architecture. Works with enterprise wide business and IT senior management to understand and prioritize data and information requirements. Solves complex technical problems. Optimizes the performance of enterprise business intelligence tools by defining data to filter and index that add value to the user. Creates testing methodology and criteria. Designs and coordinates a curriculum for coaching and training customers in the use of business intelligence tools to enhance business decision-making capability. Develops standards, policies and procedures for the form, structure and attributes of the business intelligence tools and systems. Develops data/information quality metrics. Researches new technology and develops business cases to support enterprise wide business intelligence solutions.

330.424.330	Groupware Analyst - Specialist	Responsible for the implementation, maintenance, and support of organization messaging system. May work closely with first tier support staff to solve system problems. Ensures smooth integration of all groupware systems in a particular environment. Provides technical support on local groupware replication and client dial-up access issues. Prepares documentation that will assist in the maintenance of the groupware system. May serve as an internal consultant to developers, assisting them in the area of server supports, security, ID files, and other development issues that will aid the process. Requires solid working knowledge of WANs, LANs, and telecommunication concepts as they relate to the groupware system and database replication.
330.424.331	Information Center/Decision Support Analyst - Specialist	Under general direction, advises and assists users in problem-solving activities using information center tools. Assists in the selection and installation of information center tools. Evaluates new and existing software products. Competent to work at the highest technical level of all phases of information center activities. Frequently reports to an Information Center/Decision Support Manager.
330.424.337	Business Intelligence Architect - Specialist	Individual contributor with comprehensive knowledge in specific area. Ability to execute highly complex or specialized projects; adapts precedent and may make significant departures from traditional approaches to develop solutions. Responsible for leading the design and support of enterprise wide business intelligence applications and architecture. Works with enterprise wide business and IT senior management to understand and prioritize data and information requirements. Solves complex technical problems. Optimizes the performance of enterprise business intelligence tools by defining data to filter and index that add value to the user. Creates testing methodology and criteria. Designs and coordinates a curriculum for coaching and training customers in the use of business intelligence tools to enhance business decision-making capability. Develops standards, policies and procedures for the form, structure and attributes of the business intelligence tools and systems. Develops data/information quality metrics. Researches new technology and develops business cases to support enterprise wide business intelligence solutions.
330.424.342	Information Center/Decision Support Consultant - Senior	Under general supervision, may support unlimited end user groups. Works with users to solve problems with available technology including hardware, software, and peripherals. Studies and analyzes systems needs, trains users on software and hardware, handles troubleshooting, and provides quality assurance review of user systems. Acts as project manager, typically performs time estimates, and regularly reviews status of projects. May have specialization in particular software that would be utilized in an end user environment. Keeps abreast of technological developments and may install new hardware and software for user groups. Frequently reports to an Information Center/Decision Support Manager.
330.424.347	Business Intelligence Architect - Senior	Individual contributor that is fully proficient in applying established standards; knowledge based acquired from several years of experience in particular area. Works independently; may instruct or coach other professionals. Responsible for leading the design and support of enterprise wide business intelligence applications and architecture. Works with enterprise wide business and IT senior management to understand and prioritize data and information requirements. Solves complex technical problems. Optimizes the performance of enterprise business intelligence tools by defining data to filter and index that add value to the user. Creates testing methodology and criteria. Designs and coordinates a curriculum for coaching and training customers in the use of business intelligence tools to enhance business decision-making capability. Develops standards, policies and procedures for the form, structure and attributes of the business intelligence tools and systems. Develops data/information quality metrics. Researches new technology and develops business cases to support enterprise wide business intelligence solutions.
330.424.352	PC Systems Analyst - Experienced	Under general supervision, performs analytical, technical, and administrative work in the planning, design, and installation of new and existing personal computer systems. Works on moderately complex applications. Confers with end users to determine types of hardware and software required. Writes programs to fulfill requirements or selects appropriate off-the-shelf software and modifies to suit. May maintain or utilize telecommunications protocols. Installs new hardware and maintains existing hardware. Trains end users in use of equipment and software. Frequently reports to a PC Support Manager.

330.424.353	User Liaison Coordinator - Experienced	Under general direction, acts as the interdepartmental interface between the user and systems programming and operations. Normally responsible for training the user in the interpretation of information systems reports, report capabilities, and limitations. Usually has only departmental staff responsibility. Assists in establishing systems analysis, programming, and computer operations priorities in order to provide effective service to all users. Recommends standard policies and procedures for providing routine service. This is not a Customer Service Representative. Frequently reports to an Information Center/Decision Support Manager or Information Systems Training Manager.
330.424.355	IT Configuration Management Analyst	Provides Configuration Management (CM) support for the customer's software baseline control efforts. Maintains the baseline using automated CM tools. Responsible for maintaining project software and documentation inventory and configuration baselines. Establishes and maintains the CM processes and procedures. Defines and implements procedures for releasing products throughout the whole product life cycle. Serves on the Configuration Control Board (CCB). Produces builds of products for use in testing and in production; identifies and implements processes to strengthen, streamline and automate build processes; serves as an advocate for best practices; drives the development and maintenance of build automation tools; maintains the source code change control; performs distribution partner and corporate client set-ups. Performs software deficiency and change request updates and reporting. Maintains the project notebook library and software development folders. Tracks and maintains the project change requests, impact assessments, incident reports, and software change notices on a continuous basis. Measures and reports on success metrics benchmarking performance against world class measures. Supports management with technical performance data from the CM process.
330.424.357	Business Intelligence Architect - Experienced	Individual contributor that works under limited supervision. Applies subject matter knowledge; requires capacity to understand specific needs or requirements to apply skills/knowledge. Responsible for leading the design and support of enterprise wide business intelligence applications and architecture. Works with enterprise wide business and IT senior management to understand and prioritize data and information requirements. Solves complex technical problems. Optimizes the performance of enterprise business intelligence tools by defining data to filter and index that add value to the user. Creates testing methodology and criteria. Designs and coordinates a curriculum for coaching and training customers in the use of business intelligence tools to enhance business decision-making capability. Develops standards, policies and procedures for the form, structure and attributes of the business intelligence tools and systems. Develops data/information quality metrics. Researches new technology and develops business cases to support enterprise wide business intelligence solutions.
330.424.367	Business Intelligence Architect - Entry	Individual contributor representing the most common entry point for this career stream; works under direct supervision. Responsible for leading the design and support of enterprise wide business intelligence applications and architecture. Works with enterprise wide business and IT senior management to understand and prioritize data and information requirements. Solves complex technical problems. Optimizes the performance of enterprise business intelligence tools by defining data to filter and index that add value to the user. Creates testing methodology and criteria. Designs and coordinates a curriculum for coaching and training customers in the use of business intelligence tools to enhance business decision-making capability. Develops standards, policies and procedures for the form, structure and attributes of the business intelligence tools and systems. Develops data/information quality metrics. Researches new technology and develops business cases to support enterprise wide business intelligence solutions.
330.426.210	Data Warehousing Director	Responsible for the overall architecture, design, development, and maintenance of data warehousing and data mart systems and services for the entire enterprise's business function. Works closely with customers from a strategic perspective to identify and maximize opportunities to utilize data marts and/or data warehouse systems to improve business processes, promote the strategic use of IT, and enable the workforce to use technologies as a competitive tool. Ensures the development of enterprise wide standards for the Data Warehouse to ensure compatibility and integration of multi-vendor platforms. Responsible for organizational balance and system coherency between front-end desktop/client environment and Data Warehouse back-end processing functions. Provides corporate leadership, vision, and direction for data warehouse systems, in support of the enterprise's business objectives and requirements. Frequently reports to a Chief Information Officer or Chief Technology Officer.

330.426.220	Data Warehousing Manager - IT Support	Responsible for managing the specialized IT professionals who design, develop, maintain, and support data warehousing and data mart technologies and systems. Leads the activities of data warehouse project teams in the design, development and implementation of data warehouses; and the configuration and auditing of data warehouses to ensure quality control of data. Responsible for overseeing the development, operations and maintenance of data warehouse environment, including organizational balance and system coherency between front-end desktop/client environment and data warehouse back-end processing functions. Provides guidance regarding the use of data warehouse systems, capability of systems to deliver information, and subject matter expertise regarding current systems and emerging technology. Typically reports to the Data Warehousing Director.
330.426.330	Data Architect - Specialist	Responsible for the overall design of the enterprise wide data/information architecture, which maps to the enterprise architecture and balances the need for access against security and performance requirements. Focuses on enterprise wide data modeling and database design. Defines data/information architecture standards, policies and procedures for the organization, structure, attributes and nomenclature of data elements, and applies accepted data content standards to technology projects. Facilitates consistent business analysis, data acquisition and access analysis and design, Database Management Systems optimization, archiving and recovery strategy, load strategy design and implementation, security and change management at the enterprise level. Translates strategic requirements into a usable enterprise information architecture, which may include an enterprise data model, associated metamodel, common business vocabulary, ontologies and taxonomies to be used to guide enterprise solution development and achieve consistency of information assets across the application portfolio. Develops a metadata management and repository strategy to manage all enterprise information architecture project artifacts. Ensures existing data/information assets are identified, stewarded and leveraged across the enterprise. Typically requires seven or more years of experience.
330.426.331	Data Warehousing Analyst - Specialist - IT Support	Develops and maintains databases. Reviews data loaded into the data warehouse for accuracy. Responsible for preparation of system requirements, analysis, and design throughout the data warehouse implementation. Identifies data sources and determines common data definitions across user groups. Responsible for regularly loading data into the warehouse and resolving compatibility problems between software packages. Monitors usage of warehouse to identify potential capacity overloads. Understands concepts of relational databases. Typically requires seven or more years of experience. Frequently reports to the Data Warehousing Manager - IT Support.
330.426.342	Data Warehousing Analyst - Senior - IT Support	Under general supervision, works in a data warehouse environment which includes data design, database architecture, metadata and repository creation. Provides direction and guidance to less experienced team members. Reviews data loaded into the data warehouse for accuracy. Responsible for the development, maintenance, and support of an enterprise data warehouse system and corresponding data marts. Troubleshoots and tunes existing data warehouse applications. Conducts research into new data warehouse applications and determines viability for adoption. Assists in establishing development standards. Evaluates existing subject areas stored in the data warehouse. Incorporates existing subject areas into an enterprise model. Creates new or enhanced components of the data warehouse. Typically requires four to seven years experience. Frequently reports to the Data Warehousing Manager - IT Support.
330.426.350	Data Warehousing Administrator - Experienced	Under general supervision, coordinates the data administration technical function for both data warehouse development and maintenance. Plans and oversees the technical transitions between development, testing, and production phases of the workplace. Facilitates change control, problem management, and communication among data architects, programmers, analysts, and engineers. Establishes and enforces processes to ensure a consistent, well managed, and well integrated data warehouse infrastructure. Expands and improves data warehouse to include data from all functions of the organization using data manipulation, transformation, and cleansing tools. Frequently reports to the Data Warehousing Manager - IT Support.
330.426.352	Data Warehousing Analyst - Experienced - IT Support	Under general supervision, works in the data warehouse environment which includes data design, database architecture, metadata and repository creation. Assists in the development, maintenance, and support of an enterprise data warehouse system and corresponding data marts. Troubleshoots and tunes existing data warehouse applications. Assists in creating new or enhanced components of the data warehouse. Typically requires one to four years experience. Frequently reports to the Data Warehousing Manager - IT Support.

330.426.353	Data Warehousing Programmer - Experienced	Under general supervision, responsible for product support and maintenance of the data warehouse. Performs data warehouse design and construction. Codes and documents scripts and stored procedures. Designs and implements data strategy methods. Develops appropriate programs and systems documentation. Assists with metadata repository management. Prepares and implements data verification and testing methods for the data warehouse. Creates index and view scripts.
330.426.360	Data Warehousing Analyst - Entry - IT Support	Under direct supervision, assists in data design, database architecture, metadata and repository creation. Reviews data loaded into the data warehouse for accuracy. Assists in the troubleshooting of existing data warehouse applications. Typically requires no prior experience. Frequently reports to the Data Warehousing Manager - IT Support.
330.432.220	Web Operations Manager	Responsible for ongoing oversight of web strategy and operations. Develops business plan and annual budget for website function. Accountable for budget, staff planning, management, and product and service delivery. Oversees operational activities of the website(s) with specific attention aimed at content creation and website maintenance. Typically requires Bachelor's degree in computer science or related field and four or more years experience with web technologies and web page design.
330.432.340	Web Administrator - Senior	Under general direction, responsible for ensuring the control, integrity, and accessibility of the Internet/intranet for the enterprise. Responsible for change management procedures regarding the installation and testing of all upgrades and enhancements for the Internet/intranet infrastructure. Responsible for proper initial installation as well as subsequent installations of updates/patches; preparation of system documentation; proactive, regular checks of system components for errors and application of necessary corrective action; set-up and maintenance of Web servers. Knowledgeable in all levels of Internet/Web security and the associated requirements for their application. Designs, develops and administers firewalls as a means of preventing unauthorized access to enterprise networks. Typically requires a Bachelor's degree and four to seven years experience in production management, web page design, HTML, and web graphics types and standards.
330.432.341	Web Technical Administrator - Senior	Under general direction, responsible for ensuring the control, integrity, and accessibility of the Internet/intranet for the enterprise. Responsible for change management procedures regarding the installation and testing of all upgrades and enhancements for the Internet/intranet infrastructure. Responsible for proper initial installation as well as subsequent installations of updates/patches; preparation of system documentation; proactive, regular checks of system components for errors and application of necessary corrective action; set-up and maintenance of Web servers. Knowledgeable in all levels of Internet/Web security and the associated requirements for their application. Designs, develops and administers firewalls as a means of preventing unauthorized access to enterprise networks. Typically requires a Bachelor's degree and four to seven years experience in production management, web page design, HTML, and web graphics types and standards.
330.432.350	Web Administrator - Experienced	Under general supervision, responsible for ensuring the control, integrity, and accessibility of the Internet/intranet for the enterprise. Responsible for change management procedures regarding the installation and testing of all upgrades and enhancements for the Internet/intranet infrastructure. Responsible for proper initial installation as well as subsequent installations of updates/patches; preparation of system documentation; proactive, regular checks of system components for errors and application of necessary corrective action; set-up and maintenance of Web servers. Knowledgeable in all levels of Internet/Web security and the associated requirements for their application. Designs, develops and administers firewalls as a means of preventing unauthorized access to enterprise networks. Typically requires a Bachelor's degree and less than three years of experience.
330.432.351	Webmaster - Experienced	Under general supervision, accountable for the design, upgrading, enhancement, maintenance, availability and effectiveness of technical functionality and content for one or more Web sites of the enterprise. Coordinates the publishing of Web site content, user interface, look/feel and level of specificity to suit a wide range of needs. Responsible for working closely with marketing and systems teams to coordinate content, developing on-going site structure and updates. Primary focus is generally on gathering requirements that relate to the organization's business objectives relative to site audiences, and continuous content updates and site upgrades to enhance site hits/visits. Typically requires a Bachelor's degree and less than three years of experience.

330.432.352	Web Customer Support Professional - Experienced	Under general supervision, responsible for providing support services to users of Internet and extranet sites. Provides technical advice and guidance relative to problems involving user interface, browser, hardware and supporting software. Troubleshoots and restores routine technical service and equipment troubles by analyzing, identifying and diagnosing faults and symptoms. Maintains a knowledge database and call tracking database to enhance quality of problem resolutions. Coordinates efforts with the Help Desk to ensure all calls outside the customer environment are effectively resolved. This job is very similar to an experienced Help Desk professional, with the added responsibility of interfacing directly with external customers to the business. Typically requires a Bachelor's degree in Computer Science or a related field or equivalent work experience and three to five years of experience.
330.580.220	IT Capacity Planning Manager	Develops, manages and forecasts capacity requirements based on business needs and IT infrastructure growth capacity. Facilitates the development of policies to ensure that existing capacity is being used as efficiently as possible. Ensures data recovery, maintenance, data integrity and space requirements are met across a variety of platforms. Ensures that capacity workload modeling and availability analysis is performed for a variety of platforms and large environments. Serves as an expert resource to IT groups in planning the resource requirements for systems under development. Presents statistical availability and trend analysis and recommendations to IT management, IT leadership, and the business, as needed. Ensures reliability and availability of platforms to meet business objectives.
330.580.350	IT Capacity Planner - Experienced	Conducts supply/demand, trend analyses and makes proactive capacity planning recommendations to mitigate risk and rationalize the optimal amount of hardware, software and network resources to meet business needs, service level requirements and IT infrastructure growth capacity. Ensures that capacity workload modeling and availability analysis is performed for a variety of platforms and environments. Serves as a subject matter expert to application development, systems administration and engineering and other technical and business staff in planning the resource requirements for systems under development. Develops, maintains, recommends, documents and supports tools and backend utilities to provide capacity planning management. Facilitates the development of policies to ensure that existing capacity is being used as efficiently as possible.
400.000.120	Top Marketing and Sales Executive - Corporate	This is the top marketing and sales position with responsibility for the direction and management of the marketing, sales, and promotion of the organization's products and services. Directs the efforts of marketing and advertising executives and works with them to develop business plans and strategies to attain corporate sales and profit objectives. Frequently reports to a Chief Executive Officer or Chief Operating Officer. Note: Do not match this position if employee is responsible for marketing only or for sales only - see either Top Marketing Executive or Top Sales Executive. Note: Reporting entity is Corporate. This is generally a single incumbent position. Only one employee, the most senior individual, per organization entity should be reported.
400.011.120	Top Marketing and Sales Executive - Subsidiary/Group	This is the top marketing and sales position with responsibility for the direction and management of the marketing, sales, and promotion of the organization's products and services. Directs the efforts of marketing and advertising executives and works with them to develop business plans and strategies to attain corporate sales and profit objectives. Frequently reports to a Chief Executive Officer or Chief Operating Officer. Note: Do not match this position if employee is responsible for marketing only or for sales only - see either Top Marketing Executive or Top Sales Executive. Note: Reporting entity is either Subsidiary or Group. This is generally a single incumbent position. Only one employee, the most senior individual, per organization entity should be reported.
400.014.120	Top Marketing and Sales Executive - Division	This is the top marketing and sales position with responsibility for the direction and management of the marketing, sales, and promotion of the organization's products and services. Directs the efforts of marketing and advertising executives and works with them to develop business plans and strategies to attain corporate sales and profit objectives. Frequently reports to a Chief Executive Officer or Chief Operating Officer. Note: Do not match this position if employee is responsible for marketing only or for sales only - see either Top Marketing Executive or Top Sales Executive. Note: Reporting entity is Division. This is generally a single incumbent position. Only one employee, the most senior individual, per organization entity should be reported.

400.100.210	Marketing and Sales Director	Responsible for the commercialization of the company's products, defining market policies and strategies to be implemented to achieve established objectives. Administers the activities of market development, pricing policy, sales logistics, sales plans and budgets. Ensures that budget goals for sales volume and profitability are reached and that the company's market share is maintained or increased. Directs market research, product planning, sales forecasting and customer relations functions. Typically reports to the Marketing and Sales Executive or to the Marketing and Sales Executive (Subsidiary/Group/Division).
400.436.130	Top Business Development Executive	Responsible for the analysis of new business opportunities through market research and developing marketing initiatives. Provides business development leadership and lead efforts on licensing agreements. Coordinates with Top Strategic Planning Executive and/or Top Mergers and Acquisitions Executive to ensure merger/acquisition/licensing activities support long-term organization plans. Frequently reports to a Chief Executive Officer or Chief Operating Officer.
400.436.210	Business Development Director	Primary responsibilities include the research and analysis of business opportunities, consistent with the organization's long range and strategic plans. Evaluates projects through financial feasibility studies, market research, and planning. May assist with special studies in areas such as operational effectiveness, capacity utilization, cost containment, etc. Typically in larger organizations this is a senior level manager. Frequently reports to a Top Business Development Executive.
400.436.220	Business Development Manager	Responsible for the overall development, implementation and progress of strategic business targets. This position is involved in managing and directing the work of respective business unit. Is focused on policy and strategy implementation. Oversee a business development team which evaluates, analyzes, and formulates strategies for business growth. Oversee the development of key projects and is accountable for the successful closure of business deals. Direct the planning and preparation of business proposals, and make recommendations to senior management. Negotiate letters of intent, memoranda of understanding, contracts and acquisition agreements. Frequently reports to a Business Development Director or Top Business Development Executive. Minimum Qualifications: University (Degree); Years of Experience: 7 to 10.
400.436.330	Business Development Analyst - Specialist	This position is responsible for developing new processes to meet project needs, and for designing projects to suit the financial, operating, legal, regulatory and operating criteria elements of a project. Serves as a technical expert in economic modeling and discounted cash flow analysis. Coaches and supports others in technical matters. Demonstrates in-depth technical knowledge on all aspects of financial analysis and a good understanding of financial, tax, and legal issues. Requires a Bachelor's Degree and seven or more years of experience.
400.436.340	Business Development Analyst - Senior	Responsible for all business development activities. Perform projects of complex scope. Involved in developing new processes to meet project needs, and for designing projects to suit the financial, operating, legal, regulatory and operating criteria elements of a project. Serve as a technical expert in economic modeling and discounted cash flow analysis. Demonstrate in-depth technical knowledge on all aspects of financial analysis and a good understanding of financial, tax, and legal issues. Utilize independent judgment within general practices and policies in selecting methods and techniques for creating solutions. Maintain in-depth knowledge of principles and concepts. Direct and coach lower level professionals. Typically requires a Bachelor's Degree and four to seven years of experience.
400.436.350	Business Development Analyst - Experienced	Conduct market research and feasibility studies to analyze the viability of alternative business development opportunities. Collect, compile, verify, and analyze financial, competitive, sales, marketing, and other information about potential business partners; new markets, products and services; or other business opportunities so that senior management has accurate and timely information for making strategic and operational decisions. Prepare documents and materials (for example, reports, presentations, information packages) for meetings and negotiations with potential clients and business partners so that the information provided is accurate and appropriate for external distribution. Typically requires a Bachelor's Degree and one to four years of experience.

400.440.130	Top Contract Management Executive	Responsible for the development and maintenance of the company's contracts management program. Oversees the entire contract preparation process including the development and negotiation of proposals. Serves as the company's point of contact for its customers in regards to contracts management. Provides guidance to others within the organization in regards to contracts policies and procedures. Frequently reports to a Top Strategic Planning Executive, Top Administrative Executive, or Chief Operating Officer. Note: This is generally a single incumbent position. Only one employee, the most senior individual, per organization entity should be reported.
400.528.220	Customer Relationship Manager	Responsible for development and implementation of customer relationship management expansion and retention strategies. Maintain loyalty and segmentation programs. Monitor the application of operating systems including policies and procedures, operating structure and information flow. Maintain database including customer acquisition and retention. Ensure that the volume of work produced meets product/service standards and exceeds quality standards. Involved in business plan for team/group operations including budget development. Work with business development staff during initial account management period. Supervise a team of Customer Relationship Analysts. Maintain relationships with high value clients.
400.528.221	Digital Customer Relationship Management Manager	Managing teams with focus on policy and strategy implementation and control rather than development; short-term operational/tactical responsibilities. Establishes and grows customer relationships across all digital channels. Typically involved in developing and executing an integrated customer strategy across all digital channels, developing digital loyalty programs, and ensuring consistency in digital customer contact points. Uses customer data analytics (e.g., personalization and product recommendation systems), and develops a segmentation model to enable effective marketing across all digital channels. May be involved in defining and exploring digital platforms (websites, mobile/social applications, etc.) the organization should utilize to grow customer relationships. May also be involved in driving sales through online channels as well as sharing best practices and insights to advance the organization's digital platform.
400.528.230	Customer Relationship Supervisor	Primary responsibility is maintaining relationships with high value clients. Work with business development staff during initial account management period. Develop and implement customer relationship management expansion and retention strategies. Experience in protecting and growing revenue from new and existing clients as a result of anticipating and attending to client needs.
400.528.340	Customer Relationship Analyst - Senior	Responsible for supporting relationships with existing clients and providing input to improve the work flow and ensure customer satisfaction. Support loyalty and segmentation programs. Monitor the application of operating systems including policies and procedures, operating structure and information flow. Recommend processes, templates, and standards for customer support. Maintain database including customer acquisition and retention.
400.528.351	Digital Customer Relationship Management Analyst - Experienced	Individual contributor that works under limited supervision. Applies subject matter knowledge; requires capacity to understand specific needs or requirements to apply skills/knowledge. Establishes and grows customer relationships across all digital channels. Typically involved in developing and executing an integrated customer strategy across all digital channels, developing digital loyalty programs, and ensuring consistency in digital customer contact points. Uses customer data analytics (e.g., personalization and product recommendation systems), and develops a segmentation model to enable effective marketing across all digital channels. May be involved in defining and exploring digital platforms (websites, mobile/social applications, etc.) the organization should utilize to grow customer relationships. May also be involved in driving sales through online channels as well as sharing best practices and insights to advance the organization's digital platform.
410.000.120	Top Marketing Executive - Corporate	This is the top marketing position with responsibility for the direction and management of the marketing and promotion of the organization's products and services. Directs the efforts of marketing and advertising executives and works with them to develop business plans and strategies to attain corporate objectives. Develops policies, programs, and objectives for all product and service marketing activities for the organization. Directs market research, product planning, and advertising functions to accomplish organization objectives. Frequently reports to a Chief Executive Officer or Chief Operating Officer. Note: Reporting entity is Corporate. This is generally a single incumbent position. Only one employee, the most senior individual, per organization entity should be reported. Do not match this position if employee is responsible for both marketing and sales - see Top Marketing and Sales Executive.

410.011.120	Top Marketing Executive - Subsidiary/Group	This is the top marketing position with responsibility for the direction and management of the marketing and promotion of the organization's products and services. Directs the efforts of marketing and advertising executives and works with them to develop business plans and strategies to attain corporate objectives. Develops policies, programs, and objectives for all product and service marketing activities for the organization. Directs market research, product planning, and advertising functions to accomplish organization objectives. Frequently reports to a Chief Executive Officer or Chief Operating Officer. Note: Reporting entity is either Subsidiary or Group. This is generally a single incumbent position. Only one employee, the most senior individual, per organization entity should be reported. Do not match this position if employee is responsible for both marketing and sales - see Top Marketing and Sales Executive.
410.014.120	Top Marketing Executive - Division	This is the top marketing position with responsibility for the direction and management of the marketing and promotion of the organization's products and services. Directs the efforts of marketing and advertising executives and works with them to develop business plans and strategies to attain corporate objectives. Develops policies, programs, and objectives for all product and service marketing activities for the organization. Directs market research, product planning, and advertising functions to accomplish organization objectives. Frequently reports to a Chief Executive Officer or Chief Operating Officer. Note: Reporting entity is Division. This is generally a single incumbent position. Only one employee, the most senior individual, per organization entity should be reported. Do not match this position if employee is responsible for both marketing and sales - see Top Marketing and Sales Executive.
410.100.210	Marketing Director	Primary responsibilities include developing and implementing marketing policies and activities such as market research, advertising and promotion, and new product development. Typically in larger organizations this is a senior level manager. Frequently reports to a Top Marketing Executive or a Top Marketing and Sales Executive.
410.100.212	Internet/Digital Marketing Director	As a Director, manages and develops strategies in the conception, coordination, and control of Internet/Digital Marketing. Work is focused on developing marketing strategies and delivering promotional marketing messages to consumers online with the intent of generating traffic and sales on the organization's e-commerce site. Plans, develops and implements internet marketing strategies to promote products/brands and services online (e.g., email, search engine, social media, display and mobile advertising, etc.). Analyzes online traffic analytics and develops actions to improve marketing campaign performance. Identifies online marketing and buying trends and insights to optimize online marketing spend and campaign performance. Oversees development of e-marketing content and material (e.g., e-newsletters, e-magazines, website and blog content, social media accounts, etc.).
410.100.220	Marketing Manager	Manage day-to-day marketing programs and activities so that they meet the organization's short and long-term business objectives, comply with regulations and standards, and protect the organization's public reputation. Develop and implement marketing plans for the organization's products/services to meet established targets. Activities may include: market research, oversight of product development and design; pricing; launch new products; oversee advertising campaigns; and monitor sales performance. Contribute to business planning at the executive level to develop a marketing strategy consistent with the organization's overall mission, vision, and objectives. Define advertising objectives, recommend choice of media, and allocate resources so advertising campaigns are effective, economical, and appropriate for intended audience. Select and manage ongoing relationships with vendors. Adjust marketing strategy and plans to meet changing markets and competitive conditions. Liaise with other managers to ensure marketing activities are integrated with other parts of the business and align with the overall corporate objectives. Lead, direct, evaluate, and develop a team of marketing professionals. Frequently reports to a Marketing Director or Top Marketing Executive.

410.100.222	Internet/Digital Marketing Manager	As a Manager, oversees the strategy implementation and operations in the conception, coordination, and control of Internet/Digital Marketing. Work is focused on developing marketing strategies and delivering promotional marketing messages to consumers online with the intent of generating traffic and sales on the organization's e-commerce site. Plans, develops and implements internet marketing strategies to promote products/brands and services online (e.g., email, search engine, social media, display and mobile advertising, etc.). Analyzes online traffic analytics and develops actions to improve marketing campaign performance. Identifies online marketing and buying trends and insights to optimize online marketing spend and campaign performance. Oversees development of e-marketing content and material (e.g., e-newsletters, e-magazines, website and blog content, social media accounts, etc.).
410.100.225	Marketing Manager - Electronic	Manages the organization's electronic marketing efforts including: fax promotions, broadcasts (radio, television), and Internet media. Stays current with new technology and marketing tools. Frequently reports to a Marketing Director or Top Marketing Executive.
410.100.230	Marketing Supervisor	Coordinates the planning and definition of sales objectives, marketing strategy, advertising campaigns, profitability analysis, market potential, competition, promotion and advertising, and other marketing activities for a group of products, aiming at assuring the profitability and positioning in the market. Follows up and analyses market tendencies of the group products, doing surveys and proposing the launch of new products. Typically reports to the Marketing Manager.
410.100.232	Internet/Digital Marketing Team Leader (Professionals)	As a Team Leader (Professionals), supervises professionals in the conception, coordination, and control of Internet/Digital Marketing. Work is focused on developing marketing strategies and delivering promotional marketing messages to consumers online with the intent of generating traffic and sales on the organization's e-commerce site. Plans, develops and implements internet marketing strategies to promote products/brands and services online (e.g., email, search engine, social media, display and mobile advertising, etc.). Analyzes online traffic analytics and develops actions to improve marketing campaign performance. Identifies online marketing and buying trends and insights to optimize online marketing spend and campaign performance. Oversees development of e-marketing content and material (e.g., e-newsletters, e-magazines, website and blog content, social media accounts, etc.).
410.100.330	Marketing Analyst - Specialist	Under general supervision, recommends and implements strategies to achieve marketing goals for assigned products and services for one or more areas, product lines, or market segments. Supports sales and advertising programs including proposal generation. Performs market research projects. Typically requires a Bachelor's degree and seven or more years of experience. Typically reports to the Marketing Manager.
410.100.340	Marketing Analyst - Senior	Plan, develop, and execute more complex product promotions and marketing campaigns. The Senior level Marketing Analyst will be similar to that of the Experienced level but typically on projects that are more complex and larger in scope and impact on the marketing plan and the organization's business. The Senior level role will also plan and execute marketing activities, pricing policies and sales promotions to achieve the business' targets. Liaise with the marketing and sales managers to ensure that they understand and comply with the marketing initiatives and policies. Develop, schedule, and execute marketing programs, including product promotion, sales channels and pricing. Review business results against marketing plan and advise on areas of improvement. May also provide coaching and guidance to other marketing staff. Typically requires a Bachelor's Degree and four to seven years of experience. Frequently reports to a Marketing Manager.
410.100.342	Internet/Digital Marketing Analyst - Senior	As the Senior professional, leads important projects in the conception, coordination, and control of Internet/Digital Marketing. Work is focused on developing marketing strategies and delivering promotional marketing messages to consumers online with the intent of generating traffic and sales on the organization's e-commerce site. Plans, develops and implements internet marketing strategies to promote products/brands and services online (e.g., email, search engine, social media, display and mobile advertising, etc.). Analyzes online traffic analytics and develops actions to improve marketing campaign performance. Identifies online marketing and buying trends and insights to optimize online marketing spend and campaign performance. Oversees development of e-marketing content and material (e.g., e-newsletters, e-magazines, website and blog content, social media accounts, etc.).

410.100.350	Marketing Analyst - Experienced	Under general supervision, coordinate and provide technical marketing expertise for product promotions and marketing campaigns. Design, develop, and implement marketing activities and materials such as brochures, audio/visual materials. Review business results and ensure the adherence of the marketing activities and plans. Liaise with the media, advertising agencies and public relations firms. Coordinate involvement in conferences, exhibitions and marketing seminars. Typically requires a Bachelor's Degree and two to four years of experience.
410.100.352	Internet/Digital Marketing Analyst - Experienced	As the Experienced professional, possesses well developed skills in the conception, coordination, and control of Internet/Digital Marketing. Work is focused on developing marketing strategies and delivering promotional marketing messages to consumers online with the intent of generating traffic and sales on the organization's e-commerce site. Plans, develops and implements internet marketing strategies to promote products/brands and services online (e.g., email, search engine, social media, display and mobile advertising, etc.). Analyzes online traffic analytics and develops actions to improve marketing campaign performance. Identifies online marketing and buying trends and insights to optimize online marketing spend and campaign performance. Oversees development of e-marketing content and material (e.g., e-newsletters, e-magazines, website and blog content, social media accounts, etc.).
410.100.360	Marketing Analyst - Entry	Under direct supervision, responsible for supporting the Product Department in the development of actions that contribute to the management of the market complex (product, price, promotion and distribution) in the respective business area. May coordinate, help and participate in the logistics involving the marketing events carried out by the company. Typically requires a Bachelor's Degree and no prior experience. Typically reports to the Marketing Manager.
410.100.362	Internet/Digital Marketing Analyst - Entry	As the Entry level professional, applies broad knowledge in the conception, coordination, and control of Internet/Digital Marketing. Work is focused on developing marketing strategies and delivering promotional marketing messages to consumers online with the intent of generating traffic and sales on the organization's e-commerce site. Plans, develops and implements internet marketing strategies to promote products/brands and services online (e.g., email, search engine, social media, display and mobile advertising, etc.). Analyzes online traffic analytics and develops actions to improve marketing campaign performance. Identifies online marketing and buying trends and insights to optimize online marketing spend and campaign performance. Oversees development of e-marketing content and material (e.g., e-newsletters, e-magazines, website and blog content, social media accounts, etc.).
410.398.220	Database Marketing Manager	Maintains organization marketing database utilizing customer service input, returned mail, and directories. Develops strategies for data warehousing. Using sophisticated direct response and database marketing techniques, generates sufficient leads to meet or exceed business line sales goals and retention targets. Frequently reports to a Marketing Director or Top Marketing Executive.
410.444.130	Top Advertising Executive	Responsible for developing the advertising and promotional programs for the organization's products. Oversees creation and placement of advertising using various media and coordinates efforts with advertising agencies. Frequently reports to a Top Marketing Executive or Top Marketing and Sales Executive.
410.444.220	Advertising/Marketing Communications Manager	Implement the organization's advertising and promotions strategy by managing a team of marketing professionals who develop and execute promotional campaigns. These campaigns inform the organization's target market of the merits of purchasing its products and services and may include trade exhibitions; direct mailing; telemarketing; seminars; store signs and billboards; and print, television, film, and radio advertising. Define advertising objectives, recommend choice of media, and allocate internal and external resources so campaigns are effective, economical, and appropriate for their intended audience. Liaise with managers in sales, marketing, and brand management to develop campaigns that will help them achieve their sales goals; integrate with other campaigns; align with the organization's overall advertising and promotions strategy. Contribute to the development of sales strategies for a product, service, or market segment that align with the organization's vision and its current and long-term business objectives. Select and manage ongoing relationships with, external vendors and agencies (for example printers, event organizers, graphic designers, advertising agencies, media outlets). Lead, direct, evaluate, and develop a team of marketing communications professionals to ensure that the organization's advertising and promotions strategy is implemented effectively and within established budgets. Frequently reports to a Communications Director.

410.444.330	Advertising/Marketing Communications Professional - Specialist	Responsible for supporting marketing related communications needs of designated business groups and departments. Counsels businesses in developing and executing communications programs including product advertising. Typically requires a Bachelor's degree in a related field and seven or more years of experience. Frequently reports to an Advertising/Marketing Communications Manager.
410.444.340	Advertising/Marketing Communications Professional - Senior	Plan, develop, and execute more complex promotional campaigns, or those that are of strategic importance to the organization. These campaigns inform the organization's target market of the merits of purchasing its products and services and may include trade exhibitions; direct mailing; telemarketing; seminars; store signs and billboards; and print, television, film, and radio advertising. Research, write, and design more complex or specialized sales collateral that is effective and appropriate for the intended audience. Arrange for this material to be economically published and distributed. Collateral may include training and selling aids, telemarketing scripts, advertising copy, brochures, catalogues, display advertising, technical instructions, fact sheets, and information booklets. Organize and attend seminars, trade shows, industry exhibitions, and other events so potential customers have an opportunity to learn about the organization and its products and services. Liaise with managers in sales, marketing, and brand management to develop campaigns to help them achieve their sales goals. Liaise with external vendors and agencies (e.g., printers, event organizers, graphic designers, advertising agencies, media outlets) to ensure their work meets the organization's requirements, deadlines, and budget. Coach less experienced team members and help them resolve problems. Typically requires a Bachelor's Degree and four to seven years of experience. Frequently reports to a Marketing Manager or Advertising/Marketing Communications Manager.
410.444.350	Advertising/Marketing Communications Professional - Experienced	Plan, develop, and execute promotional campaigns that inform the organization's target market of the merits of purchasing its products and services. These campaigns may include trade exhibitions; direct mailing; telemarketing; seminars; store signs and billboards; and print, television, film, and radio advertising. Research, write, design, and edit sales collateral that is effective and appropriate for the intended audience. Arrange for this material to be economically published and distributed. Collateral may include training and selling aids, telemarketing scripts, advertising copy, brochures, catalogues, display advertising, technical instructions, fact sheets, and information booklets. Organize and attend seminars, trade shows, industry exhibitions, and other events so that potential customers have an opportunity to learn about the organization and its products and services. Liaise with external vendors and agencies (for example printers, event organizers, graphic designers, advertising agencies, media outlets) to ensure that their work meets the organization's requirements, deadlines, and budget. Typically requires a Bachelor's Degree and one to four years of experience. Frequently reports to a Marketing Manager or Advertising/Marketing Communications Manager.
410.448.130	Top Category Management Executive	Leads, organizes and controls the Category Management strategies and activities within the organization. Works closely with Customer Management to ensure alignment and execution against the category and brand strategies by directing and overseeing Category Management joint-working projects with key customers and providing the tools required. Provides directions and feedback to Consumer Marketing and Category/Channel Development to enhance category and brand strategies to play an integral role in enhancing demand through customers in a cost-effective way. Typically reports to the Top Marketing Executive or Top Marketing and Sales Executive.
410.448.210	Category Management Director	Implements the Category Management approaches within the organization, and applies it externally working collaboratively with customers. Works closely with Customer Management to ensure alignment and execution against the category & brand strategies by coordinating Category Management joint-working projects with key customers and providing the tools required. Based on the experiences gained with Customers, provides feedback to Consumer Marketing and Category/Channel Development to enhance category and brand strategies to play an integral role in enhancing demand through customers in a cost-effective way.

410.448.220	Category Management Manager	Responsible for achieving volume and share targets for assigned projects by creating and executing the category management plans. Develops category or channel merchandising and promotions strategies with marketing and sales teams. Analyses promotional effectiveness and uses the information to develop or revise category plans as well as individual marketing and sales account plans. Responsible for the development of merchandising and space plans for individual accounts within own category in line with Account, Sales Team and Brand strategies. Works with Sales and Marketing to develop sales materials tailored to brand, account, or channel. Responsible for category analysis and the on-time delivery of promotional materials to retailers through a team of category analysts and assistants. Acts as the major interface between Marketing and Sales. Manage a team with focus on new products and promotion strategies and policy implementations. Frequently reports to a Top Category Management Executive.
410.448.230	Category Management Supervisor	Responsible for the development and execution of the category management. Researches and evaluates new product opportunities within assigned categories. May negotiate with the outlets on national promotions of products. Reviews and analyzes reports to ensure sales and gross profits are meeting goals. Typically reports to a Category Management Manager.
410.448.340	Category Management Analyst - Senior	Responsible for the execution of the category management plans. Conduct quantitative and qualitative analysis on variety of sources and, basing on them and own experience, make recommendations on business reviews, marketing plans and sales fundamentals. Work with team members to prepare plans and deal with suppliers, agencies, legal approvals. Develop smart, actionable recommendations and reports that build customer value and ensure profitable execution. Implements selling concepts and tools to support category projects. Provide custom analyses to understand business trends and support company initiatives. The role is intended for individual contributors without a specific supervisory responsibility, although it may allow for coaching/mentoring less experienced staff.
410.448.350	Category Management Analyst - Experienced	Responsible for the execution of the category management plans. Work with team on developing/executing in-store promotions. Provide custom analyses to understand business trends and support company initiatives. Analyze customer specific, market and consumer data in order to make business building recommendations and develop high quality supporting presentations. Develop expertise on competitive manufacturers, local consumer insights, regional differences and key customers. Participate in implementation of selling concepts and tools to support category projects.
410.448.360	Category Management Analyst - Entry	Assist in execution of the category management plans. Work with team on developing/executing in-store promotions. Provide custom analyses to understand business trends and support company initiatives. Monitor category consumer trends and market demographics, update schematics, prepare data in order to make business building recommendations and supporting presentations. Perform supportive work related special projects as assigned. Position requires a degree or full trade qualification, while prior work experience is not required.
410.452.210	Special Events Director	Oversees the planning and logistics of organization meetings and special events. May include trade shows and promotional events. Manages facility selection, menu planning, transportation arrangements, and audio/visual equipment. Responsible for activities budget. Normally supervises others. Typically in larger organizations this is a senior level manager. Frequently reports to a Top Marketing Executive.
410.456.130	Top E-commerce Executive	Leads the worldwide E-commerce efforts to transform the organization via e-commerce capabilities. Responsible for the overall strategy and development of new business efforts. Leads the development of major new business opportunities including creating customer value propositions and communication, developing key capabilities and technology, and building business models and economics. Leads investment tracking, prioritization and decisions of E-commerce projects across the organization. Responsible for remaining up-to-date on current and emerging trends and technologies in the area of E-commerce and how they can be incorporated into the overall strategy. Responsible for developing new and maintaining current E-commerce vendor relationships. Sets key policies and guidelines for customer communication. Leads efforts to set industry standards around payments and online security. Responsible for e-commerce partnerships and alliances including acquisitions and investments. Frequently reports to a Top Marketing Executive, Chief Executive Officer or Chief Operating Officer. Note: This is generally a single incumbent position. Only one employee, the most senior individual, per organization entity should be reported.

410.456.131	Top E-commerce Strategy Executive	Responsible for leading the development of the overall E-commerce strategy across the organization. Collaborates with business leadership in the development of an e-commerce strategy and in the prioritization of development work. Required to lead strategic equity investment with other E-commerce organizations representing strategic needs across the business. Develops business plans identifying optimal revenue models, distribution, pricing, and product development strategies. Leads critical strategic partnership negotiation including financial arrangements, customer, and intellectual property rights. Typically in larger organizations this is a senior level manager. Frequently reports to a Top E-commerce Executive.
410.456.210	E-commerce Marketing Director	Responsible for leading the development of E-commerce marketing across the organization. Leads the development and overall management of the organization's website in order to achieve overall objectives of generating revenue, maximizing customer loyalty, and minimizing operating expenses. Leads the identification and development of transforming customer service opportunities with the objective of becoming the leading online service provider. Responsible for the development and management of all online marketing efforts to achieve optimal efficiency and effectiveness. Typically in larger organizations this is a senior level manager. Frequently reports to a Top E-commerce Executive.
410.456.220	E-commerce Manager - Technical	Responsible for the identification, development, implementation, integration, and ongoing support of any new technical strategies or processes that facilitate increased user flexibility within the E-commerce aspect of business. Supervises incumbents performing such duties as web page design, development, and security. Responsible for analysis of current and future technologies that may impact E-commerce strategies and overall business unit strategies.
410.456.221	E-commerce Manager - Non-Technical	Responsible for the identification, development, and implementation of non-technical strategies and processes that facilitate expanded market exposure. Supervises incumbents involved in marketing, advertising, strategic alignment, content, and customer support. Responsible for analysis of current and potential trends that may impact E-commerce and organizational strategies. Frequently reports to the E-commerce Marketing Director.
410.456.223	Web Product Manager	Responsible for planning and developing marketing strategies and objectives to promote product lines dedicated to the organization's web site. Conducts market research studies as part of product design, gathering user requirements and developing ease of use in product design. Provides product strategy information to a project manager and/or development team for all web product developments and enhancements. Typically requires a Bachelor's degree and four or more years of experience. Frequently reports to the E-commerce Marketing Director.
410.456.224	E-commerce Strategy Manager	Responsible for providing vision and defining objectives necessary to implement effective E-commerce business strategies. Required to understand long-term objectives and translate these into an E-commerce presence. Requires business expertise and financial planning experience in a rapidly evolving technical environment. Contributes insights regarding web-oriented business to the overall organization's business and financial decisions.
410.456.225	E-commerce Marketing Manager	Works with business units to develop and execute E-commerce marketing strategies for promoting products and services. Ensures that the E-commerce marketing strategy aligns with the overall business strategy. In addition to marketing responsibilities, may manage many of the advertising and content issues related to the E-commerce site. Works closely with design and content teams to ensure site meets marketing objectives. Reviews site access patterns to adjust strategies and plans. Responsible for remaining up-to-date on current and emerging E-commerce trends. Frequently reports to a E-commerce Marketing Director.
410.456.227	Search Engine Marketing (SEM) - Manager	Manages teams within the Search Engine Marketing (SEM) Sub-Function, focusing on short-term operational/tactical responsibilities by providing second level of management to a group of one or more teams. Oversees the strategy implementation and operations for developing, optimizing, and executing search engine marketing plans and campaigns. Drives strategy for search engine marketing initiatives ensuring revenue, budget, ROI, and other business goals are met. Manages pay-per-click (PPC) activities. Tracks and analyzes campaign data, industry trends, and competitive landscape to proactively identify opportunities for expansion and optimization. Understands the data, measures results, and collaborates with the other marketing channels to exchange data observations and learning. Manages relationships with vendors related to online marketing.

410.456.228	Search Engine Optimization - Manager	Manages teams within the Search Engine Optimization (SEO) Sub-Function, focusing on short-term operational/tactical responsibilities by providing second level of management to a group of one or more teams. Oversees the strategy implementation and operations for developing, optimizing, and executing search engine optimization (SEO) strategies. Defines, prioritizes, and manages execution of key SEO tactical initiatives, including keyword research and analysis, on-site content optimization, and inbound link acquisition and optimization. Establishes, tracks, and reports on SEO KPIs (key performance indicators) such as search engine results page (SERP) ranking, keyword traffic, and sales performance. Analyzes industry trends and competitive landscape to exploit any expansion and optimization opportunities.
410.456.331	Web Content Analyst - Specialist	Responsible for developing and providing content that will motivate and entertain users so that they regularly access the website and utilize it as a major source for information and decision-making. Responsible for managing and performing website editorial activities including gathering and researching information that enhances the value of the site. Locates, negotiates, and pursues content. Seeks out customers to gather feedback for website improvement and enhancements. Typically requires a Bachelor's degree in English, Journalism, Graphic Design, Communications, or related field. Requires experience in production management, web page design, HTML, and web graphics types and standards. May report to the Public Relations Director or the Top Marketing Executive.
410.456.341	Web Content Analyst - Senior	Responsible for developing and providing content that will motivate and entertain users so they regularly access the website to make online purchases, and utilize the site as a major source for information and decision-making. Performs website editorial activities including gathering and researching information that enhances the value of the site. Works with web design team to ensure content is accurately portrayed.
410.456.342	E-commerce Marketing Analyst - Senior	Under general supervision, works to influence individuals and businesses to purchase organization products and services online. Works in business units to identify new and expand current online customer purchasing opportunities. Monitors site access patterns to identify customer habits and use them to the organization's advantage. Conducts research regarding online consumer purchasing trends so that the most effective electronic marketing techniques can be utilized. Seeks out customers to gather feedback of website improvements and enhancements.
410.456.350	Web Advertising Analyst	Under general direction, responsible for identifying outside organizations' websites for the purpose of placing advertisements such as banner ads, hot links, or other methods. May assist with search engine optimization, pay per click (or related program) administration or other methods of generating traffic. Frequently requires a Bachelor's degree. Typically reports to an E-commerce Marketing Manager.
410.456.352	Electronic Commerce Analyst - Experienced	Responsible for the analysis, development, maintenance and support of e-commerce software programs to ensure the needs of the business community are appropriately addressed. Works closely with vendors and trading partners. Duties include the creation and trading of partner profiles, mapping of transactions, establishment of communication links with trading partners and the testing of secure transaction maps and communication links to ensure security, proper identification and capture of required data. Identifies and documents programming requirements for all new transactions. Assists in the development and documentation of policies and procedures for the e-commerce function.
410.456.353	Web Content Analyst - Experienced	Under general supervision, provides support in developing content that will motivate and entertain users so they regularly access the website to make online purchases, and utilize the site as a major source for information and decision-making. Supports the website editorial activities including gathering and researching information that enhances the value of the site. Works with web design team to ensure content is accurately portrayed. Typically has one to four years experience.
410.456.357	Search Engine Marketing Professional - Experienced	Experienced professional individual contributor that works under limited supervision to effectively deal with unfamiliar issues. Applies subject matter knowledge in the area of Search Engine Marketing (SEM) Sub-Function, possessing well developed skills in developing, optimizing, and executing search engine marketing plans and campaigns. Drives strategy for search engine marketing initiatives ensuring revenue, budget, ROI, and other business goals are met. Manages pay-per-click (PPC) activities. Tracks and analyzes campaign data, industry trends, and competitive landscape to proactively identify opportunities for expansion and optimization.

410.456.358	Search Engine Optimization Professional - Experienced	Experienced professional individual contributor that works under limited supervision to effectively deal with unfamiliar issues. Applies subject matter knowledge in the area of Search Engine Optimization (SEO), possessing well developed skills in developing, optimizing, and executing search engine optimization (SEO) strategies. Defines, prioritizes, and manages execution of key SEO tactical initiatives, including keyword research and analysis, on-site content optimization, and inbound link acquisition and optimization. Establishes, tracks, and reports on SEO KPIs (key performance indicators) such as search engine results page (SERP) ranking, keyword traffic, and sales performance. Analyzes industry trends and competitive landscape to exploit any expansion and optimization opportunities.
410.460.130	Top Market Research Executive	Responsible for determining the demand for products by managing all market research conducted by the organization. Projects market potential and market penetration opportunities. Provides senior management with findings to predict future market conditions and to implement effective marketing plans. Frequently reports to a Top Marketing Executive or Top Marketing and Sales Executive.
410.460.210	Market Research Director	Designs, develops and directs the implementation of consumer marketing plans. Determines market research projects, recommends process improvements, analyzes customer demographics and provides direction around the timing of product promotion. Ensures that product launches are aligned with the organization's marketing strategy. Develops, communicates and implements the strategic direction of the Market Research function. Typically requires a Bachelor's degree and seven to ten years of experience. Typically reports to the Top Market Research Executive.
410.460.213	Shopper Marketing Analysis Director	Manages within a nominated sub-function or related sub-functions; typically a highly experienced manager. Decisions tend to be more tactical and operational; geographic scope of operation tends to be at the country level. Typically accountable for budget and policy recommendations and medium-term planning. Observes and studies shoppers at the point of sale. Monitors current shopping trends and patterns to identify new marketing opportunities. Analyzes shoppers' reactions to discounts, how they measure value and compare prices across brands and retailers. Works with brand marketing to develop strategies to take advantage of shopper behaviors. May develop coupon marketing plans driven from shopper insights.
410.460.220	Market Research Manager	Manage research activities to provide accurate and timely market and competitor information for strategic and operational decisions. Plan, priorities, and manage research projects within established budgets and deadlines. The purpose of studies may be to measure current, and forecast future, market activity and consumer trends; conduct primary consumer research; identify new market opportunities; analyze competitor activities; or evaluate the success of the organization's marketing, advertising, and sales campaigns. Manage the most complex, large, or difficult research projects; evaluate findings, prepare reports and make recommendations to senior management about the implications of alternative sales, marketing, and business development strategies. Select, and manage ongoing relationships with, external research agencies and consultants to ensure the organization receives satisfactory standards of service. Lead, direct, evaluate, and develop market research staff to ensure that the team's resources are used effectively and that work schedules and targets are met. Frequently reports to a Market Research Director.
410.460.223	Shopper Marketing Analysis Manager	Managing teams with focus on policy and strategy implementation and control rather than development; short-term operational/tactical responsibilities. Observes and studies shoppers at the point of sale. Monitors current shopping trends and patterns to identify new marketing opportunities. Analyzes shoppers' reactions to discounts, how they measure value and compare prices across brands and retailers. Works with brand marketing to develop strategies to take advantage of shopper behaviors. May develop coupon marketing plans driven from shopper insights.
410.460.230	Market Research Supervisor	Supervise the activities of a team of market researchers to ensure that research is credible and cost-effective and that recommendations and reports are accurate and timely. Plan, design, execute and analyze more complex market research studies; prepare forecasts, reports, and recommendations so that senior management has accurate and timely information for making decisions. Prioritize and assign tasks to ensure that the team's resources are used effectively and that work schedules and targets are met. Coach and mentor team members and check their work so that the results of research projects are credible and timely.

410.460.233	Shopper Marketing Analysis Team Leader (Professionals)	Leads/supervises a team of more than two professionals; first level manager of a work team that may comprise professionals, technical and/or administrative staff. Typically without budget or hire/fire authority. Focuses on mentoring, coaching, and coordination. Observes and studies shoppers at the point of sale. Monitors current shopping trends and patterns to identify new marketing opportunities. Analyzes shoppers' reactions to discounts, how they measure value and compare prices across brands and retailers. Works with brand marketing to develop strategies to take advantage of shopper behaviors. May develop coupon marketing plans driven from shopper insights.
410.460.320	Market Research Analyst - Expert	Responsible for researching market conditions in local, regional, or national areas to determine potential sales of a product or service. Monitors and identifies competitor's development of marketing strategy, including analysis of pricing, sales, and methods of operation. Analyzes future products and makes recommendations for the development of new products or services. Reports to the Market Research Director and/or to the Market Research Manager.
410.460.333	Shopper Marketing Analyst - Specialist	Individual contributor with comprehensive knowledge in specific area. Ability to execute highly complex or specialized projects; adapts precedent and may make significant departures from traditional approaches to develop solutions. Observes and studies shoppers at the point of sale. Monitors current shopping trends and patterns to identify new marketing opportunities. Analyzes shoppers' reactions to discounts, how they measure value and compare prices across brands and retailers. Works with brand marketing to develop strategies to take advantage of shopper behaviors. May develop coupon marketing plans driven from shopper insights.
410.460.340	Market Research Analyst - Senior	Responsible for monitoring and identification of competitor's marketing strategy development, including analysis of pricing, sales, and methods of operation. Research market conditions in local, regional, or national areas to determine potential sales of a product or service and contributes data to the Marketing/Product Director and Marketing/Product Manager. Organize information to assist in analyzing future products and make recommendations for the development of new products or services. May provide guidance to less experienced market research analysts. Typically requires four to seven years of experience. Frequently reports to the Market Research Manager or to the Marketing Manager.
410.460.343	Shopper Marketing Analyst - Senior	Individual contributor that is fully proficient in applying established standards; knowledge based acquired from several years of experience in particular area. Works independently; may instruct or coach other professionals. Observes and studies shoppers at the point of sale. Monitors current shopping trends and patterns to identify new marketing opportunities. Analyzes shoppers' reactions to discounts, how they measure value and compare prices across brands and retailers. Works with brand marketing to develop strategies to take advantage of shopper behaviors. May develop coupon marketing plans driven from shopper insights.
410.460.350	Market Research Analyst - Experienced	Conduct and analyze market research studies to provide accurate and timely information for strategic and operational decisions. Plan, design, and execute market research studies; analyze the results; and write reports and recommendations so that senior managers can evaluate alternatives against the organization's business objectives. The purpose of studies may be to measure current, and forecast future, market activity and consumer trends; conduct primary consumer research; identify new market opportunities; analyze competitor activities; or evaluate the success of the organization's marketing, advertising and sales campaigns. Collect, compile, verify, and analyze information from internal and external sources (for example, market, demographic, economic, and other financial data) in order to develop recommendations about the implications of alternative sales, marketing, and business development strategies. Maintain a database of market and competitor data as a source of accurate and up-to-date information for market studies. Typically requires two to four years of experience. Frequently reports to the Market Research Manager or to the Marketing Manager.
410.460.353	Shopper Marketing Analyst - Experienced	Individual contributor that works under limited supervision. Applies subject matter knowledge; requires capacity to understand specific needs or requirements to apply skills/knowledge. Observes and studies shoppers at the point of sale. Monitors current shopping trends and patterns to identify new marketing opportunities. Analyzes shoppers' reactions to discounts, how they measure value and compare prices across brands and retailers. Works with brand marketing to develop strategies to take advantage of shopper behaviors. May develop coupon marketing plans driven from shopper insights.

410.460.360	Market Research Analyst - Entry	Responsible for the planning, execution and analysis of market research. In charge of the structure and maintenance of the market information database, aiming at the support of the commercial actions of the company.
410.460.363	Shopper Marketing Analyst - Entry	Individual contributor representing the most common entry point for this career stream; works under direct supervision. Observes and studies shoppers at the point of sale. Monitors current shopping trends and patterns to identify new marketing opportunities. Analyzes shoppers' reactions to discounts, how they measure value and compare prices across brands and retailers. Works with brand marketing to develop strategies to take advantage of shopper behaviors. May develop coupon marketing plans driven from shopper insights.
410.464.130	Consumer/Customer Insights Director	Develops and leads research strategies for the consumer/customer insights team. Oversees consumer/customer brand, corporate and sales market research information. Uses customized research studies to address specific business issues and formulate insight-based recommendations linked to strategic and financial outcomes. Drives the analysis of the statistical market and consumer/customer data to assist in category management initiatives. Identifies new product opportunities based on additional insights and findings and outlines the courses of action needed based on results of the research.
410.464.221	Customer Insights Manager	Responsible for consumer/customer brand, corporate and sales market research information. Oversees customized research studies to address specific business issues. Analyzes statistical market and consumer/customer data to assist in category management initiatives. Provides additional insights and perspectives on findings and courses of action based on results of the research. May conduct focus-group research and use market research data to support sales teams. Typically requires a Bachelor's Degree and seven to ten years of experience.
410.464.223	Digital Analytics Manager	Managing teams with focus on policy and strategy implementation and control rather than development; short-term operational/tactical responsibilities. Responsible for obtaining metrics that analyze the effectiveness and return on investment of digital marketing campaigns. Analyzes digital media usage to identify opportunities to optimize digital media investments and marketing effectiveness. May study user responses to provide input in customer segmentation initiatives.
410.464.330	Technical Marketing Consultant - Specialist	Works with cross-functional teams across Product and Consumer Marketing teams to achieve solutions by providing statistical and technical expertise. Has well developed, comprehensive knowledge and skills for developing, scheduling and executing highly complex Technical Marketing programs, including product promotion, sales channels and pricing. Understands both the business problems and the technical solutions. May also act as an interface between the business and IT in defining and influencing data requirements and assist in developing the appropriate solutions. Provides coaching, guidance and point of escalation to other team members. Typically requires a Bachelor's Degree and seven or more years of experience.
410.464.340	Technical Marketing Consultant - Senior	Responsible for developing, scheduling and execution of Technical Marketing programs, including product promotion, sales channels and pricing. Under general direction, work with cross-functional teams across Product and Consumer Marketing teams to achieve solutions by providing statistical and technical advice. Understand both the business problems and the technical solutions. May provide assistance to other team members. Typically requires four to seven years of experience.
410.464.343	Digital Analytics Professional - Senior	Individual contributor that is fully proficient in applying established standards; knowledge based acquired from several years of experience in particular area. Works independently; may instruct or coach other professionals. Responsible for obtaining metrics that analyze the effectiveness and return on investment of digital marketing campaigns. Analyzes digital media usage to identify opportunities to optimize digital media investments and marketing effectiveness. May study user responses to provide input in customer segmentation initiatives.
410.464.351	Customer Insights Analyst - Experienced	Responsible for analyzing statistical market and consumer data to assist the sales force to identify business issues and opportunities and achieve specific account objectives. Analyzes statistical market and consumer/customer data to assist in category management initiatives. Maintains databases and provides competitive information and research data to internal and external clients.
410.464.353	Digital Analytics Professional - Experienced	Individual contributor that works under limited supervision. Applies subject matter knowledge; requires capacity to understand specific needs or requirements to apply skills/knowledge. Responsible for obtaining metrics that analyze the effectiveness and return on investment of digital marketing campaigns. Analyzes digital media usage to identify opportunities to optimize digital media investments and marketing effectiveness. May study user responses to provide input in customer segmentation initiatives.

410.468.220	Customer Marketing Manager	Responsible for the implementation of customer-specific marketing initiatives. Works closely with Market Research Manager to develop promotional programs and internal sales initiatives driven by key consumer insights. Evaluates the success of each promotional program to determine profitability and ensures programs are consistent with brand strategy. Typically requires a Bachelor's degree and seven to ten years of experience.
410.472.220	Merchandising Manager	Responsible for planning, directing and implementing the merchandising activities for major product lines. Responsibilities include: budgeting, buying, promotion and sales.
410.472.350	Account Merchandiser	Responsible for executing in-store merchandising tasks on an as needed basis in order to achieve competitive advantage at store level. This can include display building, blitz coverage to ensure quick new item placement, category realigns, product stocking, new item cut-ins, POP and coupon placement, new store/renovation resets, ongoing shelf maintenance, store data collection, including reporting of competitive activity, booking sheets and limited presentations at store level. May also include participation at trade shows, buying shows, booths, arenas, schools and sporting events.
410.476.130	Top Product Management Executive	This is the top product management position with responsibility for the development of product plans, strategies, and tactics. Monitors market trends and identifies appropriate target markets. Coordinates product lines through the product life cycle. Frequently reports to a Top Marketing Executive.
410.476.131	Top Product Development Executive	This is the top product development position with responsibility for expanding the organization's conceptual ideas into new products. Responsible for successfully aligning technological objectives with marketing objectives. Manages customer contact for modifications or adaptation of product/service to fit customer needs. Frequently reports to a Top Research and Development Executive or Top Marketing Executive.
410.476.210	Group Brand/Product Director	Responsible for the marketing strategy of a group of products or brands. Supervises planning and sales promotions of such products or brands. Prepares annual sales plans for such products, promotional and advertising efforts, and other meaningful data. Typically in larger organizations this is a senior level manager. Frequently reports to Top Marketing Executive or Top Marketing and Sales Executive.
410.476.211	Product Development Director	Primary responsibility is the development of new products from the generation of the product to the introduction of the product to the market. Ensures that any new product meets the evolving needs of the organization, through continual innovation, evaluation, and implementation. Requires strong organizational and creative problem-solving skills. Should have good analytical and presentation skills. Must work well in a dynamic group environment and under deadline pressures. Coordinates the efforts of marketing, design, and production to test and develop new products. Typically in larger organizations this is a senior level manager. Frequently reports to a Top Product Development Executive.
410.476.220	Product/Brand Marketing Manager	Responsible for controlling the evolution of sales of one or more products/brands of the company. Analyze sales information, projections, and other meaningful data and prepare forecasts on market evolution and company products. Coordinate promotions and advertising efforts of products or brands under his/her responsibility. Provide short term and long term strategic direction and has supervisory responsibilities.
410.476.221	Product Development/Innovation Manager	Responsible for leading the development of new products by supervising multifunctional teams, developing and tracking new product development. Manages the process from product development to product launch, ensuring execution is in line with project plan. Typically requires a Bachelor's degree and seven to ten years of experience. Frequently reports to a Product Development Director.
410.476.223	Digital Media/Brand Relations Manager	Managing teams with focus on policy and strategy implementation and control rather than development; short-term operational/tactical responsibilities. Builds and sustains brand presence in emerging digital channels. Manages and develops perceptions of the brand and/or organization in new digital platforms such as websites and social media to effectively position the brand and/or organization in the public space. May develop promotional content for digital launches, and monitor the digital media landscape for opportunities.
410.476.230	Product/Brand Marketing Supervisor	Supervise a team of Product Marketing Professionals. Build and manage a product roadmap to support sales goals. Initiate and prioritize projects, track product development and develop product launch plans. Assist in the establishment of pricing and service parameters. Responsible for developing various programs and their execution. Set pricing to meet revenue and profitability goals. Typically reports to the Product/Brand Marketing Manager.

410.476.240	Product Marketing - Team Leader	Supervises a team of Product Marketing Para-professionals. May involve in coordinating product marketing events for the group. Assist in implementation of marketing plans and assist with product promotion to deliver business results. Typically reports to the Product/Brand Marketing Manager.
410.476.330	Product/Brand Marketing Professional - Specialist	Implement a marketing and sales strategy for one or more of the organization's more complex, controversial, or strategically significant products/services in order to meet established sales or market share targets. Conduct market research, oversee product development and design, set prices, launch new products, oversee advertising campaigns, and monitor sales performance to effectively market assigned products/services. Monitor, analyze, and evaluate domestic and international market trends, consumer behavior and competitor activity to identify market opportunities for the product/service. Monitor, analyze, and evaluate product performance and customer feedback to generate new product ideas. Identify product/service changes to meet customer needs. Liaise with other areas of the organization (e.g., production, R&D) to implement these changes. Prepare sales forecasts and budgets; monitor sales volume, revenues and costs against forecasts. Adapt plans to improve the sales performance of the product/service. Liaise with advertising and promotions specialists to design sales campaigns and sales collateral for the product/service that are effective and appropriate for the target audience. Typically requires a Bachelor's Degree and four to seven years of experience. Frequently reports to the Marketing Director.
410.476.340	Product/Brand Marketing Professional - Senior	Implement a marketing and sales strategy for one or more of the organization's products/services to meet established sales or market share targets. Conduct market research. Oversee product development and design. Set prices. Launch new products. Oversee advertising campaigns. Monitor sales performance. Monitor, analyze, and evaluate market trends, consumer behavior, and competitor activity to identify market opportunities for the product/service. Monitor, analyze, and evaluate product performance and customer feedback to generate new product ideas, identify product/service features that need to be changed to meet customer needs. Liaise with other areas of the organization to implement these changes. Prepare sales forecasts and budgets. Monitor sales volume, revenues and costs against forecasts. Adapt plans to improve the sales performance of the product/service. Liaise with advertising and promotions specialists to design effective and appropriate sales campaigns and sales collateral for the product/service for the target audience. Coach less experienced team members and help them resolve problems. Typically requires a Bachelor's degree and four to seven years of experience. Frequently reports to the Group/Brand Product Director.
410.476.343	Digital Media/Brand Relations Analyst - Senior	Individual contributor that is fully proficient in applying established standards; knowledge based acquired from several years of experience in particular area. Works independently; may instruct or coach other professionals. Builds and sustains brand presence in emerging digital channels. Manages and develops perceptions of the brand and/or organization in new digital platforms such as websites and social media to effectively position the brand and/or organization in the public space. May develop promotional content for digital launches, and monitor the digital media landscape for opportunities.
410.476.350	Product/Brand Marketing Professional - Experienced	Assist more senior staff to implement a marketing and sales strategy for one or more of the organization's products/services to meet established sales or market share targets. Collect, compile, verify, and analyze data on market trends, consumer behavior, and competitor activity to identify market opportunities for the product/service. Collect, compile, verify, and analyze data on product performance and customer feedback to identify product/service features that need to be changed to meet customer needs. Maintain records of sales volume, revenues, and advertising costs and analyze them against forecasts to identify areas where the sales performance of the product/service needs to be improved. Develop knowledge of the organization's products, services, and customers by working closely with more experienced brand/product managers. Typically requires a Bachelor's Degree and less than four years of experience.
410.476.353	Digital Media/Brand Relations Analyst - Experienced	Individual contributor that works under limited supervision. Applies subject matter knowledge; requires capacity to understand specific needs or requirements to apply skills/knowledge. Builds and sustains brand presence in emerging digital channels. Manages and develops perceptions of the brand and/or organization in new digital platforms such as websites and social media to effectively position the brand and/or organization in the public space. May develop promotional content for digital launches, and monitor the digital media landscape for opportunities.

410.476.360	Product/Brand Marketing Professional - Entry	Collect, compile, verify, and analyze data on product performance and customer feedback to identify product/service features that need to be changed to meet customer needs. Support to maintain records of sales volume, revenues, and advertising costs and analyze them against forecasts to identify areas where the sales performance of the product/service needs to be improved. Develop knowledge of the organization's products, services, and customers by working closely with more experienced brand/product managers. Assist more senior staff to implement a marketing and sales strategy for one or more of the organization's less important products/services to meet established sales or market share targets.
410.476.363	Digital Media/Brand Relations Analyst - Entry	Individual contributor representing the most common entry point for this career stream; works under direct supervision. Builds and sustains brand presence in emerging digital channels. Manages and develops perceptions of the brand and/or organization in new digital platforms such as websites and social media to effectively position the brand and/or organization in the public space. May develop promotional content for digital launches, and monitor the digital media landscape for opportunities.
410.476.410	Product Marketing Assistant - Senior	Under general supervision, responsible for preparing proposal, presentation, and communication materials. Update records and maintain proper filing systems. Coordinates the distribution of internal and external marketing literature. Clerical in nature.
410.488.130	Top Global Accounts Executive	Builds and manages relationships between the company and accounts at the global level in key areas of the business. Develops and implements business strategies that are aligned with the broader company vision and strategy. Builds a cooperative team-based environment and provides local teams with a planning framework that ensures local alignment with the global strategy. Creates and communicates a vision of the future linked to strategies for leveraging global business opportunities. Frequently reports to a Chief Executive Officer or to a Chief Operating Officer of the entity.
410.576.221	Pricing Manager	Develop and implement improving standards of pricing management for greater profit and growth in the country for all customer transactions. Provide quality information to assist the Management Team in making good decisions and act as a catalyst in providing positive and constructive contributions in response to changing business environment.
410.576.340	Pricing Analyst - Senior	Responsible for provision of complex cost analysis and interpretation of product/customer data. Under general direction prepare scheduled account reports and projects as requested. Monitor and analyze cost trends. May provide guidance or expertise to less experienced analysts. Typically hold a Bachelor's degree with heavy concentration in mathematics or statistics and has four or more years of experience in pricing.
410.576.350	Pricing Analyst - Experienced	Generate & interpret product/customer data relevant to product management. Recommend initiatives for services based on analysis. Generate analysis to assist annual strategic planning. Typically hold a Bachelor's degree with heavy concentration in mathematics or statistics and has one to four years of experience in pricing.
420.000.120	Top Sales Executive - Corporate	This is the top sales position with responsibility for the direction and management of the sales activities of the total organization. Directs the development of sales plans, strategies, objectives, policies, and procedures that conform to broad corporate marketing objectives. Manages field sales offices, inside sales, customer service functions, and/or the organization's relationship with distributors' and manufacturers' representative organizations. Frequently reports to a Chief Executive Officer or Chief Operating Officer. Note: Reporting entity is Corporate. This is generally a single incumbent position. Only one employee, the most senior individual, per organization entity should be reported. Do not match this position if employee is responsible for both marketing and sales - see Top Marketing and Sales Executive.
420.011.120	Top Sales Executive - Subsidiary/Group	This is the top sales position with responsibility for the direction and management of the sales activities of the total organization. Directs the development of sales plans, strategies, objectives, policies, and procedures that conform to broad corporate marketing objectives. Manages field sales offices, inside sales, customer service functions, and/or the organization's relationship with distributors' and manufacturers' representative organizations. Frequently reports to a Chief Executive Officer or Chief Operating Officer. Note: Reporting entity is either Subsidiary or Group. This is generally a single incumbent position. Only one employee, the most senior individual, per organization entity should be reported. Do not match this position if employee is responsible for both marketing and sales - see Top Marketing and Sales Executive.

420.014.120	Top Sales Executive - Division	This is the top sales position with responsibility for the direction and management of the sales activities of the total organization. Directs the development of sales plans, strategies, objectives, policies, and procedures that conform to broad corporate marketing objectives. Manages field sales offices, inside sales, customer service functions, and/or the organization's relationship with distributors' and manufacturers' representative organizations. Frequently reports to a Chief Executive Officer or Chief Operating Officer. Note: Reporting entity is Division. This is generally a single incumbent position. Only one employee, the most senior individual, per organization entity should be reported. Do not match this position if employee is responsible for both marketing and sales - see Top Marketing and Sales Executive.
420.100.210	Sales Director	Primarily responsible for leading sales force for a major product(s). Manages regional sales function and is responsible for ensuring the organization's sales volume and profitability objectives are met. Typically in larger organizations this is a senior level manager. Frequently reports to Top Sales Executive or Top Marketing and Sales Executive.
420.100.222	Sales Manager - Regional	Plan, direct, and monitor the activities of a sales team within a specified region to achieve established sales targets. Manage the day-to-day activities of a regional sales force in order to implement the organization's overall sales strategy for an assigned region. Monitor the performance of the sales teams or branches within the region and re-allocate resources to improve overall results. Contribute to the development of sales, marketing, customer retention, advertising, pricing, and distribution strategies for the region. Oversee sales support activities such as sales administration, customer service, distribution, invoicing, and credit and collections to ensure that customer orders are processed, dispatched, invoiced, and paid accurately and on time. Coach sales representatives on the technical aspects of the organization's products and services; on marketing campaigns and sales promotions; and on sales techniques, procedures, and standards that will help them achieve their sales targets. Typically requires at least ten years of experience in sales and sales management.
420.100.224	Sales Development Manager	Develops, sells and achieves sales plan for the assigned brands/categories. Has the primary contact with the senior buyers, buyers, category managers and other key decision makers at customer. Understands and incorporates the customer's marketing strategy and tactics into company's business plans. Launches new items and other new listings, increases product facings and achieves sales targets with customer by managing resources effectively. Manages the trade promotion funds for assigned brands and works to maximize customer profitability. Forecasts assigned brand shipments quarterly. Typically requires a Bachelor's degree and seven or more years of experience. Typically reports to the Top Sales Executive.
420.100.230	District Sales Supervisor	Responsible for the sale of products in a defined geographical district and for the development and execution of sales plans, targets and budgets within the overall regional and business unit sales strategy. Responsible for supporting sales representatives and key account colleagues in the management of key client relationships and in the negotiation of contracts with key customers. Responsible for building district sales capability and for the overall management and motivation of the district sales team. Typically requires at least seven years of experience in sales and sales management. Frequently reports to a Sales Manager - Regional.
420.100.231	Sales Supervisor	Responsible for the revenue generation in a local sales office and key accounts within a geographic area or market. Generally manages sales and local sales administration resources for several individuals by reviewing when sales and activity quotas are met. Main responsibility is the training, development, and on-going motivation of local sales team. Has some selling responsibility, particularly in key accounts in the local market. Frequently reports to a District Sales Supervisor.
420.100.320	Sales Representative - Expert	Responsible for selling products and services to a wide range of accounts and customers. Accountable for increasing sales/client ratio and expanding customer base. Owns a record of sales achievement. Is an authoritative source with advanced knowledge of company and competitor policies, products and/or services or technology. Provides expert advice to other sales representatives and may train or supervise more junior sales representatives.
420.100.330	Sales Representative - Specialist	Responsible for selling products and services to a wide range of highly complex or major accounts and customers. Accountable for increasing sales/client ratio and expanding customer base. Owns a record of sales achievement alongside a minimum of twelve years of experience and training. Possesses an advanced knowledge of company and competitor policies, products and/or services or technology.

420.100.340	Sales Representative - Senior	Promote and sell the organization's products and services within an assigned geographic area, product range, or list of customer accounts to achieve significant sales targets. Pursue sales leads; visit existing and new customers who may be of strategic importance to the organization; assess customer needs and suggest appropriate products and services; respond to more complex customer enquiries; negotiate prices and delivery times within limits of authority, and conclude sales orders to meet revenue targets. Identify, research, and contact prospective customers and build positive relationships to generate future sales and repeat business. Refer sales leads, customer feedback, and information on competitor activity to appropriate contacts within the organization so they can respond to changing market conditions and customer demands. Develop long-term sales plans for key customers and monitor and adapt sales activities so these objectives are met. Establish annual, quarterly, monthly, or weekly sales plans and prioritize and schedule own activities so these targets are met. Coach and mentor less experienced sales representatives to achieve their sales targets. Typically requires a minimum of five years experience. Frequently reports to a Sales Supervisor.
420.100.350	Sales Representative - Experienced	Promote and sell the organization's products and services within an assigned geographic area, product range, or list of customer accounts to meet or exceed sales targets. Pursue sales leads; visit existing and new customers; assess customer needs and suggest appropriate products and services; respond to customer enquiries; negotiate prices and delivery times within limits of authority; and conclude sales orders to meet revenue targets. Identify, research, and contact prospective customers and build positive relationships that will generate future sales and repeat business. Refer sales leads, customer feedback, and information on competitor activity to appropriate contacts within the organization so that they can respond to changing market conditions and customer demands. Establish annual, quarterly, monthly, or weekly sales plans and prioritize and schedule own activities so these targets are met. Typically requires a three to five years experience. Frequently reports to a Sales Supervisor.
420.100.360	Sales Representative - Entry	Follow established procedures and guidelines to promote and sell the organization's products and services within an assigned geographic area, product range, or list of customer accounts to meet sales targets. Pursue sales leads; visit existing and new customers; assess customer needs and suggest appropriate products and services; respond to customer enquiries; and conclude sales orders to meet established revenue targets. Develop sales skills and knowledge of the organization's products, services, and customers by working closely with a more experienced sales representative or as the junior member of a sales team. Typically requires less than three years of experience. Frequently reports to a Sales Supervisor.
420.456.210	E-commerce Sales Director	Responsible for directing the overall E-commerce business markets sales activities and the attainment of revenue and expense objectives. Oversees policy making and development and implementation of sales strategies. Provides direction for the development of new accounts. Coordinates and supports managerial positions in E-commerce sales operations and provides direction for development of new accounts. Coordinates sales efforts with marketing function of the organization. Typically in larger organizations this is a senior level manager. Frequently reports to a Top E-commerce Executive.
420.456.220	E-commerce Sales Manager	Coordinates and directs the sales efforts of E-commerce Services in sales units for a territory, defined geographic area, or marketing segment. Participates in planning sales strategy. Responsible for meeting assigned revenue, expense, and marketing objectives. Provides support for retention of account base and development of new accounts. Also responsible for meeting customer retention and business unit profitability objectives. Responsible for recruiting and retaining. Frequently reports to an E-commerce Sales Director. This position should only be matched by organizations in E-commerce software and/or services industries.
420.456.221	Digital Sales/E-Commerce Manager	Responsible for managing experienced professionals that execute sales initiatives for product/brands, including merchandise planning and promotional planning to ensure continued sales growth from digital channels. Provides guidance for expanding brand presence across retail partner websites, manages budget for product assortment and product samples in digital channels. Oversees promotional and content calendars across all e-commerce sites. Typically reports to the E-Commerce Sales Director.

420.456.341	Digital Sales/E-Commerce Analyst - Senior	Individual contributor that is fully proficient in applying established standards; knowledge based acquired from several years of experience in particular area. Works independently; may instruct or coach other professionals. Executes sales initiatives for product/brands, including merchandise planning and promotional planning to ensure continued sales growth from digital channels. Expands brand presence across retail partner websites, maintains and manages budget for product assortment and product samples in digital channels, develops and maintains promotional and content calendars across all E-Commerce sites.
420.456.351	Digital Sales/E-Commerce Analyst - Experienced	Individual contributor that works under limited supervision. Applies subject matter knowledge; requires capacity to understand specific needs or requirements to apply skills/knowledge. Executes sales initiatives for product/brands, including merchandise planning and promotional planning to ensure continued sales growth from digital channels. Expands brand presence across retail partner websites, maintains and manages budget for product assortment and product samples in digital channels, develops and maintains promotional and content calendars across all E-Commerce sites.
420.456.361	Digital Sales/E-Commerce Analyst - Entry	Individual contributor representing the most common entry point for this career stream; works under direct supervision. Executes sales initiatives for product/brands, including merchandise planning and promotional planning to ensure continued sales growth from digital channels. Expands brand presence across retail partner websites, maintains and manages budget for product assortment and product samples in digital channels, develops and maintains promotional and content calendars across all E-Commerce sites.
420.488.130	Top National Accounts Executive (Multiple Accounts)	Has complete national responsibility for one or more large clients. Develops and implements sales strategies to achieve revenue targets and service goals for the largest and most complex accounts in the organization. Is involved in pricing strategies, contract negotiations, and possibly supply chain management strategy. Frequently reports to a Top Sales Executive. Note: Do not match to this position if the incumbent has regional responsibility for a national client.
420.488.133	Top Single Account Executive	Has complete national responsibility for the largest single customer account. Develops and implements sales strategies to achieve revenue targets and service goals for the largest account in the organization. Is involved in pricing strategies, contract negotiations, and possibly supply chain management strategy. Frequently reports to a Top Sales Executive. Note: Do not match to this position if the incumbent has regional responsibility for the largest customer account or is responsible for multiple accounts. Note: This is generally a single incumbent position. Only one employee, the most senior individual, per organization entity should be reported.
420.488.210	Key National Accounts - Director	Responsible for the development of alternative direct sales strategies, aiming at achievement and/or exceeding the predetermined sales objectives to support the growth of the company's business. Deals with national large accounts and is in charge of sales expansion, introducing new products/services to clients and organizing visits to current and potential clients.
420.488.220	Account Management Manager (Key & Non-Key Accounts)	Develop sales plans and coordinate marketing strategies for account management team, within the context of the overall corporate plan and, where appropriate, recommend standards and set sales targets and quotas. Establishes and maintains sales relationships with major accounts/customers. Manage key sales accounts within product range or assigned district. Identify decision-makers at the client, understand strategic business challenges and priorities, and lead teams in analyzing information and prioritizing opportunities critical to an account. Lead, direct, evaluate, and develop a team of account managers to pursue prospects, promote products, offer solutions and achieve sales targets.
420.488.230	Account Management Supervisor (Key Accounts only)	Under general direction, responsible for developing and implementing a comprehensive sales plan that includes new and existing sales strategies for key accounts. Plays a lead role in driving a cross-regional sales team and internal employees to penetrate key accounts and aggressively expand relationships. Gathers detailed information about accounts, identifies decision-makers, understands strategic business challenges and priorities, and leads team in analyzing information and prioritizing opportunities critical to accounts. Ensures professional sales coordination and account planning and resolves possible account ownership issues. Responsible for proposals, account or market plans, and forecast/report sales activity. May lead sales teams consisting of both direct and indirect reports.

420.488.320	Account Manager - Expert/Sr. Key Account Manager	Responsible for selling products and services primarily to a select group of highly complex or major accounts of regional, national or strategic significance. Has extensive product knowledge or technical knowledge and customer relations skills. Recognized as an expert in related field with a ten or more years sales experience. Typically requires a Bachelor's Degree.
420.488.330	Account Manager - Specialist/Key Account Manager	Responsible for the development of alternative direct sales strategies aimed at achieving and/or exceeding the predetermined sales objectives to support the growth of the company's business. Sells products and services primarily to a select group of large national accounts. Typically has extensive product knowledge or technical knowledge and customer relations skills. Typically requires a Bachelor's Degree and seven or more years of experience. Frequently reports to the Account Management Manager (Key & Non-Key Accounts).
420.488.340	Account Manager - Senior/Jr. Key Account Manager	Responsible for providing ongoing support to high value clients. Implement business strategies to achieve profitable business relationships and identify new revenue opportunities with major accounts. Develop and maintain strategic business relationships with major accounts to promote brand awareness and profitable business relationships. Provide ongoing support to high value clients ensuring they receive high quality customer service. Possess very detailed product knowledge as well as thorough knowledge of client's business. Responsible for the direct sales process, aiming at meeting and/or exceeding sales targets. Organize visits to current and potential clients. Responsible for retaining long-term customer relationships with established clients. Serve as a liaison between clients and company departments. Informs clients of new products and services as they are introduced. Recommend products and services that fit well with clients' business needs. Typically requires a Bachelor's Degree and four to seven years of experience.
420.488.350	Account Manager - Experienced	Manage a group of customers to achieve designated sales target levels. Develop profitable business with new and existing customers. Possess and apply detailed product knowledge as well as thorough knowledge of client's business. Responsible for the direct sales process, aiming at meeting and/or exceeding sales targets. Is in charge of sales expansion, introduce new products/services to clients and organize visits to current and potential clients. Submit short and long-range sales plans and prepare sales strategies utilizing available marketing programs to reach nominated targets. Responsible for retaining long-term customer relationships with established clients. Ensure that clients receive high quality customer service. Inform clients of new products and services as they are introduced. Migrate information to appropriate sales representative when clients have additional service needs. Typically requires a Bachelor's Degree and one to four years of experience.
420.488.360	Account Manager - Entry	Responsible for the direct sales process and achieving sales targets. Is in charge of sales expansion and introduces new products and services to clients. Organizes visits to current and potential clients. Works under direct supervision to perform routine account management activities. Submits short and long-range sales plans and prepares sales strategies utilizing available marketing programs to reach nominated targets. Responsible for retaining long-term customer relationships with established clients. Ensures that clients receive high quality customer service. Typically requires a Bachelor's Degree and less than one year of experience.
420.490.351	Digital Sales Professional - Experienced	Individual contributor that works under limited supervision. Applies subject matter knowledge; requires capacity to understand specific needs or requirements to apply skills/knowledge. Responsible for digital media sales. Sells new programs, protects and increases existing advertising, and minimizes decreases/cancellations. Consults with businesses to obtain pertinent information about the business itself, potential markets, current advertising, etc. Demonstrates the value of advertising to new and existing customers. Prepares sample visuals and value proving background information, as basis for recommending advertising programs customized to meet the needs of each business.
420.492.130	Top Business/Channel Development Executive	Acquires product entry into distributor channel and third-party catalogs, and negotiates terms. Responsible for any marketing and promotional packages associated with channels. Trains personnel on needs and objectives of channels. Frequently reports to a Top Marketing Executive or a Top Marketing and Sales Executive.

420.492.220	Business/Channel Development Manager	Executes the channel strategy, applies the channel program, and coordinates lead generation activities with partners and sales channel. Develops and manages relationships through phone and on-site visits. Negotiate partnership agreements to achieve desired revenue and profitability objectives. Drives joint partner/channel sales opportunities. Uses sales tools for accurate forecasting of current and future business. Work closely with creative design and IT teams to develop and launch desired online marketing campaigns and promotions. Measure/track results of campaigns and provide summary reports and updates to senior management. Interpret key performance metrics, identify trends, and exploit opportunities for operating income growth through enhancements in marketing creative and promotions. Work with operations teams within each line of business to develop/refine online marketing initiatives, set goals, and review performance vs. plans. Frequently reports to the Top Business/Channel Development Executive.
420.492.221	Indirect Sales Manager	Develops and implements strategies for marketing and selling products and services through indirect distribution channels. Recruits and selects national, regional, and/or local retailers, dealers, and agents, and negotiates contractual agreements with these organizations. Manages on-going relationships with third-party vendors, including implementing joint marketing campaigns, developing and distributing promotional and communications materials, ensuring adequate product supplies, training the vendors' sales staffs and resolving retailer/dealer/agent issues. Reports to the Top Business/Channel Development Executive.
420.492.330	Channel Sales Representative - Specialist	Applies highly developed specialist knowledge and skills in sales and has responsibility for important and strategic channels. Pursues sales leads, promotes products, concludes orders, and arranges internal sales logistics. Guides new sales representatives.
420.492.340	Channel Sales Representative - Senior	Well developed, advanced knowledge and skills for sales product range or assigned channel(s). Pursues sales leads, promotes products, concludes orders, and arranges internal sales logistics. Guides new sales representatives.
420.492.350	Channel Sales Representative - Experienced	Achieve sales objectives within product range or assigned districts; pursue sales leads, promote products, conclude orders, arrange internal sales logistics; visit dealers to promote goodwill & resolve mutual problems.
420.492.360	Channel Sales Representative - Entry	Applies and uses knowledge of channel sales methods to liaise and build customer relationships for achievement of specific channel sales targets. Identifies prospects and assists with the preparation of presentations. Develops sales skills and knowledge of the channel's products, services, and customers by working closely with a more experienced Channel Sales Representative to promote products, close orders and resolve problems.
420.494.210	Strategic Sales Director	Responsible for driving awareness of new technology to facilitate corporate growth. Responsible for leveraging key customer relationships and acts as a liaison between provincial governments and associations. Works with customers at the executive level. Typically has over ten years of experience in sales and marketing. Typically reports to the Sales Executive or to the Sales Executive (Subsidiary/Group/Division).
420.496.220	Pre-Sales Engineering Manager	Responsible for managing technical sales support to assure successful customer integration and implementation of established organization products. Supports unit sales plan through pre-sales and/or post-sales technical consulting activities. Knowledgeable of the process of gaining understanding of customer's business and analysis of customer's system and product needs. Oversees the preparation and presentation of technical proposals of how organization's products can meet client's needs and be integrated and implemented with customer's systems and equipment, and assures complete plan is feasible within cost, time, and environment constraints. Manages and coaches sales engineers.

420.496.330	Sales Engineer - Specialist	Under general direction, provides technical sales support to assure successful customer integration and implementation of established organization products. Supports unit sales plan through pre-sales and/or post-sales technical consulting activities. Typical pre-sales activities include gaining understanding of customer's business and analysis of customer's system and product needs. Prepares and presents technical proposals of how organization's products can meet those needs and be integrated and implemented with customer's systems and equipment. Prepares and presents customer systems/equipment needs plan to organization teams to assure complete plan is feasible within cost, time, and environment constraints. Typical post-sale activities include gathering data and information on customer and participating in developing presentations relative to keeping customer current on how organization's product enhancements can meet customer's changing business needs. This position requires extensive knowledge of organization's products. Typically requires a Bachelor's degree in business or a technical discipline and more than seven years of experience.
420.496.340	Sales Engineer - Senior	Under general direction, provides technical sales support to assure successful customer integration and implementation of established organization products. Supports unit sales plan through pre-sales and/or post-sales technical consulting activities. Typical pre-sales activities include gaining understanding of customer's business and analysis of customer's system and product needs. Prepares and presents technical proposals of how organization's products can meet those needs and be integrated and implemented with customer's systems and equipment. Prepares and presents customer systems/equipment needs plan to organization teams to assure complete plan is feasible within cost, time, and environment constraints. Typical post-sale activities include gathering data and information on customer and participating in developing presentations relative to keeping customer current on how organization's product enhancements can meet customer's changing business needs. This position requires knowledge of organization's products. May provide technical leadership and assist in training less experienced engineers. Typically requires a Bachelor's degree in business or a technical discipline and more than seven years of experience.
420.496.350	Sales Engineer - Experienced	Under general supervision, provides technical sales support to assure successful customer integration and implementation of established organization products. Supports unit sales plan through pre-sales and/or post-sales technical consulting activities. Typical pre-sales activities include gaining understanding of customer's business and analysis of customer's system and product needs. Assists in the preparation and presentation of technical proposals of how organization's products can meet those needs and be integrated and implemented with customer's systems and equipment. Assists in the preparation and presentation of customer systems/equipment needs plan to organization teams to assure complete plan is feasible within cost, time, and environment constraints. Typical post-sale activities include gathering data and information on customer and participating in developing presentations relative to keeping customer current on how organization's product enhancements can meet customer's changing business needs. This position requires knowledge of organization's products. Typically requires a Bachelor's degree in business or a technical discipline, and five to seven years of experience.
420.496.360	Sales Engineer - Entry	Under direct supervision, assists with providing technical sales support to assure successful customer integration and implementation of established organization products. Supports unit sales plan through pre-sales and/or post-sales technical consulting activities. Typical pre-sales activities include gaining understanding of customer's business and analysis of customer's system and product needs. Assists in the preparation and presentation of technical proposals of how organization's products can meet those needs and be integrated and implemented with customer's systems and equipment. Assists in the preparation and presentation of customer systems/equipment needs plan to organization teams to assure complete plan is feasible within cost, time, and environment constraints. Typical post-sale activities include gathering data and information on customer and participating in developing presentations relative to keeping customer current on how organization's product enhancements can meet customer's changing business needs. This position requires basic knowledge of organization's products. Typically requires a Bachelor's degree in business or a technical discipline, and three to five years of experience.

420.504.130	Top Sales Administration Executive	This is the top sales administration position with responsibility for the planning of all sales activities. Researches and analyzes the organization's existing and targeted customers to develop a knowledge base of sales trends. Communicates sales data to management. Frequently reports to a Top Sales Executive or a Top Marketing and Sales Executive.
420.504.220	Sales Administration Manager	Manage the day-to-day activities of the sales administration team so that the organization's sales force is effectively supported and all sales transactions are processed efficiently, accurately and economically. Plan, prioritize, and schedule the team's activities so that resources are used effectively and that work schedules and targets are met. Monitor the status of sales administration activities to identify problem areas and adapt procedures to improve the overall performance of the team. Liaise with functional or operational area managers (for example in sales, marketing, finance, supply and logistics) to ensure that sales administration activities are integrated with other parts of the business and appropriate for current and future sales and marketing activities. Oversee the most complex, large or difficult sales orders to maintain positive customer relations. Lead, direct, evaluate and develop sales administration staff so that activities are completed accurately and on time.
420.504.230	Sales Administration Supervisor	Co-ordinates the administrative activities of the sales department. Specific responsibilities may include, but are not limited to, preparing sales reports, processing orders, administering commission pay, and managing expense accounts. Other related duties may include conducting background sales research, liaising between field sales representatives and internal operations personnel, and assisting sales and marketing personnel on projects and assignments. Responsible for mentoring and coordination with supervisory accountability. Typically reports to the Sales Administration Manager or to the Division Sales Manager.
420.504.240	Sales Admin Team Leader	Supervise a team of para-professional staff in managing the administration of sales contracts, maintenance agreements and commercial logistics; liaison center between sales and customers, answer queries on both stock and shipment of orders. Typically reports to the Sales Administration Manager.
420.504.330	Sales Administration & Support Analyst - Specialist	Applies highly developed specialist knowledge and skills in preparation and administration of all commercial documentation such as sales contracts and maintenance agreements to support sales; answer queries from sales and customers on stock and shipment of orders. Include analyzing trends related to sales admin and support activities.
420.504.340	Sales Administration & Support Analyst - Senior	Responsible for the emission of statistical reports, substitution of sales price tables, determination of sales premiums and commissions, as well as preparation of reports and statements regarding sales efficiency. Analyses product availability and product returns, compensations and debtors, ensuring their constant updating.
420.504.350	Sales Administration & Support Analyst - Experienced	Responsible for the production of statistical reports, substitution of sales price tables, determination of sales premiums and commissions, as well as preparation of reports and statements regarding sales efficiency. Analyze product availability and product returns, compensations and debtors, ensuring their constant updating. Participate in administering and executing marketing programs. Provide both technical support to field sales personnel and assistance in interpreting customer needs. Frequently reports to the Sales Administration Manager.
420.504.360	Sales Administration & Support Analyst - Entry	Under direct supervision analyze product availability and product returns, compensations and debtors, ensuring their constant updating. Participate in administering and executing marketing programs. Provide both technical support to field sales personnel and assistance in interpreting customer needs. Responsible for supporting the team in emission of statistical reports, substitution of sales price tables and preparation of reports and statements regarding sales efficiency.

420.504.410	Sales Administration Clerk - Senior	Use independent judgment to provide timely and effective administrative support to a sales team, unit, or department. Process sales invoices so customer orders are dispatched, invoiced, and paid accurately and on time. Draft more complex sales documentation, proposals, reports, and correspondence such as sales contracts and maintenance agreements. Utilize complex calculations to accurately compile and report statistics. Perform background research on customer accounts, prospects, competitors, and industry trends to support the sales team's activities. Answer complex, difficult, or escalated enquires on product availability, prices, delivery times, and the status of orders so enquiries are dealt with promptly and accurately. Communicate with staff from other areas in the organization, such as production, warehouse, transport, or distribution, to confirm the status of orders and resolve customer complaints. Use database systems to maintain current customer records; track the order status and deliveries; maintain commission and expense records; and generate sales reports and statistics. Frequently reports to the Sales Administration Manager.
420.504.420	Sales Administration Clerk - Experienced	Provide timely and effective administrative support to a sales team, unit, or department. Process sales and invoices so customer orders are dispatched, invoiced, and paid accurately, on time. Draft sales documentation, proposals, reports, and correspondence such as sales contracts and maintenance agreements. Make standard calculations to accurately compile and report statistics. Perform background research on customer accounts, prospects, competitors, and industry trends to support the sales team's activities. Answer internal and customer inquires on product availability, prices, delivery times, and the status of orders so that inquiries are dealt with promptly and accurately. Communicate with staff from other areas in the organization, such as production, warehouse, transport, or distribution, to confirm the status of orders and resolve customer complaints. Use databases or other computerized systems to maintain current customer records; track the status of orders and deliveries; maintain sales commission and expense records; and generate sales reports and statistics. Typically requires two to four years of experience. Typically reports to the Sales Administration Manager.
420.504.430	Sales Administration Clerk - Entry	Follow established procedures and guidelines to provide timely and effective administrative support to a sales team, unit, or department. Follow established guidelines or checklists to answer routine internal and customer inquires on product availability, prices, delivery times, and the status of orders so that inquiries are dealt with promptly and accurately. Perform simple background research on customer accounts, prospects, competitors, and industry trends to support the sales team's activities. Enter data into databases or other computerized systems to maintain up-to-date customer records; to track the status of orders and deliveries; to maintain sales commission and expense records; and to generate sales reports and statistics. Make simple calculations to accurately compile and report statistics. Typically reports to the Sales Administration Manager.
420.508.220	Sales Analysis Manager	Responsible for the team that conducts statistical analysis on sales data and information to ensure optimal sales execution and attainment of growth objectives. Leads the development of territorial sales quotas in accordance with the profit plan. Leads the preparation and controls the commission incentive budgets for a particular district or region. Resolves any pay or service issues with sales incentives.
420.508.350	Sales Analysis Specialist	Under general supervision, conducts statistical analysis on sales data and information to ensure optimal sales execution and attainment of growth objectives. Develops territorial sales quotas in accordance with the profit plan. Maintains on-line sales and marketing system, verifying the accuracy of the data and acting as liaison with IT in identifying and resolving problems. Instructs sales, marketing managers, field area managers, and support staff in accessing sales and marketing information. Prepares and controls commission incentive budgets for a particular district or region. Performs sales calculations on sales incentives. May administer the field sales forecasting system, which provides management with current product sales potential.
420.508.353	Digital Marketing Optimization Analyst - Experienced	Individual contributor that works under limited supervision. Applies subject matter knowledge; requires capacity to understand specific needs or requirements to apply skills/knowledge. Provides enterprise level optimization analysis of online performance. Analyzes and recommends strategies to improve performance, sales and revenue. Tracks the behavior of visitors on the company's digital marketing platforms. Reports and analyzes numbers in real time to enhance the site visit experience for customers.

420.512.130	Head of Sales Training	Plans, develops, and implements technical product training programs for customers, and/or employees, and field support personnel. Technical training may include standard, repeatable modules, customized and new product modules. Obtains information from customer and technical organizations, engineering, software and product requirements to prepare training programs; prepares lesson plans and training materials; designs product demonstrations; develops course content; determines methodology; and coordinates the development of training aids. Conducts training sessions, product demonstrations, and develops criteria for evaluating effectiveness of training activities. May utilize trainers with technical expertise. May administer tests. Continuously revises lesson plans to ensure course material reflect product features, meet new training requirements and to keep technical information up to date. May include military trainers. Leads a sub-function or a corporate staff function. Provides short to medium-term tactical direction and operational oversight. May specify new products, processes and standards to support corporate strategies including the interpretation and application of broad policy guidelines. Typically reports to the Chief Executive Officer.
420.512.210	Sales Training - Director	Responsible for managing the activities of identification of necessities, definition, coordination and programming behavioral training courses for the sales force, aiming at motivate and increase the efficiency of the team.
420.512.220	Sales Training Manager	Develops and implements training programs for sales staff and/or sales management. Establishes objectives for, and creates, develops, and administers, in whole or in part, a training program including sales techniques and presentations, product and product applications information, group referencing, and role play. Provides materials and developmental support to sales regions and for presentations at conferences or sales meetings. May work closely with product managers or a marketing team to develop a sales strategy and then incorporates this strategy into the training program.
420.512.230	Sales Training Supervisor	Responsible for coordinating the training and development activities, involving management development programs, potential and performance evaluation systems, administrative and commercial training programs, with the objective of capacitating employees and partners. Coordinate the training and development activities for the sales area to enable the organization's sales force maximizing their sales potential. Typically reports to Sales Training Manager.
420.512.330	Sales Training Analyst - Specialist	Plans, develops, and implements technical product training programs for customers, and/or employees, and field support personnel. Technical training may include standard, repeatable modules, customized and new product modules. Obtains information from customer and technical organizations, engineering, software and product requirements to prepare training programs; prepares lesson plans and training materials; designs product demonstrations; develops course content; determines methodology; and coordinates the development of training aids. Conducts training sessions, product demonstrations, and develops criteria for evaluating effectiveness of training activities. May utilize trainers with technical expertise. May administer tests. Continuously revises lesson plans to ensure course material reflect product features, meet new training requirements and to keep technical information up to date. May include military trainers. Individual contributor with comprehensive knowledge in specific area. Ability to execute highly complex or specialized projects; adapts precedent and may make significant departures from traditional approaches to develop solutions.
420.512.340	Sales Training Analyst - Senior	Responsible for preparing programs and surveys of the training needs of employees and partners of the commercial area. Prepares didactic material and set up the necessary resources for the trainings. Perform training and development activities for the sales area to enable the organization's sales force maximizing their sales potential.
420.512.350	Sales Training Analyst - Experienced	Responsible for sales training programs and training outcomes. Works with sales management to gain knowledge of training scenarios, and facilitates a variety of on and off site sales training courses to support the further development of the sales training curriculum. Determines instructional methods for each sales training session, and tests sales trainees to measure learning progress. Training sessions can include new hire orientation, product training, sales process and consultative selling, presentation skills, phone selling skills and any other key learning required by sales management. Typically requires a Bachelor's degree and at least five years of direct or indirect sales experience. Knowledge of adult learning theory is required. Typically reports to the Sales Training Manager.
420.512.360	Sales Training Analyst - Entry	Responsible for preparing programs and surveys of the training needs of employees and partners of the Commercial area. Prepares didactic material and set up the necessary resources for the trainings.

420.520.220	Tele-Sales Manager	Responsible for servicing customers directly by telephone, mail and/or over the counter. Activities include handling inquiries, processing orders and selling or promoting additional sales. May be involved in verifying product availability, delivery and pricing. Manages and coaches staff. Frequently reports to the Top Sales Executive or to the Sales Director.
420.520.240	Tele-Sales - Supervisor	Responsible for the day-to-day operations of a group of telesales representatives to meet sales objectives. Plans, directs, supervises, and evaluates workflow. Responsible for training new telesales representatives. Recognizes and recommends operational improvements. May monitor performance of staff members according to established monitoring standards. Required to perform work of telesales representatives in addition to assisting and directing them. Typically requires three to five years of experience, including supervision.
420.520.340	Inside Sales Representative - Senior	Under general direction, responsible for servicing customers directly by telephone, mail and/or over the counter. Activities often include handling inquiries, processing orders and selling or promoting additional sales. May be involved in verifying product availability, delivery and pricing. Does not have supervisory responsibility but may mentor and assist less experienced staff. Typically reports to Tele-Sales Manager.
420.520.350	Inside Sales Representative - Experienced	Under general supervision, a telephonic inbound/outbound sales role that is responsible for generating revenue and/or profit margin in small to mid-sized accounts. Limited field activity may occur, but only on an infrequent basis. Responsible for learning sales techniques and reporting daily or weekly activity to a Field Sales Manager or inside sales management. May also participate on key account sales teams and provide ongoing service and support in named accounts. Frequently reports to a Field Sales Manager of a local sales office, but could also be part of a centrally managed team of inside sales professionals. Typically requires one to three years of experience in sales and does not necessarily include knowledge of or previous work within the industry.
420.520.360	Inside Sales Representative - Entry	Under direct supervision, responsible for servicing customers directly by telephone, mail and/or over the counter. Activities often include handling inquiries, processing orders and selling or promoting additional sales. May be involved in verifying product availability, delivery and pricing. Typically reports to Tele-Sales Manager.
420.520.420	Telesales Representative - Experienced	Responsible for selling the organization's products and/or services by telephone to establish and qualify clients/prospects. Responsible for selling products and services through direct telephone communication. Accountable for achieving specific sales objectives. Call prospective clients and answer questions after mailing marketing and sales literature. Requires general knowledge of company, products, and/or services. Handle inquiries, establish, maintain, and expand client lists. Keep daily record of calls and information requests sent. Take orders, close sales, and prepare appropriate documentation. Typically requires a High School education and less than one year of experience. Frequently reports to Tele-Sales - Supervisor.
420.524.210	Trade Marketing Director	Responsible for retail price and accurate trade margin structure. Also responsible for effective marketing strategy that relates to trade margin for all retailers and key accounts. Secures all the trade margin, commissions, and etc. Manages activities of merchandising agencies to be more effective. Typically in larger organizations this is a senior level manager. Frequently reports to the Top Marketing and Sales Executive.
420.524.220	Trade Marketing Manager	Responsible for retail price and accurate trade margin structure. Also responsible for effective marketing strategy that related to trade margin for all retailers and key accounts. Secure all the trade margin, commissions, and etc. Managing any activities of merchandizing agencies to be more effective.
420.524.230	Trade Marketing Supervisor	Supervise and implement promotional activities for respective business unit. Execute trade activities to improve market position, drive sales and profit targets. Analyze internal and external data for each brand/category performance. Supervise execution and evaluate the effectiveness of the trade promotions. Provide recommendations to the sales and marketing team in terms of merchandising, display, distribution, etc. to achieve sales objectives.
420.524.340	Trade Marketing Professional - Senior	Responsible for helping Trade Marketing Manager to establish the marketing strategy for retailers and key accounts. Support to manage the merchandizing agencies to be more effective.
420.524.350	Trade Marketing Professional - Experienced	Support and execute the marketing strategy for retailers, key accounts and merchandising agencies. Execute the activities related to promotional strategies for a specific outlet. Ensure that trade and profitability objectives are met. Accountable for achieving specific sales objectives. Requires general knowledge of company, products, and/or services. Maintain daily records.

420.524.360	Trade Marketing Professional - Entry	Under direct supervision, coordinates the activities related to promotional strategies for a specific outlet. Monitors, analyzes, and evaluates trade and market performance and customer feedback to generate new product ideas. Maintains daily records.
420.526.210	Field Service Director	Manages field operations, according to established programs and objectives. Determines policies and short and long-range objectives, particularly those affecting the field operations, including recommending terms and conditions for agreement with customers and supplier, as well as identifying possible new sources of revenue. Participates actively with other service and organization departments in matters of mutual concern to resolve problems and establish objectives, policies and plans to achieve the best interests of the overall business. Implements policies and procedures to ensure consistent effective service for customers while satisfying the business interests of the organization. Creates an operational environment that will motivate team. Initiates and implements field measurement and reporting methods to provide meaningful cost and performance information for sound technical and business decision making. Maintains sound relationships with other organization staff, customers, suppliers and industrial associations. Typically reports to the Top Sales Executive.
420.526.220	Field Service Manager	Directly manages the field engineers, assets, budgets, and service programs for a limited geographic area. Responsible for managing expenses and meeting revenue objectives. May sell support products such as planning and design services, service contracts etc. Plans staff and expense requirements, prepares revenue and cost budgets, and is responsible for submission of reports to Branch Management. Maintains effective communications with customers and field team members to understand individual support and response requirements better. Allocates personnel and technical resources to ensure adequate response. Makes frequent contact with customers to evaluate and maintain goodwill and satisfaction. Typically reports to the Field Service Director or to the Sales Manager - Regional.
420.526.230	Field Service Supervisor	Coordinates, prioritizes and resolves issues encountered by service technicians in the field. Responsible for coordinating and communicating the coverage, call handling, response time and protocols of service technicians. Through team management, aims to minimize downtime and maximize the first time fix rate of machinery and/or equipment. May also be responsible for providing technical support to customers and the sales team in a given discipline(s) including: systems installations, repairs, preventative maintenance and pro-active follow-up. Typically has four or more years of experience. Typically reports to the Field Service Manager.
420.526.330	Field Service Representative - Specialist	Viewed as an expert in the field by organization management and customers. Maintains up-to-date knowledge of equipment modifications, new systems and related technical information to provide a high level of customer support. Primary coach for other technicians in technical and customer relations areas. Proactively manages a support program for assigned account, takes responsibility for informing the customer of additional support services or refers product sales opportunities to the selling team. Bachelor's degree in fields of electrical technology, computer science, related science or equivalent education and experience is required. Typically has seven or more years of experience.
420.526.340	Field Service Representative - Senior	Full responsibility for territory and customer accounts. Promotes organization services and/or products to customers. Directs leads for appropriate follow-up. Plans, schedules and performs preventative maintenance. Responds to unscheduled service calls. Meets with customers to work on outstanding issues, obtain feedback, and ensure proper site/account control. Works cross-functionally to resolve outstanding issues. Provides technical training and guidance to less experienced team members. Typically requires a technical college diploma and four to seven years of organization training and maintenance experience.
420.526.350	Field Service Representative - Experienced	Assumes territory responsibility. Receives general supervision with occasional guidance and technical assistance. Has frequent customer contact which requires a high degree of tact and courtesy. May advise customers on the use of equipment. Installs and repairs instrumentation at customer sites. Plans, schedules and performs preventative maintenance. Typically requires a technical college diploma and one to four years of experience.

420.526.360	Field Service Representative - Entry	Entry level position for those with technical college diplomas, where a significant amount of time is spent training. Assumes limited territory responsibility. Works alone or with a senior individual. Receives general supervision with regular guidance, counsel and technical assistance. Must possess a comprehensive knowledge about techniques and supplies (e. g. , kits/parts, product and its uses). Exercises considerable tact and co-operation with customers and fellow service technicians. Typically requires a technical college diploma.
420.526.410	Field Service Technician - Senior	Under general direction, performs advanced customer support activities for equipment and systems products such as wiring, cabling, and complex equipment. Using established company guidelines, performs on-site installation, preventative maintenance, routine repair, and calibration of company's product and equipment such as wiring and cabling. Serves as customer contact on technical and service related problems. May instruct customers in proper use and operation of equipment. May assist lower level technicians. May refer the most complex problems to higher level personnel such as supervisor or field engineers. Knowledge of operational systems may be broad, but not as in-depth as field engineer. Typically requires formal technical training beyond high school and at least four years related experience.
420.526.420	Field Service Technician - Experienced	Under general supervision, performs moderately complex customer support activities for equipment and systems products such as wiring, cabling, and relatively complex equipment. Using detailed company guidelines, performs on-site preventative maintenance, routine repair, and calibration after installation. Assists higher level technicians with on-site installations, check-out, and emergency repairs. Refers more complex problems to higher level technicians. Knowledge of operational systems may be broad, but not as in-depth as a field engineer. Typically requires formal technical training beyond high school and two to four years related experience.
420.526.430	Field Service Technician - Entry	Under direct supervision, performs basic customer support activities for equipment and systems products such as wiring, cabling, and relatively non-complex equipment. Using detailed company guidelines, performs on-site preventative maintenance, routine repair, and calibration after installation. Assists higher level technicians with on-site installations, check-out, and emergency repairs. Refers more complex problems to higher level technicians. Knowledge of operational systems may be broad, but not as in-depth as a field engineer. Typically requires formal technical training beyond high school and no prior experience.
430.000.120	Top Contact Center Executive - Corporate	This is the top contact center position with responsibility for the organization's contact center operations. Oversees operating systems including policies, procedures, and operating structure. Establishes and implements product/service standards. Analyzes operations and efficiency of the contact center. May build industry relations, communicating technologies and operational concerns through industry networking. Frequently reports to a Chief Executive Officer, Top Sales Executive, or Top Marketing and Sales Executive. Note: This is generally a single incumbent position. Only one employee, the most senior individual, per organization entity should be reported.
430.000.121	Top Customer Service Executive	Develops and directs the overall order and service related activities for the organization's customer service function. Develops and implements policy for the resolution of residential and/or commercial customer account satisfaction. Interfaces with other departments (e.g., sales and marketing or operations) for development and coordination of customer support activities. Frequently reports to a Chief Executive Officer, Top Sales Executive, or Top Marketing and Sales Executive.
430.011.120	Top Contact Center Executive - Subsidiary/Group	This is the top contact center position with responsibility for the organization's contact center operations. Oversees operating systems including policies, procedures, and operating structure. Establishes and implements product/service standards. Analyzes operations and efficiency of the contact center. May build industry relations, communicating technologies and operational concerns through industry networking. Frequently reports to a Chief Executive Officer. Note: Reporting entity is either Subsidiary or Group. This is generally a single incumbent position. Only one employee, the most senior individual, per organization entity should be reported.
430.014.120	Top Contact Center Executive - Division	This is the top contact center position with responsibility for the organization's contact center operations. Oversees operating systems including policies, procedures, and operating structure. Establishes and implements product/service standards. Analyzes operations and efficiency of the contact center. May build industry relations, communicating technologies and operational concerns through industry networking. Frequently reports to a Chief Executive Officer. Note: Reporting entity is Division. This is generally a single incumbent position. Only one employee, the most senior individual, per organization entity should be reported.

430.532.210	Customer Service Director	Primary responsibilities include the implementation and evaluation of all non-technical customer service activities and procedures. Informs management of product issues that arise from problems identified from customer service support. Develops and implements policies and procedures concerning customer correspondence and the processing of customer complaints. Plans and schedules levels of support. Typically in larger organizations this is a senior level manager. Frequently reports to a Top Customer Service Executive.
430.532.220	Customer Service Manager	Responsible for managing and coordinating the operations of the contact center. Administer and balance call work loads. Develop and monitor the application of operating systems including policies and procedures, operating structure, and information flow. Ensure the volume of work produced meets product/service standards and exceeds quality standards. Develop and implement customer service indicators in order to assure excellence in customer service. Typically requires five to seven years of experience, including one to three years in management.
430.532.221	E-commerce Customer Support Manager	Works with customer support representatives to ensure that external customer issues and requests are resolved quickly. Coordinates ongoing training efforts for E-commerce customer support. Analyzes documentation on customer problems and resolutions as a resource for technical and non-technical management. Responsible for communicating customer suggestions to other managers as a means to improve the organization website and product and service quality.
430.532.240	Customer Service - Supervisor - Contact Center	Responsible for the day-to-day operations and supervision of a team of contact center representatives. Plan, direct, supervise, and evaluates work flow. Coordinate work activities to achieve the volume expected to meet operational requirements. Recognize and recommend operational improvements. Responsible for the day-to-day application of organizational policies and procedures. May monitor performance of staff members according to established monitoring standards. May approve special price concessions, quotes, bid allowances, or adjustments. May make hiring decisions and conduct performance appraisals. May have responsibility for more than one team. Typically serves as first line supervisor. Typically requires three to five years of experience.
430.532.330	Customer Service Representative - Specialist - Contact Center	Assists supervisor/manager with the management of daily activities over a group of agents, representatives, or similar positions that handle customer service inquiries and problems via the telephone and sometimes e-mail. Provides direction and guidance to less experienced team members. Recognizes and recommends areas needing improvement. May assist in scheduling and coordinating team activities. Handles escalated and unresolved calls from less experienced representatives. Typically provides input into hiring decisions and performance appraisals, but does not necessarily make hiring decisions or conduct performance appraisals. Typically requires one to three years of experience, and some experience as a senior level Customer Service Representative. Human Resources Call Center Representatives may be matched to this function. This excludes HR Generalists.
430.532.410	Customer Service Representative - Senior - Contact Center	Responds to customer inquiries via telephone or email to provide problem resolution in accordance with the Organization's service standards. The Senior level Customer Service Representative will perform many of the same activities as the experienced level although they may be assigned to more complex and/or important products, services and promotions. The Senior level position will also typically receive and/or place telephone calls which are non-routine and require deviation from standard screens, scripts, and procedures and Liaise with sales and technical staff to keep them up-to-date with customer needs. Frequently reports to the Customer Service Manager.
430.532.420	Customer Service Representative - Experienced - Contact Center	Responds to customer inquiries via telephone or email to provide problem resolution in accordance with the Organization's service standards. Receives and/or places telephone calls which are predominantly routine, but may require deviation from standard screens, scripts, and procedures. Answer customer telephone inquiries, orders, service needs and complaints, respond where applicable or direct to sales representatives or technical/service areas. Maintain detailed and current knowledge of the company's products and services. Analyze customer service needs for communication to service and technical departments. Requires ability to navigate a computerized data entry system or other relevant applications. Frequently reports to the Customer Service Manager.

430.532.430	Customer Service Representative - Entry - Contact Center	Responds to customer inquiries via telephone or email to provide problem resolution in accordance with the Organization's service standards. The Entry level Customer Service Representative will perform many of the same duties as the experienced level but will have more direct supervision and oversight. The Entry level will typically only receive and/or place telephone calls that are basic and routine as they gain experience with the company's products and services. Solve simple customer problems and analyze customer service needs for communication to service and technical departments. Frequently reports to the Customer Service Manager.
430.532.431	E-commerce Customer Support Representative - Entry	Defines and/or resolves moderately complex customer problems with online products and/or services. Usually the first point of contact through e-mail support. Assists and counsels customers regarding product and service problems and inquiries. Ensures proper handling and follow-up with customers. Simulates or recreates customer problems to resolve user difficulties. Documents problems and corrective procedures. Communicates customer suggestions for enhancements.
430.556.240	Order Entry Supervisor	Responsible for the day-to-day operations of a team of representatives that use a computerized system to gather information and confirm sales prompted by incoming calls. Plans, directs, supervises, and evaluates work flow. Coordinates work activities to achieve the volume expected to meet operational requirements. Recognizes and recommends operational improvements. Responsible for the day-to-day application of organizational policies and procedures. May monitor performance of staff members according to established monitoring standards. May approve special price concessions, quotes, bid allowances, or adjustments. May make hiring decisions and conduct performance appraisals.
500.000.120	Top Research and Development (R&D) Executive - Corporate	Responsible for the development and direction of research aimed at improving current products and generating new products and services. Generally, devises research and development programs, policies, and procedures. Provides technical assistance to the various units within the organization. Coordinates research activities with other functions. Frequently reports to a Chief Executive Officer. Note: Reporting entity is Corporate. This is generally a single incumbent position. Only one employee, the most senior individual, per organization entity should be reported.
500.011.120	Top Research and Development (R&D) Executive - Subsidiary/Group	Responsible for the development and direction of research aimed at improving current products and generating new products and services. Generally, devises research and development programs, policies, and procedures. Provides technical assistance to the various units within the organization. Coordinates research activities with other functions. Frequently reports to a Chief Executive Officer. Note: Reporting entity is either Subsidiary or Group. This is generally a single incumbent position. Only one employee, the most senior individual, per organization entity should be reported.
500.014.120	Top Research and Development (R&D) Executive - Division	Responsible for the development and direction of research aimed at improving current products and generating new products and services. Generally, devises research and development programs, policies, and procedures. Provides technical assistance to the various units within the organization. Coordinates research activities with other functions. Frequently reports to a Chief Executive Officer. Note: Reporting entity is Division. This is generally a single incumbent position. Only one employee, the most senior individual, per organization entity should be reported.
500.100.210	Research and Development Director	Responsible for the co-ordination and implementation of activities related to the new products and technology development areas, as well as for the improvement of existing products and technologies. Provides technical reports and advice to top management, planning and engineering personnel. Typically reports to the Top Research and Development (R&D) Executive (Corporate, Subsidiary/Group, or Division).

500.100.220	Research & Development (R&D) Manager	Implement the organization's R&D strategy by managing research activities in order to solve problems; and improve, or generate new, products, components, equipment, systems, and processes. Manage a team of researchers whose activities may include; devising research methods; setting-up laboratory test equipment; building models and prototypes; calculating and analyzing test results; preparing technical specifications; and designing prototypes. Lead the most complex, controversial, or significant research projects; evaluate findings; and prepare detailed reports with recommendations and conclusions. Estimate the costs, resources, and time required to implement the organization's annual R&D goals and monitor the performance of research projects to ensure targets are met. Establish and maintain ongoing relationships with the external scientific community. Select, and manage ongoing relationships with suppliers and vendors to ensure the organization receives satisfactory standards of service. Lead, direct, evaluate, and develop a research team to ensure that research is conducted within established budgets and according to established scientific standards. Typically requires a Bachelor's Degree and six to eight years of experience.
500.100.223	Research & Development (R&D) Program Manager	Identifies research and development areas that should be investigated. Responsible for attaining laboratory or department research, marketing, fiscal and staffing goals to conform to organization goals. Establishes operating procedures, practices and guidelines and communicates them with laboratory or department personnel. Establishes, monitors and controls schedules and project budgets. Plans, organizes and manages work of research and support staff. Responsible for negotiation or research contracts. Plans and manages business development and marketing activities for laboratory or department. Develops solutions to complex research problems. Typically requires a Ph.D. and ten to fifteen years of progressively responsible experience.
500.100.340	Research & Development (R&D) Engineer - Senior	Conduct fundamental or applied research which requires knowledge of a number of disciplines to improve, or generate new; products, components, equipment, systems, and processes. Plan, design, and conduct complex research projects using existing or new scientific methods and theories to solve problems; and improve, or generate new, products, components, equipment, systems, and processes. Activities may include devising research methods; setting-up laboratory test equipment; building models and prototypes; calculating and analyzing test results and preparing detailed reports with recommendations and conclusions. Estimate the costs, resources, and time required to conduct one or more research projects and monitor the performance of these projects to ensure targets are met. Prepare complex calculations, specifications, and other technical documentation so that prototype designs can be manufactured and assembled. Develop and maintain technical expertise on advances and innovations in research and science. Coach and mentor less experienced researchers; check the quality of their work and help them resolve problems. Typically requires a Bachelor's Degree and four to six years of experience.
500.624.410	Model Maker - Senior - Industrial Design	Under general direction, designs, arranges, and builds experimental subassemblies and prototype models requiring a high degree of accuracy. Analyzes engineering specifications, sketches, and drawings and applies information to construct special tools or fittings to build models. Receives and inspects parts from vendors and production and determines if parts meet requirements of engineering schematics, standards, and specifications. Typically requires advance technical school training and more than four years of experience.
500.624.420	Model Maker - Experienced - Industrial Design	Under direct supervision, assists with the design, arrangement, and building of experimental subassemblies and prototype models requiring a high degree of accuracy. Analyzes engineering specifications, sketches, and drawings and applies information to construct special tools or fittings to build models. Receives and inspects parts from vendors and production and determines if parts meet requirements of engineering schematics, standards, and specifications. Typically requires advance technical school training and one to four years of experience.
500.628.331	Statistician - Specialist	Responsible for analytical support to provide information for scientific research and statistical analysis in line with statistical methodology. Plan data collection, analyze and interpret numerical data from surveys, experiments, studies, and other sources. Plan methods to collect information and develop questionnaire techniques according to survey design. Conduct surveys, evaluate reliability of source information, adjust and weigh raw data, analyze and interpret statistics and organizes results. Prepare conclusions and predictions based on data summaries. Typically requires a Master's degree and three to five years of experience.

500.628.340	Research Scientist - Senior	Responsible for conducting fundamental or applied research in the biological, physical sciences or in mathematics which are highly complex in nature. Organizes and conducts detailed projects or studies necessitating the expert application of advanced knowledge in a particular field. May entail responsibility for work of other scientists and co-ordination of a number of unrelated activities. Typically holds a Ph. D. with considerable work experience.
500.628.343	Chemist - Senior	Under general direction, responsible for performing accurate analytical tests in accordance with established company and ASTM procedures and/or other accepted methods, conducting complex chemical studies, experiments on organic and inorganic compounds and materials, analyses, and tests which require technical knowledge and techniques in projects regarding organization research, production or operation. Utilizes independent judgment within general parameters to determine an appropriate approach. Recommends improvements in analytical equipment, procedures and techniques. Typically requires a Bachelor's degree in Chemistry and five plus years experience or a Master's degree in Chemistry and three plus years experience.
500.628.350	Research Scientist - Experienced	Carries out fundamental or applied research in the biological or physical sciences or in mathematics requiring appreciable originality and ingenuity. Works under general supervision with advanced knowledge in a particular field. Undertakes scientific related research and development. Carries out varied assignments which may involve original research and development, or makes a significant contribution to a commercial project. May coordinate work of junior research scientists. May represent the laboratory in outside discussions and technical forums. Typically holds a M.Sc. or equivalent with five to seven years experience.
500.628.353	Chemist - Experienced	Under general supervision, responsible for performing accurate analytical tests in accordance with established company and ASTM procedures and/or other accepted methods, conducting moderately complex chemical studies, experiments on organic and/or inorganic compounds and materials, analyses, and tests which require technical knowledge and techniques in projects regarding organization research, production or operation. Utilizes independent judgment within general parameters to determine an appropriate approach. Recommends improvements in analytical equipment, procedures and techniques. Typically requires a Bachelor's degree in Chemistry and three to five years experience or a Master's degree in Chemistry and up to three years experience.
500.628.360	Research Scientist - Entry	Under supervision, performs varied experiments, performs analyses, tests, investigates and studies applications where work may be somewhat difficult, but usually with limited responsibility. Typically holds a minimum of a B.Sc. with some depth of knowledge in a particular field of the biological or physical sciences, or mathematics but with minimal experience.
500.628.363	Chemist - Entry	Under direct supervision, responsible for performing accurate analytical tests in accordance with established company and ASTM procedures and/or other accepted methods, conducting simple chemical studies, experiments on organic/or and inorganic compounds and materials, analyses and tests. Require basic technical knowledge and techniques in projects regarding organization research, production, or operation. Typically requires a Bachelor's degree in Chemistry and up to three years of experience or a Master's degree in Chemistry.
500.630.130	Top Product Development Engineering Executive	Responsible for successfully aligning the discrete, specialized areas of the organization's engineering endeavors with product development objectives. Provides feedback about the feasibility of customer recommended modifications or adaptations. Frequently reports to a Top Engineering Executive or a Top Manufacturing Executive. Note: This is generally a single incumbent position. Only one employee, the most senior individual, per organization entity should be reported.
500.630.220	Product Development Manager - Research & Development (R&D)	Responsible for identifying and investigating emerging new product opportunities within a defined range of responsibility. Manages staff in the design, development, and testing of select new products. Helps to formulate business plans to develop and implement products. Implements business plans and creatively solves product design, financial, marketing, or administrative problems. Responsible for maintaining knowledge of new trends and products in the appropriate markets. Typically requires a Bachelor's degree with four or more years of experience in specific field.
500.632.350	Packaging Development Engineer - Experienced	Responsible for package development, asserting suitable protection to product, optimizing cost/benefit, standardizing and adapting to government laws and patterns. Keeps Package Development Manual updated, assuring the true execution of patterns and orientations.; Minimum Qualifications are a Bachelors Degree) and one to four years of experience.

500.664.340	Digital Engineer - Senior	Under general direction, designs, develops, and maintains digital hardware and systems. Works closely with a development team on projects from concept to launch and into production. Participates in reviews that define customer needs and designs implementation into product. Analyzes equipment to establish operating data and conduct experimental tests. May provide technical leadership and assist in training less experienced engineers. Typically requires a Bachelor's degree in Engineering and four to seven years of related experience.
500.664.350	Digital Engineer - Experienced	Under general supervision, designs, develops, and maintains digital hardware and systems. Works closely with a development team on projects from concept to launch and into production. Participates in reviews that define customer needs and designs implementation into product. Analyzes equipment to establish operating data and conduct experimental tests. Typically requires a Bachelor's degree in Engineering and one to four years of related experience.
500.704.330	Design Engineer - Specialist	Under general direction, has duties of instructing, directing and checking the work of other design engineers. Responsible for designing new products and processes and improving and maintaining existing products. May conduct design analysis on components and/or assemblies to assist in the development process by ensuring designs are cost efficient, manufacturable, and reliable. Communicates with the other engineering personnel to coordinate the interrelated design and assure project completion. May act as internal consultant providing technical guidance on most complex projects. This is a non-supervisory position. Typically requires a Bachelor's degree in Engineering and seven or more years of related experience.
500.704.340	Design Engineer - Senior	Under general direction, responsible for designing new products and processes and improving and maintaining existing products. May execute complex or specialized projects. May conduct design analysis on components and/or assemblies to assist in the development process by ensuring designs are cost efficient, manufacturable, and reliable. Communicates with the other engineering personnel to coordinate the interrelated design and assure project completion. May provide technical leadership and assist in training less experienced engineers. Typically requires a Bachelor's degree in Engineering and four to seven years of related experience.
500.704.350	Design Engineer - Experienced	Under general supervision, responsible for designing new products and processes and improving and maintaining existing products. May execute less complex projects. May conduct design analysis on components and/or assemblies to assist in the development process by ensuring designs are cost efficient, manufacturable, and reliable. Communicates with the other engineering personnel to coordinate the interrelated design and assure project completion. Typically requires a Bachelor's degree in Engineering and one to four years of related experience.
500.704.360	Design Engineer - Entry	Under direct supervision, assists with designing new products and processes and improving and maintaining existing products. May conduct design analysis on components and/or assemblies to assist in the development process by ensuring designs are cost efficient, manufacturable, and reliable. Communicates with the other engineering personnel to coordinate the interrelated design and assure project completion. Typically requires a Bachelor's degree in Engineering and no prior experience.
500.879.350	Research Analyst - Experienced - Data Analysis	Analyzes and interprets collected data. Creates oral and written reports for clients and scientific audiences. Applies psychometric methods to the measurement of outcomes and uses multivariate models to calculate variations in data. Directs or participates in project teams to develop and employ methods to estimate and predict outcomes. Writes technical or similar large-scale proposals. Typically requires a Master's degree and one to four years of experience.
510.000.120	Top Engineering Executive - Corporate	This is the top engineering position with responsibility for the direction and management of the engineering and associated project activities of the organization. Works with manufacturing and research managers to design, develop, and modify the products and facilities of the organization. Coordinates implementation of product and facilities changes and the costing and purchasing of associated materials and equipment. Assesses manufacturing processes and environmental conditions to ensure compliance with state and federal regulatory agencies and organization safety standards. Frequently reports to a Chief Executive Officer or Chief Operating Officer. Note: Reporting entity is Corporate. This is generally a single incumbent position. Only one employee, the most senior individual, per organization entity should be reported.

510.011.120	Top Engineering Executive - Subsidiary/Group	This is the top engineering position with responsibility for the direction and management of the engineering and associated project activities of the organization. Works with manufacturing and research managers to design, develop, and modify the products and facilities of the organization. Coordinates implementation of product and facilities changes and the costing and purchasing of associated materials and equipment. Assesses manufacturing processes and environmental conditions to ensure compliance with state and federal regulatory agencies and organization safety standards. Frequently reports to a Chief Executive Officer or Chief Operating Officer. Note: Reporting entity is either Subsidiary or Group. This is generally a single incumbent position. Only one employee, the most senior individual, per organization entity should be reported.
510.014.120	Top Engineering Executive - Division	This is the top engineering position with responsibility for the direction and management of the engineering and associated project activities of the organization. Works with manufacturing and research managers to design, develop, and modify the products and facilities of the organization. Coordinates implementation of product and facilities changes and the costing and purchasing of associated materials and equipment. Assesses manufacturing processes and environmental conditions to ensure compliance with state and federal regulatory agencies and organization safety standards. Frequently reports to a Chief Executive Officer or Chief Operating Officer. Note: Reporting entity is Division. This is generally a single incumbent position. Only one employee, the most senior individual, per organization entity should be reported.
510.100.130	Chief Engineer	Directs the engineering function. Plans for the layout of machinery and equipment so that efficiency and productivity are enhanced. Responsible for the ongoing planning and management of the engineering activities of the corporation including design, development, and improvement of the organization's products, facilities and equipment. Maintains project budgets and schedules, co-ordinates activities of inter-related engineering functions and provides engineering assistance to other departments as required. Maintains current knowledge of other departmental procedures. Resolves engineering problem reviews and approves final tool designs. Adapts machine and equipment design to plant and production conditions. Typically requires a Master's degree in Engineering with over ten years of engineering and administrative experience. Typically reports to the Engineering Executive or to the Operations Executive.
510.100.210	General Engineering Director	Directs all aspects of the engineering function within an organization. Provides technical guidance and ensures sound engineering procedures and effective use of facilities. Ensures that products and processes are introduced, designed, and re-designed in order to meet the organization's objectives. Ensures all engineering activities are in accordance with organizational standards. Approves costs for engineering department. Typically in larger organizations this is a senior level manager.
510.100.220	General Engineering Manager	Manages all activities of the engineering department. Directs department activities, through subordinates, to design new products, modify existing designs, improve production techniques, and develop test procedures. Analyzes technology trends, human resource needs, and market demand to plan projects. Confers with management, production, and marketing staff to determine engineering feasibility, cost effectiveness, and customer demand for new and existing products. Forecasts operating costs of department and directs preparation of budget requests. Directs personnel activities of department, such as recruitment, hiring, performance evaluations, and salary adjustments. May direct field testing of products and systems performed by field staff. Typically requires a Master's degree and seven or more years of experience.
510.100.230	General Engineering Supervisor	Supervises one or more sections of engineers and plans and directs the work of subordinates. Estimates manpower, schedules completion dates, monitors progress, and evaluates the results of jobs in order to meet contract terms. Assures that work performed follows generally stated objectives and is completed on time and within budget. Ensures that work is carried out in accordance with necessary health and safety regulations. Typically requires a Bachelor's Degree and four to seven years of experience. Frequently reports to an Engineering Manager.

510.100.340	General Engineer - Senior	Responsible for varied engineering assignments requiring a broad knowledge of an engineering specialty. This position is an individual contributor who works independently. Uses and applies advanced engineering principles and has a working knowledge of advanced technical research within a particular field of specialization. Plans, conducts and coordinates engineering assignments, normally involving several smaller and less important projects or one major project. Participates in planning objectives. Evaluates complex, special and advanced engineering tasks. Investigates and advises on unusual and difficult problems encountered in an engineering practice. May give periodic technical guidance to less experienced professionals or technicians assigned to work on a common project. Typically has a Bachelor's Degree and four to seven years of experience.
510.100.350	General Engineer - Experienced	Carries out engineering assignments of limited scope and complexity. Under the general direction of a senior engineer, is responsible for a project or part of a project or operation requiring a thorough knowledge of engineering and related fields (quality control, time and motion studies, etc.). Work is reviewed in detail with guidance given. May give limited technical guidance to junior professionals or technicians working on a common project. Typically has a Bachelor's Degree and one to four years of experience.
510.100.360	General Engineer - Entry	Performs engineering work requiring application of standard techniques, procedures, and criteria in carrying out a sequence of related engineering tasks. This is an entry level position, typically with little or no practical experience. Working under direct supervision, performs detailed or routine engineering assignments. Receives training and development in various phases of engineering work. Performs a variety of tasks such as the preparation of simple plans, designs, calculations, costs and bills of material in accordance with established codes, standards and drawings. May assist more senior engineers. Typically has a Bachelor's Degree.
510.100.410	Engineering Technician - Senior	Performs technical tasks which contribute to the planning and execution of engineering projects. Typical Duties are similar to that of Engineer, however is qualified with an NZCE (or similar) rather than an engineering degree.
510.100.420	Engineering Technician - Experienced	Performs technical tasks, normally under direction and supervision of an engineer or professional qualified manager, contributory to the planning and execution of engineering projects. May prepare detailed estimates of quantities and costs of materials and labor required.
510.100.430	Engineering Technician - Entry	Performs technical tasks, normally under direction and supervision of an engineer or professional qualified manager, contributory to the planning and execution of engineering projects. May prepare detailed estimates of quantities and costs of materials and labor required.
510.104.220	Engineering Manager - Plant	From design to start-up, responsible for managing engineering projects and services in an assigned area. Approves design for engineering phases of projects that relate to processing. Supervises engineers and drafting specialists as needed to complete these projects. Typically requires a Master's degree and seven or more years of experience. Frequently reports to an General Engineering Director.
510.240.130	Top Health Safety and Environment Executive	Responsible for the development of health safety and environmental objectives. Establishes all policies and procedures in compliance with OSHA and other rules, regulations, and codes. Ensures the safety of employees and the community. Frequently reports to a Top Legal Executive/General Counsel. Note: This is generally a single incumbent position. Only one employee, the most senior individual, per organization entity should be reported.
510.240.210	Environmental Health and Safety Director	Responsible for compliance in environmental health and safety policies. Provides advice on safety, protection, and performs audits to ensure that organization and government standards on environmental health and safety are met. Frequently reports to a top executive within the Environmental Health and Safety department.

510.240.220	Environmental Health & Safety Manager	Implement, oversee, and adapt policies and programs to improve the organization's environmental and safety performance, ensure it complies with current and future regulations and standards, and protect its reputation. Manage EHS activities to ensure the organization complies with EHS regulations as well as internal environmental policies. These activities may include: monitor EHS performance, identify risks or areas for improvement; conduct safety audits and on-site inspections to identify workplace hazards; investigate environmental incidents; prepare reports and recommendations; implement waste management programs; develop and deliver EHS training programs; manage relationships with community or environmental stakeholders. Research, evaluate, and recommend changes to improve EHS performance. Provide expertise and advice on EHS issues to area managers. Maintain relationships with the community, environmental groups, or other stakeholders impacted by the EHS performance of the organization. Stay current with environmental regulations so the organization's EHS policies remain current and relevant. Lead, direct, evaluate, and develop a team of EHS professionals. Typically requires a Bachelor's Degree and eight to ten years of experience.
510.330.350	Cost Estimator - Experienced	Primary responsibility is estimation of labor and material costs of manufacturing and engineering based on request for proposal (RFP) data submitted by prospective customers. Analyze specifications, including sketches, blueprints, bills of material, or sample layouts and calculates production costs using labor and material pricing schedules and historical data. Provide post production cost analysis as a basis for relevant decision making. Prepare and analyze production related reports. Follow up on customer quotes and contacts vendors for material pricing. Require extensive knowledge of products, designs, manufacturing processes, and procedures. Typically requires a Bachelor's degree and two years of related experience.
510.380.221	Data Engineering Manager	Involved in the planning, evaluation and analysis of digital carrier systems, frame relay, ISDN and Internet services. Participate in the evaluation of various applications, monitoring the network to assure integrated access of many technologies or applications over one line. Responsible for developing and implementing corporate policies that support the data systems. Typically requires a Bachelor's degree and six to eight years of experience.
510.380.341	Data Engineer - Senior	Involve in the evaluation and analysis of digital carrier systems, frame relay, ISDN and Internet services. Participate in the evaluation of various applications, monitoring the network to assure integrated access of many technologies or applications over one line. Responsible for implementing corporate policies that support the data systems. Typically requires a Bachelor's degree and five to seven years of experience.
510.380.351	Data Engineer - Experienced	Responsible for analysis of digital carrier systems, frame relay, ISDN and Internet services. Participate in the evaluation of various applications, monitoring the network to assure integrated access of many technologies or applications over one line. Typically requires a Bachelor's degree and two to four years of experience.
510.380.361	Data Engineer - Entry	Supports higher level Data Engineers in performing range of activities. Under direct supervision, assists in the analysis of digital carrier systems, frame relay, ISDN and Internet services. May participate in the evaluation of various applications and monitor the network to ensure integrated access of many technologies or applications over one line. Typically requires a Bachelor's degree and less than two years of experience.

510.381.340	Storage & Backup Engineer - Senior	This is a senior level system engineering role that is responsible for the architecture, configuration, deployment, and ongoing management of large-scale production storage systems based on EMC and Sun Solaris platforms. Architects and engineers clustered UNIX servers using industry standard tools. Designs and integrates storage and server networks using Ethernet/TCP/IP and one or more Fiber Channel standards. Creates and implements performance standards for storage solutions and clustered systems. Plans and develops engineering to support implementation of storage software and hardware upgrades. Analyzes, tests, and develops release procedures for software upgrades in both storage and cluster environments. Develops and maintains organizational policies and procedures relating to storage management and clustering technologies. Provides technical support to Operations system administrators. Ensures adherence to organization security standards by vendors in hardware and software implementations. Designs, implements, and supports organizational projects by assessments of business needs. Recommends acquisition of appropriate software/hardware. Provides third-tier support for the operations environment as required in both storage management and high availability solutions. Works with other organization departments to facilitate the ongoing development, testing, and deployment of systems and upgrades to existing systems.
510.381.350	Storage & Backup Engineer - Experienced	Individual contributor that works under limited supervision. Applies subject matter knowledge; requires capacity to understand specific needs or requirements to apply skills/knowledge. Responsible for the architecture, configuration, deployment, and ongoing management of large-scale production storage systems based on EMC and Sun Solaris platforms. Architects and engineers clustered UNIX servers using industry standard tools. Designs and integrates storage and server networks using Ethernet/TCP/IP and one or more Fiber Channel standards. Creates and implements performance standards for storage solutions and clustered systems. Plans and develops engineering to support implementation of storage software and hardware upgrades. Analyzes, tests, and develops release procedures for software upgrades in both storage and cluster environments. Develops and maintains organizational policies and procedures relating to storage management and clustering technologies. Provides technical support to Operations system administrators. Ensures adherence to organization security standards by vendors in hardware and software implementations. Designs, implements, and supports organizational projects by assessments of business needs. Recommends acquisition of appropriate software/hardware. Provides third-tier support for the operations environment as required in both storage management and high availability solutions. Works with other organization departments to facilitate the ongoing development, testing, and deployment of systems and upgrades to existing systems.
510.415.220	Systems Engineering Manager	Plan, prioritize, and manage installation projects; prioritize tasks and assign team members to ensure that the team's resources are used effectively and that project deadlines are met. Lead the most complex installation projects and provide technical advice during the most significant or critical sales negotiations. Develop, evaluate, and review installation procedures and standards to ensure that work is of a consistently high quality. Select, lead, direct, evaluate, and develop a team of systems engineers to ensure installation projects are completed on-time, within budget, and according to customer requirements. Typically requires a Bachelor's Degree and five to seven years of experience.
510.415.340	Systems Engineer - Senior	Configure and install complex information systems (including hardware and software) that have been purchased by the organization's customers. Advise the sales team during negotiations on complex technical aspects of information systems and products to ensure the customer receives accurate information. Provide technical advice on large, difficult, or strategic client negotiations. Collaborate with the sales team to estimate costs and technical requirements of modifying, configuring, and installing information systems products to meet customer needs. Configure and install the hardware and software components of systems that have been purchased by customers to meet their requirements and integrate with their existing systems. Prepare more complex flow charts, models, and procedures and conduct feasibility studies to design possible system solutions. Prepare and maintain technical documentation to guide system users and to assist with the ongoing operation, maintenance and development of the system. Coach and mentor less experienced researchers; check the quality of their work and help them resolve problems. Typically requires a Bachelor's Degree and four or more years of experience. Frequently reports to the Systems Engineering Manager.

510.415.350	Systems Engineer - Experienced	Configure and install information systems (including hardware and software) that have been purchased by the organization's customers. During negotiations, advise the sales team on the technical aspects of information systems and products to ensure that the customer receives accurate information. Collaborate with the sales team to estimate the costs and technical requirements of modifying, configuring, and installing information systems products to meet customer needs. Configure and install the hardware and software components of systems that have been purchased by customers to meet their requirements and integrate with their existing systems. Prepare flow charts, models, and procedures and conduct feasibility studies to design possible system solutions. Write system and programming specifications so that when the system is implemented it will meet customer needs. Prepare and maintain technical documentation to guide system users and to assist with the ongoing operation, maintenance, and development of the system. Typically requires a Bachelor's Degree and two to four years of experience. Frequently reports to the Systems Engineering Manager.
510.415.360	Systems Engineer - Entry	Follow established procedures and guidelines to configure and install information systems (including hardware and software) that have been purchased by the organization's customers. Respond to routine enquiries from the organization's sales force or customers about the technical aspects of the organization's information systems and products. Follow systems specifications and formalized representations of solutions (for example, flow charts, models) to configure systems that meet customer needs. Prepare simple technical documentation to guide system users and to assist with the ongoing operation, maintenance, and development of the system. Develop skills and knowledge of the organization's products and services by working closely with a more experienced engineer or as the junior member of an engineering and sales team. Typically requires a Bachelor's Degree and less than two years of experience. Frequently reports to the Systems Engineering Manager.
510.496.220	Applications Development Engineering Manager	Manage the day-to-day activities of a group of sales engineers who may be assigned to one very large account, a group of accounts, or a specific geographic area. Evaluate sales proposals to ensure they are technically accurate, consistent with the organization's quality and price standards, and align with the organization's overall strategy for its products and services. Develop and deliver sales presentations for customers who are of strategic importance to the organization. Liaise with functional and operational area managers (e.g., in engineering, marketing, or sales) to ensure that the sales engineering team is up-to-date on new product developments and to share customer feedback and information on competitor activity so that the organization can modify its products and services to respond to changing market conditions and customer demands. Develop, evaluate, and review integration and installation procedures and standards to ensure that work is of a consistently high quality. Select, lead, direct, evaluate, and develop a team of engineers to ensure projects are completed on-time, within budget, and according to customer requirements. Typically requires a Bachelor's Degree and six to eight years of experience.
510.496.340	Applications Development Engineer - Senior	Provide technical advice to the sales team to develop, sell, and successfully implement product or service solutions that will meet customer's needs. Provide technical advice during large or difficult negotiations, or with customers who are of strategic importance to the organization. Pre-sales activities include analyzing customer's technical needs and suggesting solutions. Post-sales activities include resolving implementation problems and conducting user training. Analyze customers' technical needs, develop proposals outlining how the organization's products and services can meet these needs and be integrated with the customer's existing systems and equipment. Develop and deliver sales presentations. Respond to more complex technical questions regarding the organization's product, system or service. Estimate the costs, resources, time, and technical requirements of delivering the organization's products and services to meet customer needs. Liaise with hardware, software, and systems design engineers to ensure that products and services are modified, configured, and installed according to customer needs. Develop and deliver training to educate customers on the features of their purchase. Respond to complex customer questions. Troubleshoot, investigate, and resolve technical problems that arise during or after implementation. Coach and mentor less experienced engineers; check the quality of their work and help them resolve problems. Typically requires a Bachelor's Degree and five to seven years of experience. Frequently reports to an Applications Development Engineering Manager.

510.496.350	Applications Development Engineer - Experienced	Provide technical advice to the sales team to develop, sell, and successfully implement product or service solutions that will meet the customer's needs. Pre-sales activities include analyzing customer's technical needs and suggesting solutions. Post-sales activities include resolving implementation problems and conducting user training. Collect and analyze information from customers to understand their business and their technical needs. Develop technical proposals of how the organization's products and services can meet customer needs and be integrated and implemented with the customer's existing systems and equipment. Develop and deliver sales presentations and respond to technical questions regarding the organization's product, system, or service. Estimate the costs, resources, time, and technical requirements of modifying, configuring, and installing the organization's products and services to meet customer needs. Liaise with hardware, software, and systems design engineers to ensure that products and services are modified, configured, and installed according to customer needs. Respond to customer questions and troubleshoot, investigate, and resolve technical problems that arise during or after implementation. Train customers on the features of the product or service they have purchased. Typically requires a Bachelor's Degree and two to four years of experience. Frequently reports to an Applications Development Engineering Manager.
510.496.360	Applications Development Engineer - Entry	Follow established procedures and guidelines to design and install products and services that have been purchased by the organization's customers. Respond to routine enquiries from the organization's sales force or customers about the technical aspects of the organization's products and services. Follow systems specifications and formalized representations of solutions (for example, flow charts, models) to configure systems that meet customer needs. Prepare simple technical documentation to guide system users and to assist with the ongoing operation, maintenance, and development of the system. Develop skills and knowledge of the organization's products and services by working closely with a more experienced engineer or as the junior member of an engineering and sales team. Typically requires a Bachelor's degree and less than two years of experience. Frequently reports to an Applications Development Engineering Manager.
510.640.220	Software Testing Engineering Manager	Manages the software testing function. This position typically provides second level management to a group of IT professional and support staff. The manager's focus is based on setting goals and priorities. This position is also likely to allocate accountability among staff, manage the career development of others, liaise with professional staff and other managers, advise the business on technology related issues and engage in medium-term planning.
510.640.230	Software Testing Supervisor	This position typically provides first level supervision to software testing team. The team leader's focus is based on mentoring and coordination as well providing technical leadership.
510.640.330	Software Testing Engineer - Specialist	Under general direction, works with other engineering functions from design through production to design, develop, and implement procedures for software testing. Selects testing specifications for new software and ensures testing procedures are in compliance with industry specific standards. Documents procedures and recommendations for all phases of software testing. May act as internal consultant providing technical guidance on most complex projects. Typically requires a Bachelor's degree in Engineering and seven or more years of experience.
510.640.340	Software Testing Engineer - Senior	Works independently with other engineering functions from design through production to design, develop, and implement procedures for software testing. Selects testing specifications for new software and ensures testing procedures are in compliance with industry specific standards. Documents procedures and recommendations for all phases of software testing. Typically requires a Bachelor's degree in Engineering and four to seven years of experience.
510.640.350	Software Testing Engineer - Experienced	Under general supervision, works with other engineering functions from design through production to implement procedures for software testing. Selects testing specifications for new software and ensures testing procedures are in compliance with industry specific standards. Documents procedures and recommendations for all phases of software testing. Typically requires a Bachelor's degree in Engineering and one to four years of experience.
510.640.360	Software Testing Engineer - Entry	Under direct supervision, works with other engineering functions from design through production to design, develop, and implement procedures for software testing. Selects testing specifications for new software and ensures testing procedures are in compliance with industry specific standards. Documents procedures and recommendations for all phases of software testing. Typically requires a Bachelor's degree in Engineering and less than two years of experience.

510.640.410	Software Testing Technician - Senior	Under general direction, responsible for performing testing procedures on various types of software. Typically requires two years of technical trade school and two to four years of experience.
510.640.420	Software Testing Technician - Experienced	Under direct supervision, responsible for performing testing procedures on various types of software. Typically requires two years of technical trade school and less than two years of experience.
510.644.330	Chemical Engineer - Specialist	Under general direction, has duties of instructing, directing, and checking the work of other chemical engineers. Designs chemical plant equipment and devises processes for manufacturing chemicals and products, such as gasoline, plastics, detergents, cement, paper, and pulp. Conducts research to develop new/improved chemical manufacturing processes. Designs and plans layouts and oversees personnel engaged in constructing, controlling, and improving equipment for carrying out chemical processes on a commercial scale. Determines most effective arrangement of operations such as condensers, absorption and evaporation towers, columns, and stills. May act as internal consultant providing technical guidance on most complex projects. This is a non-supervisory position. Typically requires a Bachelor's degree and seven or more years of experience.
510.644.340	Chemical Engineer - Senior	Under general direction designs chemical plant equipment and devises processes for manufacturing chemicals and products, such as gasoline, plastics, detergents, cement, paper, and pulp. Conducts research to develop new/improved chemical manufacturing processes. Designs and plans layouts and oversees personnel engaged in constructing, controlling and improving equipment for carrying out chemical processes on a commercial scale. Determines most effective arrangement of operations such as condensers, absorption and evaporation towers, columns and stills. Typically requires a Bachelor's degree and four to seven years of experience.
510.644.350	Chemical Engineer - Experienced	Under direct supervision designs chemical plant equipment and devises processes for manufacturing chemicals and products, such as gasoline, plastics, detergents, cement, paper, and pulp. Conducts research to develop new/improved chemical manufacturing processes. Designs and plans layouts and oversees personnel engaged in constructing, controlling and improving equipment for carrying out chemical processes on a commercial scale. Determines most effective arrangement of operations such as condensers, absorption and evaporation towers, columns and stills. Typically requires a Bachelor's degree and one to four years of experience.
510.644.360	Chemical Engineer - Entry	Under direct supervision, designs chemical plant equipment and devises processes for manufacturing chemicals and products, such as gasoline, plastics, detergents, cement, paper, and pulp. Conducts research to develop new and improved chemical manufacturing processes. Designs and plans layouts and oversees personnel engaged in constructing, controlling and improving equipment for carrying out chemical processes on a commercial scale. Determines most effective arrangement of operations such as condensers, absorption and evaporation towers, columns and stills. This is a non-supervisory position. Typically requires a Bachelor's degree and no prior experience.
510.648.340	Civil/Construction/Structural Engineering Engineer - Senior	Under general direction, performs complex activities relating to the planning, designing, and direction of civil engineering projects such as roads, airports, railroads, bridges, pipelines, tunnels, and water and sewage systems. Provides resources and schedules in response to specified completion dates and technical applications. Approves and prepares proposals and cost estimates and evaluates all project progress and recommends changes, if needed, in final procedures. May provide work leadership and training to lower level professional and technical staff. Requires professional licensure. This is a senior level non-management position. Typically requires a Bachelor's Degree in Engineering and four to seven years of experience.
510.648.350	Civil/Construction/Structural Engineering Engineer - Experienced	Under general supervision, plans, designs, and directs civil engineering projects such as roads, airports, railroads, bridges, pipelines, tunnels, and water and sewage systems. Provides resources and schedules in response to specified completion dates and technical applications. Prepares proposals and cost estimates and evaluates all project progress and recommends changes, if needed, in final procedures. Requires professional licensure. Typically requires a Bachelor's degree in Engineering and one to four years of related experience.
510.648.360	Civil/Construction/Structural Engineering Engineer - Entry	Under direct supervision, plans, designs, and directs civil engineering projects such as roads, airports, railroads, bridges, pipelines, tunnels, and water and sewage systems. Provides resources and schedules in response to specified completion dates and technical applications. Prepares proposals and cost estimates and evaluates all project progress and recommends changes, if needed, in final procedures. This is a non-supervisory position. Typically requires a Bachelor's degree in Engineering and no prior experience.

510.652.211	Technical Service Engineering Director	Responsible for a single geography or business unit. Directs and implements processes for providing high-level pre-sales and/or post-sales technical support in environments where engineering expertise is required. Typically provides third level of management to a group of one or more teams within a function. Note: These are primarily post-sales support roles. If your role has a primary responsibility for pre-sales technical support, please match to the Pre-Sales Product Support Director.
510.652.220	Technical Service (Field) Manager	Plan, prioritize, and manage technical service activities; prioritize tasks and assign team members to ensure that the team's resources are used effectively and that customer service agreements are fulfilled. Develop, evaluate, and review technical service procedures and standards; monitor the cost and effectiveness of activities to optimize resources, prioritize spending, and achieve timeliness, reliability, and customer satisfaction standards. Plan, prioritize, and implement service activities to fulfill maintenance contracts and service-level agreements. Estimate the cost, time, and resources required for installations, upgrades, and other technical services; prepare work orders and monitor the progress of work against estimates. Research, evaluate, and recommend new equipment and tools to enhance the capabilities of the technical service team. Select, lead, direct, evaluate, and develop a team of service engineers and technicians to ensure that installations are completed on-time, within budget, and according to customer requirements. Typically requires a Bachelor's degree and five to seven years of experience.
510.652.340	Technical Service Engineer (Field) - Senior	Install, configure, modify, and repair products, equipment and systems that have been purchased by the organization's customers and identify and correct more complex problems associated with start-up. Provide pre-sales and/or post-sales technical support to customers including commissioning, installing, testing, and maintaining products, equipment, and systems. Develop innovative solutions to more complex technical problems that arise during start-up. Research, evaluate, and recommend new products or equipment upgrades that will meet customer needs. Monitor and resolve recurring more complex problems to ensure ongoing customer satisfaction. Coach and mentor less experienced engineers, check the quality of their work, and help them diagnose and solve problems. Typically requires a Bachelor's degree and three to five years of experience. Frequently reports to a Technical Service (Field) Manager.
510.652.350	Technical Service Engineer (Field) - Experienced	Install, configure, modify, and repair products, equipment and systems that have been purchased by the organization's customers and identify and correct problems associated with start-up. Provide pre-sales and/or post-sales technical support to customers including commissioning, installing, testing, and maintaining products, equipment, and systems. Troubleshoot, investigate, and resolve technical problems that arise during start-up. Establish and maintain ongoing positive relationships with customers to develop secure and develop their future business. Research, evaluate, and recommend new products or equipment upgrades that will meet customer needs. Monitor and resolve recurring problems to ensure ongoing customer satisfaction. Train customers on the features of the equipment they have purchased. Typically requires a Bachelor's degree and two to four years of experience. Frequently reports to a Technical Service (Field) Manager.
510.652.360	Technical Service Engineer (Field) - Entry	Follow established procedures and guidelines to install, configure, modify, and repair products, equipment, and systems that have been purchased by the organization's customers. Troubleshoot, investigate, and resolve standard technical problems that arise during start-up. Respond to routine enquiries from customers about the technical aspects of the organization's products and services. Develop skills and knowledge of the organization's products and services by working closely with a more experienced engineer or as the junior member of an engineering team. Typically requires a Bachelor's degree and less than two years of experience. Frequently reports to a Technical Service (Field) Manager.
510.656.220	Design/Drafting Manager	Responsible for managing the design, drafting, or checking operations. Interfaces with functional departments in preparing work schedules. Directs the coordination of working plans and detailed drawings of parts, components, and assemblies. Oversees the preparation of diagrams and layouts from the schematics and logic diagrams. Trains, instructs, and provides technical guidance to employees. Provides assistance involving design problems and makes recommendations to management. Typically requires a Bachelor's degree and at least seven years of related experience, including supervision. May report to a General Engineering Manager.

510.656.230	Design/Drafting Supervisor	Responsible for the supervision of designers, drafters, and/or checking operations. Ensures that work is assigned and completed to meet established engineering and manufacturing schedules and to satisfy customer requirements. Directs the preparation of new or revised designs, drawings, and working plans. Reviews dimensions, specifications, finished work, and documentation required for fabrication and assembly of equipment. May train, instruct, and provide technical guidance to employees. Typically works with CAD software. This is a first level supervisory position. Typically requires a Bachelor's degree and four or more years of experience, including supervision. Frequently reports to a Design/Drafting Manager.
510.656.340	Drafter - Senior	Primary responsibility is construction drawings for the installation of new facilities and maintenance of departmental maps and records. Prepare drawing or layouts working from engineering specifications or detail drawings. Use a computer or other drafting techniques to perform scaling, dimensioning, or line locating according to standard industry procedures. Combine various details from sketches, drawings, or blueprints and makes required calculations. Typically requires a high school education or equivalent and some technical training with four or more years of experience.
510.656.341	CAD Drafter - Senior	Under general direction, carries out drafting assignments of a moderately to advanced complex nature with general latitude in the use of initiative and independent judgment. Converts engineers' and technicians' rough product design sketches into working documents by digitizing with computer aided design (CAD) to enable a CAD operator to complete related computer entry. Maintains standards by reviewing engineering drawings and supporting documentation. Takes appropriate action to resolve details not completely defined. Must be able to use various engineering and advanced computer software fluently. May use special techniques in schematic drawing, isometric, orthographic, or perspective projection. Final drawings must display completeness, clarity, and accuracy. Types command to transfer drawing dimensions from computer onto hardcopy, using peripheral equipment. Typically requires an educational background in engineering or equivalent CAD Drafting experience and four to seven years of experience.
510.656.343	CAD Designer - Senior	Under general direction, following instructions and procedures, performs advanced detailing, redrawing, lettering, and tracing of drawings on components, assemblies, and engineering change orders. Incumbent works from data such as previous drawings, layouts, detailed sketches, notes, verbal instructions, and standard references directed by engineers. Performs drafting duties by operating Computer Aided Design (CAD) equipment such as digitizers, plotters, CRT's, and associated peripheral equipment and software. May use special techniques in schematic drawing, isometric, orthographic, or perspective projection. Typically requires previous academic preparation or experience with CAD and four to seven years of directly related work experience.
510.656.350	Drafter - Experienced	Follow established drafting standards and principles to prepare layouts and drawings (for example of machinery, equipment, or structures) from engineering specifications. Use Computer Aided Design (CAD) and associated peripheral equipment and software or manual drafting techniques to perform scaling dimensioning, or line locating. Combine details from sketches, drawings, and blueprints to make required calculations. Detail, redraw, letter, and trace drawings on components, assemblies, and engineering change orders. Interpret data, instructions, and specifications (for example previous drawings, layouts, sketches, notes, and verbal instructions) to prepare accurate drawings. Typically requires a high school education or equivalent with technical training and one to four years of experience.
510.656.351	CAD Drafter - Experienced	Under general supervision, carries out drafting assignments of a routine to moderately complex nature with limited latitude in the use of initiative and independent judgment. Converts engineers' and technicians' rough product design sketches into working documents by digitizing with computer aided design (CAD) to enable a CAD operator to complete related computer entry. Maintains standards by reviewing engineering drawings and supporting documentation. Takes appropriate action to resolve details not completely defined. Must be able to use various engineering and basic computer software. Final drawings must display completeness, clarity, and accuracy. Types command to transfer drawing dimensions from computer onto hardcopy, using peripheral equipment. Typically requires an educational background in engineering or equivalent CAD Drafting experience and one to four years of experience.

510.656.353	CAD Designer - Experienced	Under general supervision, following instructions and procedures, performs moderate detailing, redrawing, lettering, and tracing of drawings on components, assemblies, and engineering change orders. Incumbent works from data such as previous drawings, layouts, detailed sketches, notes, verbal instructions, and standard references directed by engineers. Performs drafting duties by operating Computer Aided Design (CAD) equipment such as digitizers, plotters, CRT's, and associated peripheral equipment and software. Typically requires previous academic preparation or experience with CAD and one to four years of directly related work experience.
510.656.360	Drafter - Entry	Prepares drawing or layouts working from engineering specifications or detail drawings. Uses a computer or other drafting techniques to perform scaling, dimensioning, or line locating according to standard industry procedures. Combines various details from sketches, drawings, or blueprints and makes required calculations. Typically requires a high school education or equivalent with limited technical training or on-the-job training and less than one year of experience.
510.656.361	CAD Drafter - Entry	Under direct supervision, assists with drafting assignments of a routine nature with limited latitude in the use of initiative and independent judgment. Converts engineers' and technicians' rough product design sketches into working documents by digitizing with computer aided design (CAD) to enable a CAD operator to complete related computer entry. Maintains standards by reviewing engineering drawings and supporting documentation. Takes appropriate action to resolve details not completely defined. Must be able to use various engineering and basic computer software. Final drawings must display completeness, clarity, and accuracy. Types command to transfer drawing dimensions from computer onto hardcopy, using peripheral equipment. Typically requires an educational background in engineering or equivalent CAD Drafting experience and no prior experience.
510.656.363	CAD Designer - Entry	Under direct supervision, following instructions and procedures, assists with routine detailing, redrawing, lettering, and tracing of drawings on components, assemblies, and engineering change orders. Incumbent works from data such as previous drawings, layouts, detailed sketches, notes, verbal instructions, and standard references directed by engineers. Performs drafting duties by operating Computer Aided Design (CAD) equipment such as digitizers, plotters, CRT's, and associated peripheral equipment and software. Typically requires previous academic preparation or experience with CAD and no prior work experience.
510.656.421	CAD/CAM Operator - Experienced	Under general supervision, assists the engineering or manufacturing processes by creating working plans, detailed drawings, and layouts of components and assemblies from verbal instructions, rough notes or detailed sketches. Edits stored information and updates changes to drawings for later use through the use of Computer Aided Design (CAD) equipment such as digitizers, plotters, CRT's, and associated peripheral equipment and software. Calculates routine engineering computations, prepares specifications, adjusts drawings or specifications, prepares material lists, engineering orders, and change requests. Requires ability to make mathematical calculations and familiarity with CAD and associated equipment. Typically requires a high school education or equivalent and one to four years of experience.
510.660.330	Electrical Engineer - Specialist	Under general direction, has duties of instructing, directing, and checking the work of other electrical engineers. Performs an assortment of complex engineering duties such as the planning of manufacturing and the installation, operation, and maintenance of electrical apparatus. Provides existing support to activities in the use of electrical devices and energy for commercial, domestic, and industrial use. Works directly with engineers in other disciplines to augment production size and value. May provide work leadership and training to lower level professional and technical staff. May act as internal consultant providing technical guidance on most complex projects. This is the highest level non-management position. Typically requires a Bachelor's degree in Engineering and seven or more years of experience.
510.660.340	Electrical Engineer - Senior	Perform engineering duties such as the planning of manufacturing, and the installation, operation, and maintenance of electrical apparatus. The Senior Electrical Engineer will perform many of the same activities as the Experienced level and in addition work on larger, more complex and/or sophisticated projects, processes and/or apparatus. May provide work leadership and training to lower level professional and technical staff. Typically requires a Bachelor's degree in Engineering and four to seven years of experience.

510.660.350	Electrical Engineer - Experienced	Perform engineering duties such as the planning of manufacturing, and the installation, operation, and maintenance of electrical apparatus. Under general supervision, performs a variety of activities in the use of electrical devices and energy for commercial, domestic, and industrial use. Works directly with engineers in other disciplines to augment production capacity and value. Typically requires a Bachelor's degree in Engineering and one to four years of experience.
510.660.360	Electrical Engineer - Entry	Assist in the performance of engineering duties such as the planning of manufacturing, and the installation, operation, and maintenance of electrical apparatus. Under direct supervision, provides support to more experienced Electrical Engineers. Typically requires a Bachelor's Degree in Engineering and no prior experience.
510.660.430	Electrician - Entry - Maintenance	Under direct supervision installs, reviews, repairs and maintains in proper operating conditions the electric components of plant's productive and non-productive equipment, by interpreting blueprints and diagrams and selecting the adequate materials for each work. All under the guidance of a more experienced electrician or the supervisor.
510.664.330	Electronics Engineer - Specialist	Under general direction, has duties of instructing, directing and checking the work of other electronics engineers. Plans, schedules, conducts, or coordinates phases of major engineering projects. Performs engineering work and applied research, development, and design of new products. Work includes design, fabrication, modification, and evaluation of electronic apparatus, components, or circuitry for use in electronic equipment and devices. Analyzes equipment to establish operating data and conduct experimental tests. May provide technical supervision to lower level engineers and other technical personnel. May be responsible for the administrative duties of a small work group, although the engineering work performed is more important than the supervision aspect. This is a non-supervisory position. Requires broad scope of responsibility and exercises great initiative. Typically requires a Bachelor's degree in Engineering and seven or more years of related experience.
510.664.340	Electronics Engineer - Senior	Under general direction is responsible for the engineering part of a major project or an entire project of lesser complexity. Performs engineering work and applied research, development, and design of new products. Work includes design, fabrication, modification, and evaluation of electronic apparatus, components, or circuitry for use in electronic equipment and devices. Analyzes equipment to establish operating data and conduct experimental tests. May be responsible for the administrative duties of a small work group, although the engineering work performed is more important than the supervision aspect. Typically requires a Bachelor's degree in Engineering and four to seven years of experience.
510.664.341	Electronic/Digital Engineer - Senior	Under general direction, provides diversified support and tests and diagnoses. Participates in the design and definition of process controls and specifications, test procedures, equipment, and experiments. May write application specific software for automated test equipment and employee system diagnostics routines or software. Generates and interprets engineering change orders. Provides training to and/or qualifies production personnel and/or other technicians. Requires mastery of job functions or a specific skill or craft. Must be able to combine various fundamental operations necessary to complete the job in a fully competent manner. Typically requires a Bachelor's degree and four to seven years of experience.
510.664.350	Electronics Engineer - Experienced	Under general supervision, performs engineering work and applied research, development, and design of new products. Work includes design, fabrication, modification, and evaluation of electronic apparatus, components, or circuitry for use in electronic equipment and devices. Analyzes equipment to establish operating data and conduct experimental tests. This classification includes engineers who are capable of handling complex engineering assignments. Typically requires a Bachelor's degree in Engineering and one to four years of experience.
510.664.351	Electronic/Digital Engineer - Experienced	Under general supervision, provides routine support and tests and diagnoses. Prepares materials, components, and assemblies for evaluation. Interprets engineering change orders, blueprints, diagrams, sketches, photographs, or other process and product documentation as they relate to assigned duties. Participates in the development of process control manuals/documentation. Works cooperatively with other personnel and functions to exchange information and resolve problems. Provides training to quality production operators. Serves as a technical resource to production personnel. Typically requires a Bachelor's Degree and one to four years of experience.

510.664.360	Electronics Engineer - Entry	Under direct supervision, performs engineering work and applied research, development, and design of new products. Work includes design, fabrication, modification, and evaluation of electronic apparatus, components, or circuitry for use in electronic equipment and devices. Analyzes equipment to establish operating data and conduct experimental tests. Typically requires a Bachelor's degree in Engineering and no prior experience.
510.664.361	Electronic/Digital Engineer - Entry	Under direct supervision, provides basic electrical or mechanical technical support to engineering or manufacturing in the development, analysis, and maintenance of processes, products, or equipment. Often works in a particular discipline. Performs basic tests and diagnoses of systems, production processes, controls, test procedures, instruments, equipment, products, or product performance. Ensures process controls are in operation and achieving desired effect. Monitors, adjusts, calibrates, maintains, and/or repairs simple manufacturing or test equipment, instruments, and fixtures. Typically requires a Bachelor's degree and no prior experience.
510.664.420	Electronics Technician - Experienced	Under direct supervision installs, repairs, assembles, tests and maintains in good operating conditions all kinds of electronic equipment or products, by studying diagrams and replacing components as required. All under the guidance of a more experienced technician or the supervisor.; Minimum Qualifications: High School and one to four years experience.
510.668.130	Top Environmental Executive	Responsible for planning and directing all engineering activities to diagnose and rectify environmental problems involving the organization, employees, and the public. Represents the organization at environmental and regulatory hearings and legislative meetings. Oversees various engineering disciplines to preserve or improve air, soil, and water quality. Frequently reports to a Top Legal Executive/General Counsel or Top Government Affairs Executive. Note: This is generally a single incumbent position. Only one employee, the most senior individual, per organization entity should be reported.
510.668.210	Environmental Director	Responsible for establishing and directing health and safety policies which meet organization, customer, and government regulations within all of the following functions: health and safety, industrial hygiene, or environmental protection. Manages company-wide environmental, hazardous waste, and related compliance programs. May provide expert testimony before legislative and regulatory authorities. Supervises workplace inspections and analyzes results of internal and external audits. Responsible for the establishment and implementation of employee training programs for proper handling and response to accident, fire prevention and protection, and hazardous material problems and/or situations. Maintains records, investigates accidents and injuries, and prepares appropriate reports, e. g. , Workers' Compensation. Typically reports to the Environmental Executive.
510.668.220	Environmental Affairs Manager	Responsible for managing organization-wide environmental, hazardous waste, and related compliance programs. Ensures regulatory compliance at the federal, provincial and municipal levels and may provide expert testimony before legislative and regulatory authorities. Responsible for educating and training employees in the handling and disposal of hazardous waste. Typically requires a Master's degree and seven to ten years experience. Reports to the Environmental Executive.
510.668.230	Environmental Supervisor	Manage the day to day activities regarding the organization-wide environmental, hazardous waste and compliance related programs and also to ensure that all company facilities and plants follow all applicable legal provisions on environmental control issues. Demonstrate a thorough understanding of all the environmental regulations and regulatory processes. Responsible for managing and planning organization-wide environmental, hazardous waste, and compliance related programs. Ensure that all company facilities and plants follow all applicable legal provisions and government laws on environmental control issues. Responsible for educating and training employees in handling and disposal of hazardous waste on the basis of the thorough understanding of the environmental regulations and regulatory processes. Supervises and coordinates the work of environmental specialists and technicians in order to ensure compliance with government laws and regulations. Follows up on the correction of operational problems presented either by government officials or by company personnel and assuring their solution. Typically requires a Master's degree and five to seven years of experience. Reports to the Environmental Affairs Manager.

510.668.330	Environmental Engineer - Specialist	As an expert in their field of practice, responsible for planning and conducting environmental, hazardous waste and related compliance programs and/or projects. Ensures compliance with federal, provincial and municipal regulations and corporate policy and guidelines. May analyze test data, develop or prepare charts, figures, matrices and test specifications. May be assisted by technicians. Typically requires a Bachelor's degree in an appropriate scientific or engineering field or equivalent and seven or more years of related experience.
510.668.340	Environmental Engineer - Senior	Ensure that all processes of the plant meet environmental control requirements and specifications of both agencies, i.e. National and International. Take part in establishing and implementing the organization's policies and procedures in order to regard the local, state, and federal health and safety regulations. The Senior Level Environmental Engineer will conduct many of the same activities as the experienced level but typically undertake the most difficult environmental projects, assessments, solutions and designs. The Senior level may also: Provide safety orientation and induction courses and other trainings like conducting studies on methods and equipment to meet environmental and health standards, emergency response procedures, hazardous material handling, and industrial hygiene policies etc.; Ensure that all processes of the plant meet environmental control requirements and specifications of both, national and international agencies; Monitor and analyze the environment by performing research and analysis activities on the basis of well-developed advanced knowledge and skills. Ensure compliance with regulations and procedures by carrying out and analyzing regular audits of laboratories and facilities. May instruct or coach other professionals. Typically requires a Bachelor's degree in an appropriate scientific or engineering field or equivalent and four to seven years of related experience.
510.668.350	Environmental Engineer - Experienced	Evaluate the organization's current or proposed activities, operations, equipment, laboratories, facilities, and processes to minimize their impact on the environment. Conduct environmental tests; analyze and evaluate results. Recommend corrective action to ensure the organization complies with environmental regulations. Oversee the collection, treatment, storage, transportation, and shipping of hazardous waste for safe and legal handling. Investigate spills, releases, emissions, or other incidents; complete or verify incident reports; and liaise with other specialists and environmental agencies to identify causes of these incidents and prevent recurrence. Maintain and analyze environmental records. Prepare and submit environmental reports. Develop project plans to rehabilitate damaged or contaminated sites. Keep abreast of environmental regulations so the organization's environmental management policies remain current and relevant. Educate and train the workforce on emergency response procedures, handling hazardous materials, and other aspects of environmental management to ensure they comply with the organization's environmental policies. Typically requires a Bachelor's degree in an appropriate scientific or engineering field or equivalent and one to four years of related experience.
510.668.360	Environmental Engineer - Entry	Follow established procedures and guidelines to monitor the organization's compliance with external environmental regulations and standards and internal environmental policies and management systems. Conduct routine environmental tests and observations; record results and prepare simple technical reports identifying where the organization's equipment, laboratories, facilities and processes may fail to comply with environmental regulations and standards, including those of domestic and international agencies. Maintain environmental records and contribute to the preparation of accurate and timely environmental reports that are submitted internally and to external agencies. Deliver training programs to educate the organization's workforce on emergency response procedures, handling hazardous materials and other aspects of environmental management to ensure that they understand and comply with the organization's environmental policies and standards. Typically requires a Bachelor's degree in an appropriate scientific or engineering field or equivalent and no prior experience.

510.676.220	Industrial Engineering Manager	Manage, plan, design and execute policies and methods for the organization's industrial engineering operation and strategy. Select, lead, direct, evaluate, and develop a team of professional Industrial Engineers and technical and administrative support staff to ensure that Industrial engineering operations are completed on-time, within budget, and as per the set goals. Create career development programs for the team and develop medium-term planning for the growth of the process. Ensure implementation of projects for expanding and/or modifying the production lines. Study the characteristics of all possible equipment available and suggest acquiring the most appropriate equipment for carrying out the operations. Allocate the project work to the most advisable contractors. Typically requires a Bachelor's degree in Engineering and seven to ten years of experience.
510.676.330	Industrial Engineer - Specialist	Under general direction, has duties of instructing, directing, and checking the work of other industrial engineers. Responsible for complex planning activities related to equipment layouts in plant, office, and production facilities. Conducts studies that determine the most efficient sequence of operations and workflow and recommends methods for maximum utilization of production facilities and personnel. Prepares cost estimates for proposed projects and evaluates cost factors. Provides work leadership and training to lower level professional employees. Assigns duties to drafters and technicians to support project. May act as internal consultant providing technical guidance on most complex projects. This is the top non-supervisory position. Typically requires a Bachelor's degree in Engineering and seven or more years of experience. Reports to the Industrial Engineering Manager.
510.676.340	Industrial Engineer - Senior	Under general direction, responsible for complex planning activities related to equipment layouts in plant, office, and production facilities. Conducts studies that determine the most efficient sequence of operations and workflow and recommends methods for maximum utilization of production facilities and personnel. Prepares cost and time estimates for proposed projects and evaluates cost factors. Provides work leadership and training to lower level professional employees. Assigns duties to drafters and technicians to support project. May provide technical leadership and assist in training less experienced engineers. Maintains knowledge of current technological developments. Requires independent judgment and initiative. Typically requires a Bachelor's degree in Engineering and four to seven years of experience.
510.676.350	Industrial Engineer - Experienced	Under general supervision, plan for equipment layouts in plant office, and production facilities and establish standards to improve industrial engineering techniques. Analyze existing industrial engineering techniques and develop recommendations for changes to working methods that will minimize costs, and time taken; increase yields and productivity; and improve the quality and consistency of final products. Conducts studies to determine the most efficient sequence of operations and workflow and recommends methods for maximum utilization of production facilities and personnel. Imply independent judgment and acquired experience, for execute moderately complex and non-routine assignments. Provide engineering service and advice to industrial engineering activities; prepare reports regarding reviews of production methods, equipment layout and equipment and material utilization. Understand specific client needs or technical specifications, parts drawings, and other engineering data to develop new techniques and estimate time requirements for each step and total cost of the project. Typically requires a Bachelor's degree in Engineering and one to four years of experience.
510.676.360	Industrial Engineer - Entry	Under direct supervision, assists with simple planning activities for equipment layouts in plant, office, and production facilities. Conducts studies to determine the most efficient sequence of operations and workflow and recommends methods for maximum utilization of production facilities and personnel. Prepares cost estimates for proposed projects and evaluates cost factors. Requires limited independent judgment. Typically requires a Bachelor's degree in Engineering and no prior experience.
510.680.330	Instrument & Control Engineer - Specialist	Under general direction, instructs, directs, and checks the work of other instrument and control engineers. Plans, schedules, conducts, or co-ordinates phases of major engineering projects. Develops, applies, and maintains quality requirements. May devise, construct, or adapt inspection set-ups as necessary. Responsible for stopping production and allowing variations in quality and finish. Traces and determines reason for rejected material. May act as an internal consultant providing technical guidance on most complex projects. This is a non-supervisory position. Requires broad scope of responsibility and exercises great initiative. Typically requires a Bachelor's degree in Engineering and seven or more years of related experience.

510.680.340	Instrument & Control Engineer - Senior	Under general direction, develops, applies, and maintains quality requirements. May devise, construct, or adapt inspection set-ups as necessary. Responsible for stopping production and allowing variations in quality and finish. Traces and determines reason for rejected material. Analyzes planning procedures required to achieve departmental objectives. May provide technical leadership and assist with training less experienced engineers. Requires independent judgment and initiative. Typically requires a Bachelor's degree in Engineering and four to seven years of related experience.
510.680.350	Instrument & Control Engineer - Experienced	Under general supervision, develops, applies, and maintains quality requirements. May devise, construct, or adapt inspection set-ups. Responsible for stopping production and allowing variations in quality and finish. Traces and determines reason for rejected material. Requires independent judgment and initiative. Typically requires a Bachelor's degree in Engineering and one to four years of related experience.
510.680.360	Instrument & Control Engineer - Entry	Under direct supervision, assists with developing, applying, and maintaining quality requirements. May devise, construct, or adapt simple inspection set-ups. Traces and determines reason for rejected material. Requires limited independent judgment. Typically requires a Bachelor's degree in Engineering and no prior experience.
510.680.410	Calibration Technician - Senior	Under general direction, calibrates, tests, sets up, and repairs various controls, instruments, and gauges measuring all types in variables. These may include heat, light, voltage, amperage, weight, vacuum, magnetic resistance, or various content measurements. May disassemble instruments and examine various components for problems. May assist with training of less experienced calibration technicians. Typically requires a high school education or equivalent and more than four years of experience.
510.680.420	Calibration Technician - Experienced	Under general supervision, calibrates, tests, sets up, and repairs various controls, instruments, and gauges measuring all types in variables. These may include heat, light, voltage, amperage, weight, vacuum, magnetic resistance, or various content measurements. May disassemble instruments and examine various components for problems. Typically requires a high school education or equivalent and one to four years of experience.
510.680.430	Calibration Technician - Entry	Under direct supervision, assists with the calibration testing, set up, and repair of various controls, instruments, and gauges measuring all types in variables. These may include heat, light, voltage, amperage, weight, vacuum, magnetic resistance, or various content measurements. May disassemble instruments and examine various components for problems. Typically requires a high school education or equivalent and no prior experience.
510.682.340	Molding & Tool Designing Engineer - Senior	Under general direction, applies advanced engineering concepts to design the tooling required to produce a particular part or parts, to specifications and quality standards. Reviews blueprints of the part, the engineering release, and operations to be performed to determine design requirements. Prepares detailed cost estimates for tooling and obtains competitive prices from vendors. Works with plant and engineering staff to identify any possible tool-related problems. May provide technical leadership and assist in training less experienced engineers. Typically requires a Bachelor's degree in a technical discipline or equivalent education/work experience plus a minimum of four or more years of directly related experience (may include co-op experience).
510.682.350	Molding & Tool Designing Engineer - Experienced	Under general supervision, applies engineering concepts to design the tooling required to produce a particular part or parts, to specifications and quality standards. Reviews blueprints of the part, the engineering release, and operations to be performed to determine design requirements. Prepares detailed cost estimates for tooling and obtains competitive prices from vendors. Works with plant and engineering staff to identify any possible tool-related problems. Typically requires a Bachelor's degree in a technical discipline or equivalent education/work experience plus a minimum of two to four years of directly related experience (may include co-op experience).
510.682.360	Molding & Tool Designing Engineer - Entry	Under direct supervision, assists with applying basic engineering concepts to design the tooling required to produce a particular part or parts, to specifications and quality standards. Reviews blueprints of the part, the engineering release, and operations to be performed to determine design requirements. Prepares simple cost estimates for tooling and obtains competitive prices from vendors. Works with plant and engineering staff to identify any possible tool-related problems. Typically requires a Bachelor's degree in a technical discipline or equivalent education/work experience plus a minimum of one to two years of directly related experience (may include co-op experience).

510.688.330	Mechanical Engineer - Specialist	Under general direction, has duties of instructing, directing, and checking the work of other mechanical engineers. Performs complex activities relating to the design, testing, and evaluation of mechanical and electro-mechanical devices or systems. Performs product development activities including drawing board layout and interpretation and implementation of customer specifications and documentation requirements. Provides existing product line support in design activities and/or modification of hardware in production. May prepare mechanical engineering studies, specifications, and cost estimates. May provide work leadership and training to lower level professional and technical staff. May require special licensing and/or government clearance. May act as internal consultant providing technical guidance on most complex projects. This is the highest non-management position. Typically requires a Bachelor's degree in Engineering and seven or more years of experience.
510.688.340	Mechanical Engineer - Senior	Under general direction, with broad scope of responsibility, performs complex activities relating to the design, testing, and evaluation of mechanical and electro-mechanical devices or systems. Performs product development activities including drawing board layout and interpretation and implementation of customer specifications and documentation requirements. Provides existing product line support in design activities and/or modification of hardware in production. May prepare mechanical engineering studies, specifications, and cost estimates. May provide work leadership and training to lower level professional and technical staff. May require special licensing and/or government clearance. Typically requires a Bachelor's Degree and four to seven years of experience.
510.688.350	Mechanical Engineer - Experienced	Under general supervision, performs the design, layout, testing, and evaluation of mechanical and electro-mechanical devices or systems. Performs product development activities including drawing board layout and interpretation and implementation of customer specifications and documentation requirements. Provides existing product line support in design activities and/or modification of hardware in production. Conducts engineering studies and may assign work to technical drafting staff. At this level, assignments are moderately complex and require use of initiative and judgment. Typically requires a Bachelor's degree and one to four years of experience.
510.688.360	Mechanical Engineer - Entry	Under direct supervision, assists in the design, layout, testing, and evaluation of mechanical and electro-mechanical devices or systems. Performs product development activities including drawing board layout and interpretation and implementation of customer specifications and documentation requirements. Provides existing product line support in design activities and/or modification of hardware in production. Conducts engineering studies and may assign work to technical drafting staff. Typically requires a Bachelor's degree and no prior experience.
510.692.330	Product Engineer - Specialist	Under general direction, has duties of instructing, directing, and checking the work of other product engineers. Responsible for supporting the engineering functions for a product or a product family from design through production and transfer. Communicates with other engineering functions including design, process, production, quality, and reliability. Analyzes production methods to ensure time and cost goals are reached. May act as internal consultant providing technical guidance on most complex projects. This is a non-supervisory position. Typically requires a Bachelor's degree in Engineering and seven or more years of experience.
510.692.331	Manufacturing Engineer - Specialist	Under general direction, has duties of instructing, directing, and checking the work of other manufacturing engineers. Plans and designs manufacturing processes in an industrial plant. May improve production methods, determine manufacturing capacity, and set up production schedules. Provides support in the design, fabrication, modification, and evaluation in support of manufacturing operations such as machining, metal forming, plastics processing, welding and brazing, assembly, and material handling. May assist in time and cost estimates. May assist supervisor with new production techniques and assists with troubleshooting rejected parts. May assign work to drafters and technicians, technical writers, engineering technicians, and machine shop personnel as required. May act as internal consultant providing technical guidance on most complex projects. This is a non-supervisory position. Typically requires a Bachelor's degree in Engineering and seven or more years of experience.

510.692.332	Methods & Systems Engineer - Specialist	Under general direction, instructs, directs, and checks the work of other methods and systems engineers. Plans, schedules, conducts, or co-ordinates phases of major engineering projects. Responsible for analyzing manufacturing requirements to determine appropriate methods and systems that will provide capabilities for required projects or workloads. May develop plans for new system installation and/or modification of existing system. May act as an internal consultant providing technical guidance on most complex projects. This is a non-supervisory position. Requires broad scope of responsibility and exercises great initiative. Typically requires a Bachelor's degree in Engineering and seven or more years of related experience.
510.692.340	Product Engineer - Senior	Under general direction, responsible for supporting the engineering functions for a product or a product family from design through production and transfer. Communicates with other engineering functions including design, process, production, quality, and reliability. Analyzes production methods to ensure time and cost goals are reached. May provide technical leadership and assist in training less experienced engineers. Typically requires a Bachelor's degree in Engineering and four to seven years of experience.
510.692.341	Manufacturing Engineer - Senior	Under general direction, plans and designs manufacturing processes in an industrial plant. May improve production methods, determine manufacturing capacity, and set up production schedules. Provides support in the design, fabrication, modification, and evaluation in support of manufacturing operations such as machining, metal forming, plastics processing, welding and brazing, assembly, and material handling. May assist in time and cost estimates. May assign work to drafters and technicians, technical writers, engineering technicians, and machine shop personnel as required. May assist supervisor with new production techniques and assists with troubleshooting rejected parts. May provide technical leadership and assist in training less experienced engineers. Typically requires a Bachelor's degree in Engineering and four to seven years of experience.
510.692.342	Methods & Systems Engineer - Senior	Under general direction, responsible for analyzing manufacturing requirements to determine appropriate methods and systems that will provide capabilities for required projects or workloads. May develop plans for new system installation and/or modification of existing system. Analyzes planning procedures required to achieve departmental objectives. May provide technical leadership and assist in training less experienced engineers. Projects may be complex and require independent judgment and initiative. May require special licensing and/or government clearance. Typically requires a Bachelor's degree in Engineering and four to seven years of related experience.
510.692.350	Product Engineer - Experienced	Under limited supervision, responsible for engineering support of product or line of products as they advance into production. Assumes responsibility for product after transition from design to volume production. Interfaces with other departments such as design, test, and reliability engineering to analyze and resolve problems. Ensures that production schedules are followed. Assigned projects are moderately complex, requiring initiative and judgment. Typically requires a Bachelor's degree in Engineering and one to four years of experience.
510.692.351	Manufacturing Engineer - Experienced	Under general supervision, plans and designs manufacturing processes in an industrial plant. May improve production methods, determine manufacturing capacity, and set up production schedules. Provides support in the design, fabrication, modification and evaluation in support of manufacturing operations such as machining, metal forming, plastics processing, welding and brazing, assembly, and material handling. May assist in time and cost estimates. May assign work to drafters and technicians, technical writers, engineering technicians, and machine shop personnel as required. Typically requires a Bachelor's degree in Engineering and one to four years of experience.
510.692.352	Methods & Systems Engineer - Experienced	Under general supervision, responsible for analyzing manufacturing requirements to determine appropriate methods and systems that will provide capabilities for required projects or workloads. Uses a variety of engineering methods to resolve problems. May develop plans for new system installation and/or modification of existing system. Requires independent judgment and initiative. Typically requires a Bachelor's degree in Engineering and one to four years of related experience.
510.692.360	Product Engineer - Entry	Under direct supervision, assists the engineering functions for a product or a product family from design through production and transfer. Communicates with other engineering functions including design, process, production, quality, and reliability. Analyzes production methods to ensure time and cost goals are reached. Typically requires a Bachelor's degree in Engineering and no prior experience.

510.692.361	Manufacturing Engineer - Entry	Under direct supervision, assists in planning and designing manufacturing processes in an industrial plant. May help improve production methods, determine manufacturing capacity, and set up production schedules. Assists with the design, fabrication, modification, and evaluation in support of manufacturing operations such as machining, metal forming, plastics processing, welding and brazing, assembly, and material handling. Typically requires a Bachelor's degree in Engineering and no prior experience.
510.696.330	Packaging Engineer - Specialist	Under general direction, has duties of instructing, directing, and checking the work of other packaging engineers. Responsible for developing and designing packing materials, shipping containers, etc., for the attractive and safe shipping of products under varying conditions of climate, environment, and differing modes of transportation, using lubricants, protective materials, and other methods as required. Provides work leadership and training to lower level professional employees. May act as internal consultant providing technical guidance on most complex projects. This is a non-supervisory position. Typically requires a Bachelor's degree in Engineering and seven or more years of experience.
510.696.340	Packaging Engineer - Senior	Under general direction, responsible for developing and designing packing materials, shipping containers, etc., for the attractive and safe shipping of products under varying conditions of climate, environment, and differing modes of transportation, using lubricants, protective materials, and other methods as required. May provide work and technical leadership and assist in training less experienced engineers. Typically requires a Bachelor's degree in Engineering and four to seven years of experience.
510.696.350	Packaging Engineer - Experienced	Under general supervision, responsible for developing and designing packing materials, shipping containers, etc., for the attractive and safe shipping of products under varying conditions of climate, environment, and differing modes of transportation, using lubricants, protective materials, and other methods as required. Provides work leadership and training to lower level professional employees. Typically requires a Bachelor's degree in Engineering and one to four years of experience.
510.696.360	Packaging Engineer - Entry	Under direct supervision, assists with developing and designing packing materials, shipping containers, etc., for the attractive and safe shipping of products under varying conditions of climate, environment, and differing modes of transportation, using lubricants, protective materials, and other methods as required. Typically requires a Bachelor's degree in Engineering and no prior experience.
510.704.210	Process Engineering Director	Directs the engineering function related to the manufacturing process. Plans for the layout of machinery and equipment so that efficiency and productivity are enhanced. Tests and evaluates production equipment and machinery to ensure reliability and efficiency. Directs and coordinates the planning and completion of engineering projects. Resolves engineering problems and reviews and approves final tool designs. Adapts machine and equipment design to plant and production conditions. Frequently reports to a Top Engineering Executive, Top Operations Executive, or Top Manufacturing Executive.
510.704.220	Process Development Manager	Responsible for leading a team of process technicians and engineers in developing manufacturing processes, specifications, and documentation. Converts early stage research and development efforts into workable processes. With design staff, assesses product requirements to ensure compatibility of processing methods. Recommends and organizes changes, additions, and modifications which will aid manufacturing. Collects and evaluates test data to determine appropriate limits and variables for process or material specifications. Demonstrates organizational, planning, problem solving, and leadership skills while managing project teams and various projects. May report to an engineering executive. Typically requires an advanced technical degree and six to eight years of related experience, including supervision.
510.704.330	Process Engineer - Specialist	Under general direction, has duties of instructing, directing, and checking the work of other process engineers. Responsible for determining the operations required for fabrication and assembly of products by reviewing parts drawings, specifications, and other engineering data. May develop sequence of operations, estimate time requirements for each, and prepare operation sheets. May act as internal consultant providing technical guidance on most complex projects. This is a non-supervisory position. Typically requires a Bachelor's degree in Engineering and seven or more years of experience.

510.704.340	Process Engineer - Senior	Develop innovative solutions and new approaches to engineering problems to determine the sequence of steps or processes required to fabricate and assemble products that meet the organization's standards of quality and cost. Analyze more complex product specifications, parts drawings, and other engineering data to develop new production processes, estimate time requirements for each step, and prepares operation sheets. Analyze existing production processes and develop recommendations for changes to working methods or operation sequences that will minimize risks, costs, and wastage; increase yields and productivity; and improve the quality and consistency of final products. Coach and mentor less experienced engineers; check the quality of their work, and help them resolve problems. Typically requires a Bachelor's degree in Engineering and four to seven years of experience.
510.704.350	Process Engineer - Experienced	Follow established engineering principles to determine the sequence of steps or processes required to fabricate and assemble products that meet the organization's standards of quality and cost. Analyze product specifications, parts drawings, and other engineering data to develop new production processes, estimate time requirements for each step, and prepares operation sheets. Analyze existing production processes and develop recommendations for changes to working methods or operation sequences that will minimize risks, costs, and wastage; increase yields and productivity; and improve the quality and consistency of final products. Typically requires a Bachelor's degree in Engineering and one to four years of experience.
510.704.360	Process Engineer - Entry	Follow established engineering principles to determine the sequence of steps or processes required to fabricate and assemble products that meet the organization's standards of quality and cost. Perform standard technical calculations (for example, on time estimates, or equipment loads) and prepare standard operation sheets. Monitor production processes and work methods; and collect, compile, and analyze production data to identify opportunities to improve production processes. Typically requires a Bachelor's degree in Engineering and no prior experience.
510.704.410	Designer - Senior - Engineering	Under general direction, works in close support with other engineering design personnel in the preparation and carrying out of original or adaptations to designs and design changes, necessitated by inadequate tolerances, general manufacturing problems, and/or customer requirements. Prepares complex sketches and completes detail and layout drawings. Makes layouts of components, calculates stack-up of detail components, and prepares major cost studies consisting of new details and/or marked prints and all supporting documentation. Typically requires technical training and four or more years of experience.
510.704.420	Designer - Experienced - Engineering	Under general supervision, works in close support with other engineering design personnel in the preparation and carrying out of original or adaptations to designs and design changes, necessitated by inadequate tolerances, general manufacturing problems, and/or customer requirements. Prepares sketches and completes detail and layout drawings. Makes layouts of components, calculates stack-up of detail components, and may prepare major cost studies consisting of new details and/or marked prints and all supporting documentation. Typically requires technical training or equivalent and one to four years of experience.
510.704.430	Designer - Entry - Engineering	Under direct supervision, assists engineering design personnel in the preparation and carrying out of original or adaptations to designs and design changes, necessitated by inadequate tolerances, general manufacturing problems, and/or customer requirements. Prepares simple sketches and completes detail and layout drawings. Makes layouts of components, calculates stack-up of detail components, and may prepare minor cost studies consisting of new details and/or marked prints and all supporting documentation. Typically requires technical training and no prior experience.
510.708.330	Reliability Engineer - Specialist	Under general direction, has duties of instructing, directing, and checking the work of other reliability engineers. Responsible for measuring and analyzing the reliability of the design, materials, processes, cost, and final products of production. Measures reliability necessities of new products and materials. Advises design engineering team on selection of materials. Maintains procedures and presents reports on failures, analysis, and corrective actions. May also recommend changes in the selection and application of production components. Has knowledge of ideas, practices, and processes for a specific field. May act as internal consultant providing technical guidance on most complex projects. This is a non-supervisory position. Typically requires a Bachelor's degree in Engineering and seven or more years of experience.

510.708.340	Reliability Engineer - Senior	Under general direction, responsible for measuring and analyzing the reliability of the design, materials, processes, cost, and final products of production. Measures reliability necessities of new products and materials. Advises design engineering team on selection of materials. May also recommend changes in the selection and application of production components. Maintains procedures and presents summary reports on failures, analysis, and corrective actions. Has knowledge of ideas, practices, and processes for a specific field. May provide technical leadership and assist in training less experienced engineers. Typically requires a Bachelor's degree in Engineering and four to seven years of experience.
510.708.350	Reliability Engineer - Experienced	Under general supervision, responsible for measuring and analyzing the reliability of the design, materials, processes, cost, and final products of production. Measures reliability necessities of new products and materials. Advises design engineering team on selection of materials. May also recommend changes in the selection and application of production components. Maintains procedures for failures, analysis, and corrective actions. Has knowledge of ideas, practices, and processes for a specific field. Typically requires a Bachelor's degree in Engineering and one to four years of experience.
510.708.360	Reliability Engineer - Entry	Under direct supervision, assists with measuring and analyzing the reliability of the design, materials, processes, cost, and final products of production. Measures reliability necessities of new products and materials. Advises design engineering team on selection of materials. May also recommend changes in the selection and application of production components. Requires limited independent judgment. Typically requires a Bachelor's degree in Engineering and no prior experience.
510.715.210	Hardware Design Engineering Director	Directs the hardware design/engineering function. Independently conceives of programs and problems to be investigated. Provides policy level direction regarding standards for hardware system specifications. May assign personnel to projects and direct their activities. Plans, coordinates, and monitors all phases of multiple projects. Accountable for project expenditures, budgets, and timelines. May provide input on staff selection, training, rating, discipline, and remuneration programs. Typically in larger organizations this is a senior level manager. Frequently reports to a Chief Technology Officer or IT Executive.
510.715.220	Hardware Design Engineering Manager	Manage, plan, design and execute policies and methods regarding hardware design engineering operation and strategy implementation and control for maximizing current and future procedures. Managing teams with focus on policy. Manages a work group of design engineers engaged in a variety of hardware engineering activities. Has responsibility for all phases of project planning and control including schedules, budgets, resource allocation, and results. Typically requires a Bachelor's degree in engineering or applied science, or equivalent, and six to eight years of experience.
510.715.330	Hardware Design Engineer - Specialist	Responsible for the design and development of complex equipment, processes and systems that involve data networks, communications, and display. Analyzes complex equipment specifications and process requirements to conceive a practical design. Determines feasibility from technical and economic perspectives. Coordinates and consults with research engineers or scientists and customer representatives to resolve complex design problems. Recommends and implements strategies to achieve departmental goals. Develops and maintains technical procedures, documentation and manuals. Compiles and analyzes operational data and directs tests to establish standard for new designs or modifications to existing equipment, systems, or processes. May act as an internal consultant providing technical guidance on most complex projects. May supervise the work of technicians and technologists who provide technical support. Typically requires a Bachelor's degree in engineering or applied science, or equivalent, and seven or more years of experience.
510.715.340	Hardware Design Engineer - Senior	Under general direction, designs and develops equipment, processes and systems that involve data networks, communications, and display. Analyzes equipment specifications and process requirements to conceive a practical design. Determines feasibility from technical and economic perspectives. Coordinates and consults with research engineers or scientists and customer representatives to resolve design problems. Develops and maintains technical procedures, documentation and manuals. Compiles and analyzes operational data and directs tests to establish standard for new designs or modifications to existing equipment, systems, or processes. May supervise the work of technicians and technologists who provide technical support. Typically requires a Bachelor's degree in engineering or applied science, or equivalent, and four to seven years of experience.

510.715.350	Hardware Design Engineer - Experienced	Under general supervision, design and develop equipment, processes and systems that include, but not limited to data networks, communications, and display. Analyzes equipment specifications and process requirements to conceive a practical design. Determines feasibility from technical and economic perspectives. Coordinates and consults with research engineers or scientists and customer representatives to resolve design problems. Develops and maintains technical procedures, documentation and manuals. Compiles and analyzes operational data and directs tests to establish standard for new designs or modifications to existing equipment, systems, or processes. May oversee the work of technicians and technologists who provide technical support. Typically requires a Bachelor's degree in engineering or applied science, or equivalent, and one to four years of experience.
510.715.360	Hardware Design Engineer - Entry	Under direct supervision, designs and develops simple equipment, processes and systems that involve data networks, communications, and display. Analyzes equipment specifications and process requirements to conceive a practical design. May prepare related installation guides and instructions. Typically requires a Bachelor's degree in engineering or applied science, or equivalent, and no prior experience.
510.717.220	Internet Engineer Manager	Responsible for the design of technical solutions leading to increased functionality of the Internet backbone. Establishes procedures for analyzing current and future network activity and performance. Responsible for designing network configurations to best meet users' needs, developing action plans for support groups and for handling breaks in service.
510.717.340	Internet Engineer - Senior	Implements smaller aspects of technical solutions leading to increased functionality of the Internet backbone. Responsible for implementing specifications for network and router configurations which support the Internet Engineer Manager's design objectives. Assists Internet Engineer Supervisor/Engineer Manager with gathering data on network performance, testing new and upgraded equipment, and documenting findings.
510.717.350	Internet Engineer - Experienced	Provides technical support to maintain the Internet backbone. Assists Senior Internet Engineer with gathering data on network performance, testing new and upgraded equipment, and documenting findings. Provides support for troubleshooting network problems. Responsible for logging into routers, changing parameters, modifying documentation, and testing results. Implements and documents network addressing schemes including, but not limited to changing IP address assignments and subnetting.
510.717.360	Internet Engineer - Entry	Individual contributor that works under limited supervision. Applies subject matter knowledge; requires capacity to understand specific needs or requirements to apply skills/knowledge. Provides technical support to maintain the Internet backbone. Assists more senior Internet Engineers with gathering data on network performance, testing new and upgraded equipment, and documenting findings. Provides support for troubleshooting network problems. Responsible for logging into routers, changing parameters, modifying documentation, and testing results. Implements and documents network addressing schemes including, but not limited to changing IP address assignments and subnetting.
510.785.340	Technologist - Senior	Under general direction, performs complex work assignments requiring considerable technical expertise. May be involved in the development of new procedures or modifications to existing procedures. Provides results, opinions or recommendations on unusual or difficult problems using independent judgment and initiative. May supervise or give technical guidance to one or more junior Technologists, or may be considered a specialist. Has typically completed an accredited two or three-year technical diploma, meeting the requirements of the CET, AScT, RET or PTech designation, with a minimum of 5 years of related experience. Note: Please match Professional Engineers (P. Eng.) to specialty engineering roles (Chemical, Process, Reliability, Electronics etc.) where possible, or the General Engineer - Senior.
510.785.350	Technologist - Experienced	Under general supervision, applies a good technical understanding to various work assignments and projects. Responsibilities are more varied and complex than lower level technologists. Requires independent judgment and initiative, however assignments are generally reviewed for accuracy and reasonableness of results. May be required to make preliminary interpretations of data. Has typically completed an accredited two or three-year technical diploma, meeting the requirements of the CET, AScT, RET or PTech designation, with a minimum of 2 years of experience. Note: Please match Professional Engineers (P.Eng.) to specialty engineering roles (Chemical, Process, Reliability, Electronics etc.) where possible, or the General Engineer - Experienced.

510.785.360	Technologist - Entry	Under direct supervision, assists more experienced Technologists and Professional Engineers in technical assignments. Performs a variety of tasks such as the preparation of simple plans, designs, calculations, costs and bills of material in accordance with established codes, standards and procedures. Receives training and development in various phases of engineering work. Assignments are checked for completeness and accuracy. Has typically completed an accredited two or three-year technical diploma, meeting the requirements of the CET, ASCT, RET or PTech designation, with less than 2 years of experience. Note: Please match Professional Engineers (P.Eng.) to specialty engineering roles (Chemical, Process, Reliability, Electronics etc.) where possible, or the General Engineer - Entry.
510.928.330	Plant Engineer - Specialist	Under general direction, has duties of instructing, directing, and checking the work of other plant engineers. Responsible for the design, construction, maintenance, and/or repair of plant building(s) or machinery. May establish standards and policies regarding pollution control, testing, operating procedure, inspection, and maintenance of equipment. May research and recommend purchase of new equipment and systems. May act as internal consultant providing technical guidance on most complex projects. This is a non-supervisory position. Typically requires a Bachelor's degree in Engineering and seven or more years of experience.
510.928.331	Facilities/Building Services Engineer - Specialist	Under general direction, has duties of instructing, directing, and checking the work of other facilities engineers. Plans and implements the layouts of plant, office, and production equipment in order to provide the maximum utilization of facilities and efficiency of production. Develops specifications and prepares detailed estimates of design costs including equipment, installation, labor, materials, preparation, and other related costs. Forms criteria and performance specifications for facilities and equipment necessary to meet unique operating requirements and building and safety codes. Typically works on tasks that require analysis of identifiable factors and application of judgment to determine appropriate action. May act as internal consultant providing technical guidance on most complex projects. This is a non-supervisory position. Typically requires a Bachelor's degree in Engineering and seven or more years of related experience.
510.928.340	Plant Engineer - Senior	Under general direction, responsible for the design, construction, maintenance, and/or repair of plant building(s) or machinery. May establish standards and policies regarding pollution control, testing, operating procedure, inspection, and maintenance of equipment. May research and recommend purchase of new equipment and systems. May provide technical leadership and assist in training less experienced engineers. Typically requires a Bachelor's degree in Engineering and four to seven years of experience.
510.928.341	Facilities/Building Services Engineer - Senior	Under general direction, plans and implements the layouts of plant, office, and production equipment in order to provide the maximum utilization of facilities and efficiency of production. Develops specifications and prepares detailed estimates of design costs including equipment, installation, labor, materials, preparation, and other related costs. Forms criteria and performance specifications for facilities and equipment necessary to meet unique operating requirements and building and safety codes. Typically works on tasks that require analysis of identifiable factors and application of judgment within defined procedures and practices to determine appropriate action. Typically requires a Bachelor's degree in Engineering and four to seven years of experience.
510.928.350	Plant Engineer - Experienced	Under general supervision, responsible for the design, construction, maintenance, and/or repair of plant building(s) or machinery. May establish standards and policies regarding pollution control, testing, operating procedure, inspection, and maintenance of equipment. May research and recommend purchase of new equipment and systems. Typically requires a Bachelor's degree in Engineering and one to four years of experience.
510.928.351	Facilities/Building Services Engineer - Experienced	Under general supervision, plans and implements the layouts of plant, office, and production equipment in order to provide the maximum utilization of facilities and efficiency of production. Develops specifications and prepares estimates of design costs including equipment, installation, labor, materials, preparation, and other related costs. Forms criteria and performance specifications for facilities and equipment necessary to meet unique operating requirements and building and safety codes. Typically works on tasks that require analysis of identifiable factors and application of judgment within defined procedures and practices to determine appropriate action. Typically requires a Bachelor's degree in Engineering and one to four years of experience.

510.928.360	Plant Engineer - Entry	Under direct supervision, assists with the design, construction, maintenance, and/or repair of plant building(s) or machinery. May establish standards and policies regarding pollution control, testing, operating procedure, inspection, and maintenance of equipment. May research and recommend purchase of new equipment and systems. Typically requires a Bachelor's degree in Engineering and no prior experience.
510.928.361	Facilities/Building Services Engineer - Entry	Under direct supervision, assists other engineers with the planning and implementation of the layouts of plant, office, and production equipment in order to provide the maximum utilization of facilities and efficiency of production. Develops specifications and prepares simple estimates of design costs including equipment, installation, labor, materials, preparation, and other related costs. Forms criteria and performance specifications for facilities and equipment necessary to meet unique operating requirements and building and safety codes. Typically works on tasks that require analysis of identifiable factors and application of judgment within defined procedures and practices to determine appropriate action. Typically requires a Bachelor's degree in Engineering and no prior experience.
520.104.210	Project Engineering Director	Highly experienced in managing project management functions. In addition to the day-to-day managerial function, the role will incorporate strategic and policy development aspects that will have medium term consequences on the operation of the function and perhaps impact elements of organization performance. Responsible to define and allocating project resources, performance reviews and post implementation evaluations. Take ownership of the successful implementation of all projects that collectively comprise a program. Manage the work of project managers.
520.104.220	Project Engineering Manager	Plan, prioritize, and manage multiple engineering projects; prioritize tasks and assign team members to ensure that the team's overall resources are used effectively and that project deadlines are met. Evaluate and authorize changes that significantly impact the scope, budget, or timeline of a project. Lead the most complex or critical engineering projects; monitor progress and performance against the project plan; identify and resolve operational problems and minimize delays. Select, and manage ongoing relationships with external contractors so that the organization receives satisfactory standards of service. Select, lead, direct, evaluate, and develop a team of project managers to ensure that projects are completed on-time, within budget and according to project specifications. Typically requires a Bachelor's degree in Engineering and ten or more years of experience.
520.104.330	Project Engineer - Specialist	Under general direction, instructs, directs, and checks the work of other project engineers. Responsible for various engineering projects starting from project origination and carrying through the testing phase. Activities include planning, developing, and/or evaluating a new project or process. Works with other engineering departments and co-ordinates their specialized contributions to the development of the project. May act as an internal consultant providing technical guidance on most complex projects. This is a non-supervisory position. Requires broad scope of responsibility and exercises great initiative. Typically requires a Bachelor's degree in Engineering and seven or more years of experience. Reports to the Project Engineering Manager.
520.104.340	Project Engineer - Senior	Manage all aspects of a large scale, complex, or significant engineering project, from start to finish, so that it is completed on time and within budget. Design, communicate, and implement a plan for completing the project; monitor progress and performance against the plan; resolve operational problems, minimize delays. Identify, develop, and gather necessary resources to complete the project. Prepare complex engineering designs and work specifications; develop schedules, budgets and forecasts; select materials, equipment, project staff, and contractors. Estimate costs, resources, and time required to complete. Monitor activities, allocate resources, and assign tasks to ensure targets are met. Liaise with other areas to secure specialized resources and contributions for the project. Select and manage the activities of contractors to ensure they are integrated into the project and the organization receives satisfactory standards of service. Conduct project meetings and prepare reports to communicate the status of the project within and beyond the project team. Coach and mentor project staff and assist them to solve problems. Typically requires a Bachelor's degree in Engineering and four to seven years of related experience.

520.104.350	Project Engineer - Experienced	Manage all aspects of an engineering project, from start to finish, so that it is completed on time and within budget. Design, communicate, and implement an operational plan for completing the project; monitor progress and performance against the project plan; take action to resolve operational problems and minimize delays. Identify, develop, and gather the resources to complete the project. This may include preparing engineering designs and work specifications; developing project schedules, budgets and forecasts; and selecting materials, equipment, project staff, and external contractors. Liaise with other operational areas in the organization (e.g., engineering, drafting, technical) to secure specialized resources and contributions for the project. Select and manage the activities of contractors to ensure they are integrated into the project and the organization receives satisfactory standards of service. Conduct meetings and prepare reports to communicate the status of the project. Set priorities, allocate tasks, and coordinate project staff to meet project targets and milestones. Typically requires a Bachelor's degree in Engineering and one to four years of experience.
520.104.360	Project Engineer - Entry	Manage a small engineering project, from start to finish, or one phase of a large project, so that it is completed on time and within budget. Implement an established project plan; monitor progress and performance against the project plan; identify, resolve, or escalate operational problems and minimize delays. Analyze project requirements and perform standard technical calculations. Coordinate the activities of outside contractors to ensure they are integrated into the project and that the organization receives satisfactory standards of service. Estimate the costs, resources, and time required to complete the assigned phase of an engineering project and monitor activities, allocate resources and assign tasks to ensure these targets are met. Conduct project meetings and prepare regular reports to communicate the status of the project within and beyond the project team. Set priorities, allocate tasks, and coordinate project staff to meet project targets and milestones. Typically requires a Bachelor's degree in Engineering and no prior experience.
550.100.240	General Trades - Supervisor - Maintenance	Supervises employees performing tasks in a combination of two or more of the following: machine shop, tool making, pipefitting, masonry, painting, electrical, carpentry, or other skilled employees.
550.660.420	Electrician - Experienced - Maintenance	Under general supervision, performs electrical repairs and maintenance of electrical systems, machinery, and equipment. Requires interpretation of wiring diagrams or schematic drawings. May develop wiring diagrams. May include maintenance of electronic or solid state controls having interlocking or interdependent circuits. Has working knowledge of the National Electric Code. Typically requires a high school education or equivalent and at least one to four years of journeyman level electrical experience.
550.682.240	Tool & Die Maker Supervisor - Maintenance	Primary responsibility is supervision of employees, who construct, maintain, calibrate, and repair machine shop tools, jigs, fixtures, instruments and dies. Supervise employees while operating various machine tools. Performs highly-skilled work such as arranging, fitting, and assembling parts. Assists designers and engineers in development work, including skilled fitting, timing, adjustment, and construction of tools. Typically requires a high school education, technical education, and six to eight years of experience.
550.682.410	Tool & Die Maker - Senior - Maintenance	Produce, repair, adapt and rectify, dies and other pieces of mechanical equipment. Under indirect supervision makes, repairs, adapts and rectifies, dies and other pieces of mechanical equipment with high precision specifications by interpreting blueprints, consulting specifications and making operative tests. Operates all kinds of mechanical tooling. Typically requires more than four years of experience.
550.682.420	Tool & Die Maker - Experienced - Maintenance	Produce, repair, adapt and rectify, dies and other pieces of mechanical equipment. Under general supervision make, repair, adapt and rectifies tools, dies and other pieces of mechanical equipment with high precision specifications and tolerances by interpreting blueprints, consulting specifications and making operative tests. Operate all kinds of mechanical tools. All under the guidance of a more experienced tool & die maker or the supervisor. Typically requires one to four years of experience.
550.682.421	Mold Maker - Experienced	Reads and interprets designer's computer-generated blueprints to machine-fit and assemble parts to create moulds. Shapes the mould using machine tools to cut, turn, mill, grind, polish to shape the metal into the mould. Measures, checks and tests the mould for accuracy and durability. May specialize in: small casting, medium size casting, or larger size casting moulders. Minimum Qualifications: High School; Years of Experience: 1 to 4.

550.682.430	Tool & Die Maker - Entry - Maintenance	Under direct supervision make, repair, adapt and rectify tools, dies and other pieces of mechanical equipment with high precision specifications and tolerances by interpreting blueprints, consulting specifications and making operative tests. Operate all kinds of mechanical tools under the guidance of a more experienced Tool & Die Maker or the supervisor.
550.684.210	Plant Engineering/Maintenance Director	Directs all work relating to existing buildings, grounds and/or physical plants including equipment reliability and service standards and monitors the performance of all maintenance activities. Responsible for overall maintenance budget and monitors the cost and effectiveness of activities to optimize resources and prioritize spending. May assist in evaluating and negotiating complex or strategically important supplier and vendor relationships to secure terms that are in the organization's best interest. Leads, directs, evaluates, and develops a team of managers and other professionals to ensure that maintenance activities meet established targets and standards.
550.684.220	Repair & Maintenance Engineering Manager	Plan, direct, and monitor preventative and corrective maintenance and repair activities so that the organization's buildings, facilities, machinery, and equipment operate reliably. Plan, prioritize, schedule, and manage maintenance activities to rectify break-downs and malfunctions and minimize business disruptions. Develop and implement repair and maintenance procedures; monitor the cost effectiveness of activities to optimize resources, prioritize spending, and achieve timeliness, reliability, and safety standards. Research, evaluate, and recommend new maintenance equipment and tools to enhance the capabilities of the maintenance team. Evaluate, select, and manage relationships with contractors to minimize costs and ensure the organization receives satisfactory standards of service. Liaise with managers throughout the organization to coordinate scheduled maintenance activities with their operations. Prepare work orders and monitor the progress of work against estimates. Lead, direct, evaluate, and develop maintenance staff so repair and service activities are completed accurately, safely, and on-time. Typically requires a Bachelor's Degree and seven or more years of experience.
550.684.240	Repair & Maintenance - Team Leader	Coordinate the day-to-day activities of maintenance workers to ensure that production equipment, machinery, or instruments function reliably and safely and that facilities, buildings, and plants are in good working order. Inspect completed work to check that repairs have been completed correctly and that machinery and equipment conform to specifications and safety standards. Monitor the condition of maintenance equipment, materials, parts, and tools that are used by maintenance workers in their day-to-day activities. Coach and mentor maintenance staff and assist them to diagnose more complex problems with machinery or equipment problems. Prioritize and assign tasks so that the team's resources are used effectively and that work schedules and targets are met. Train new workers in the organization's operating procedures and standards. Typically requires technical training and six years of experience, including supervision. Frequently reports to a Repair & Maintenance Engineering Manager.
550.684.350	Repair & Maintenance Engineer - Experienced	Repair, adjust, and maintain production equipment, machinery, or instruments to ensure that it functions reliably and complies with process specifications. Respond to emergencies, break-downs, malfunctions, and other operating problems to minimize disruptions to manufacturing processes. Implement an established maintenance program and maintain detailed maintenance records so that recurring problems with machinery, equipment, or parts can be identified and addressed. Set, calibrate, or adjust equipment, machinery, and instruments so that it complies with production specifications or instructions. Maintain tools and repair equipment in good working order. Typically requires a Bachelor's Degree and one to three years of experience.
550.684.410	Repair & Maintenance Technician - Senior	Performs skilled maintenance and repair services of facility systems such as mechanical, electrical and building systems. Ability to interpret blueprints and schematics. Knowledge of methods, practices and techniques of maintaining building and facilities. Typically requires high school education or equivalent or technical training and a minimum of three years of skilled maintenance experience. Frequently reports to a Repair & Maintenance - Team Leader.
550.684.411	Maintenance Mechanic - Senior	Under general direction, performs semi-skilled maintenance and repair services of facility systems such as mechanical, electrical, and building systems. Duties may increase in scope as the employee becomes more skilled, but the primary emphasis is the performance of a variety of maintenance tasks rather than a high degree of skill in any particular trade. Typically requires a high school education or equivalent and four or more years of experience. Frequently reports to a Repair & Maintenance - Team Leader.

550.684.420	Maintenance Technician - Experienced	Maintain, repair and service facility systems. Performs skilled maintenance and repair services of facility systems such as mechanical, electrical, and building systems. Interpret blueprints and schematics; implement methods, practices, and techniques of maintaining building and facilities to identify and address recurring problems with machinery, equipment, or parts. Conduct periodic inspections to evaluate requests for repair. Typically requires a high school education or equivalent and one to two years of experience. Frequently reports to a Repair & Maintenance - Team Leader.
550.684.430	Repair & Maintenance Technician - Entry	Performs skilled maintenance and repair services of facility systems such as mechanical, electrical and building systems. Ability to interpret blueprints and schematics. Knowledge of methods, practices and techniques of maintaining building and facilities.
550.685.410	Heating, Ventilation & Air Conditioning (HVAC) Mechanic - Senior	Under general supervision, performs the planning, installation, maintenance, and repair of the heating, ventilation, and air conditioning systems. Performs routine inspections of piping systems, valves, and related equipment. This position requires training and experience acquired through a formal apprenticeship or equivalent training and experience. Typically requires four or more years of experience.
550.685.421	Plumber - Experienced	Under general supervision, responsible for the installation, maintenance, and repairs of plumbing systems and fixtures. Requires the ability to understand and work from blueprints and specifications. Knowledgeable of uniform plumbing codes. Typically requires training and experience acquired through a formal apprenticeship or equivalent training and experience. Frequently reports to a Repair & Maintenance - Team Leader.
550.686.420	Carpenter - Experienced - Maintenance	Performs skilled carpentry work in constructing, altering, repairing, and maintaining buildings and equipment. Under general supervision, constructs and maintains structural woodwork. Builds, repairs, and installs benches, cabinets, paneling, floors, building framework, and finish trims for factory installations and rearrangements. Hangs metal and wood door jambs, locks, and other hardware. Builds fixtures and erects scaffolding. Maintains facilities in good operating condition. Ladder and scaffolding work required. Requires ability to use all carpentry tools including power saw, planer, router, sander, and joiner. Typically requires training and experience acquired through a formal apprenticeship or equivalent training and experience. Frequently reports a Repair & Maintenance - Team Leader.
550.687.410	Painter - Senior	Under general direction, sprays or, with other equipment, covers a variety of products or materials using powder coatings or liquid coatings. Paints items by hand as required. Mixes paints, solutions, and finishes as needed. Regulates temperatures and transfers painted items to drying racks. Finishes coated surfaces by baking in an oven and/or polishing with sandpaper, pumice, rouge, wax, or other finishing materials. Cleans and adjusts equipment to ensure air and paint flow to product. Performs all work in accordance with established safety procedures.
550.687.420	Painter - Experienced	Responsible for painting various surfaces as required and in accordance with established safety procedures. Under general supervision, responsible for the preparation of various surfaces and the application of paints, enamels, stains, shellac, varnishes, or other finishes using brushes, sprayers, or rollers. Mixes paints and matches colors using proper proportions of pigment, oil, base, and thinner. Must utilize proper painting and finishing application procedures to ensure quality of work. Typically requires a high school education or equivalent and one to four years of experience.
550.691.410	Welder - Senior	Under general direction, uses hand welding and flame cutting equipment such as arc welders, gas welders, and gas torches to weld together metal components (flat, horizontal, or vertical plates and pipes). Works from sketches, prints, operation sheets, preliminary drawings, and written/verbal instructions. Must maintain welding specifications. Sets up and operates all welding equipment. Typically requires a high school education or equivalent or technical training and more than four years of experience.
550.691.420	Welder - Experienced	Under general supervision, uses hand welding and flame cutting equipment such as arc welders, gas welders, and gas torches to weld together metal components (flat, horizontal, or vertical plates and pipes). Works from sketches, prints, operation sheets, preliminary drawings, and written/verbal instructions. Must maintain welding specifications. Sets up and operates all welding equipment. Typically requires a high school education or equivalent or technical training and one to four years of experience.

550.823.230	Repair Center Manager	Oversees the complete operation checkout, modification, disassembly, repair, reassembly, test calibration, diagnosis, and correction of trouble. Works with internal organization and defines repair strategies for (internal and external) customers. Establishes repair and return processes to ensure high quality and short cycle time of repair and return. Sets up necessary repair and test facilities. Manages spare parts supply chain inventory. Manages and trains repair center engineers and/or technicians to be competent in performing repairs. Typically requires a Bachelor's degree and four or more years of experience, including one to three years in management.
550.823.410	Repair Center Technician - Senior	Under general direction, performs complete operation checkout, modification, disassembly, repair, reassembly, test calibration, diagnosis, and correction of problems. Follows repair and return processes to ensure high quality and short cycle time of repair and return. Sets up necessary repair and test facilities. May assist with training of less experienced engineers/technicians. Requires independent judgment.
550.823.420	Repair Center Technician - Experienced	Under general supervision, performs complete operation checkout, modification, disassembly, repair, reassembly, test calibration, diagnosis, and correction of problems. Follows repair and return processes to ensure high quality and short cycle time of repair and return. Sets up necessary repair and test facilities. Requires independent judgment.
550.823.430	Repair Center Technician - Entry	Under direct supervision, performs operation checkout, modification, disassembly, repair, reassembly, test calibration, diagnosis, and correction of problems. Assists with repair and return processes to ensure high quality and short cycle time of repair and return. Assists with the set up of necessary repairs and tests. Requires limited independent judgment and work is regularly checked for accuracy.
600.000.120	Top Manufacturing Executive - Corporate	This is the top manufacturing position with responsibility for formulating policies, programs, and objectives affecting the schedule, quality, and cost of manufactured products. Directs and coordinates production according to quality and quantity specifications within cost objectives. Ensures all groups within the manufacturing area are properly staffed and coordinated to perform duties effectively. Promotes the development of favorable employee relations to further the organization's production of quality goods. Frequently reports to a Chief Executive Officer or Chief Operating Officer. Note: Reporting entity is Corporate. This is generally a single incumbent position. Only one employee, the most senior individual, per organization entity should be reported.
600.011.120	Top Manufacturing Executive - Subsidiary/Group	This is the top manufacturing position with responsibility for formulating policies, programs, and objectives affecting the schedule, quality, and cost of manufactured products. Directs and coordinates production according to quality and quantity specifications within cost objectives. Ensures all groups within the manufacturing area are properly staffed and coordinated to perform duties effectively. Promotes the development of favorable employee relations to further the organization's production of quality goods. Frequently reports to a Chief Executive Officer or Chief Operating Officer. Note: Reporting entity is either Subsidiary or Group. This is generally a single incumbent position. Only one employee, the most senior individual, per organization entity should be reported.
600.014.120	Top Manufacturing Executive - Division	This is the top manufacturing position with responsibility for formulating policies, programs, and objectives affecting the schedule, quality, and cost of manufactured products. Directs and coordinates production according to quality and quantity specifications within cost objectives. Ensures all groups within the manufacturing area are properly staffed and coordinated to perform duties effectively. Promotes the development of favorable employee relations to further the organization's production of quality goods. Frequently reports to a Chief Executive Officer or Chief Operating Officer. Note: Reporting entity is Division. This is generally a single incumbent position. Only one employee, the most senior individual, per organization entity should be reported.
600.100.131	Head of Manufacturing Executive - Multi-facility	Executive responsible for the co-ordination of various manufacturing functions within multiple facilities. Manufacturing management experience should reflect understanding of the impact factory performance has in the areas of delivery, cost, quality, and service. May establish procedures and policies to achieve production schedules, product standards, and operational costs. Frequently reports to the Operations Executive or to the Manufacturing Executive.

600.100.132	Head of Manufacturing Executive - Single facility	Executive responsible for the overall management and co-ordination of various manufacturing functions within a single facility. Manufacturing management experience should reflect understanding of the impact factory performance has in the areas of delivery, cost, quality, and service. May establish procedures and policies to achieve production schedules, product standards, and operational costs. Typically requires a Bachelor's degree in Engineering or related technical field or combination of education/relevant work experience and eight years of experience. May require knowledge and deployment of state-of-the-art manufacturing practices (including continuous flow) as well as quality and continuous improvement techniques, strong analytical and quantitative skills, excellent communication, interpersonal effectiveness, and leadership. Involved in plant human resources matters including labor relations. Typically reports to the Top Group or Division Executive, the Regional General Manager, the Manufacturing Executive, or to operations management at the corporate level. May also be referred to as the Plant Manager.
600.100.221	Manufacturing Manager	Responsible for planning, directing, and coordinating all manufacturing operations of production, machinery, processing, and packaging departments. Develops priorities based on production introduction, equipment efficiency, and materials. Creates schedules and staffing requirements based on determined priorities. Establishes manufacturing and quality control standards and develops budget controls and plans. Typically requires a Bachelor's degree and seven or more years of related experience, including supervision.
600.104.341	Program Manager - Senior	Develops and manages new and existing programs by recommending, monitoring or adjusting appropriate plant operating procedures to meet program requirements within the manufacturing facility. Coordinates program vendor activities including design, tooling, and parts suppliers to ensure cost, delivery, and quality targets are met according to customer requirements and schedules. Prepares quotations for piece cost and tooling. Provides technical launch support at customer assembly locations. May provide guidance or supervision to lower level Program Managers.
600.104.351	Program Manager - Experienced	Develops and manages new and existing programs by recommending, monitoring or adjusting appropriate plant operating procedures to meet program requirements within the manufacturing facility. Coordinates program vendor activities including design, tooling, and parts suppliers to ensure cost, delivery, and quality targets are met according to customer requirements and schedules. Prepares quotations for piece cost and tooling. Provides technical launch support at customer assembly locations.
600.584.420	Tool Crib Attendant - Experienced	Responsible for maintaining the necessary inventory levels of manufacturing supplies and tools to support production needs. Collects, stores, and issues hand tools, machine tools, dies, measuring devices, and other equipment. Maintains records of withdrawals and returns of tooling. Locates missing or misplaced tools; makes repairs as necessary. Ensures that all tools and equipment are in good working condition and meet calibration specifications. Orders new stock and unpacks and stores new equipment. Must have the ability to read and understand blueprints and the ability to follow written welding procedures. Typically requires a high school education or equivalent and one to four years applied training in a mechanical environment with heavy machinery and tools. Minimum Qualifications: High School; Years of Experience: 1 to 4.
600.681.240	Machining Supervisor	Responsible for coordinating and supervising employees who set up and operate standard machine tools and attachments for various processing operations in the production of parts, assemblies, and complete units. Make work schedules and assign work. Oversee assembly operations, fitting, filing, aligning, and scraping parts and ensure that all work meet tolerances and operating requirements. Maintain production records, reports, and analyzes production data. Assist in assessing personnel needs, as well as interviewing, selecting, and training new employees. Work alongside the team and requires previous machining experience. Typically requires a high school education or equivalent and six to eight years of experience.
600.681.410	Machinist - Senior	Under general direction, sets up, operates, and adjusts various types of conventional or automatic machines including lathes, drill presses, grinders, and other precision equipment. Works from drawings and written instructions to create replacement and new parts in making complex repairs to metal parts as well as for experimental apparatus or prototype equipment. Work is diversified and machining is performed to ordinary tolerances. Requires extensive knowledge of various metals and of measurements used in machining processes. May provide technical leadership and assist in training less experienced machinists. Typically requires a high school education or equivalent and four or more years of experience. Frequently reports to a Machining Supervisor.

600.681.420	Machinist - Experienced	Under general supervision, sets up, operates, and adjusts various types of conventional or automatic machines including lathes, drill presses, grinders, and other precision equipment. Works from drawings and written instructions to create replacement and new parts in making repairs to metal parts as well as for experimental apparatus or prototype equipment. Work is diversified and machining is performed to ordinary tolerances. Requires knowledge of various metals and of measurements used in machining processes. Typically requires a high school education or equivalent and one to four years of experience. Frequently reports to a Machining Supervisor.
600.681.421	CMM Programmer - Experienced	Creates inspection programs for the Coordinate Measuring Machine (CMM). Gathers, analyzes, and reports custom written programs to generate inspection data for manufacturing, engineering, and quality.
600.681.430	Machinist - Entry	Under direct supervision, assists with the set up, operation, and adjustment of various types of conventional or automatic machines including lathes, drill presses, grinders, and other precision equipment. Works from drawings and written instructions to create replacement and new parts in making repairs to metal parts as well as for experimental apparatus or prototype equipment. Work is routine and machining is performed to ordinary tolerances. Requires basic knowledge of various metals and of measurements used in machining processes. Typically requires a high school education or equivalent and no prior experience. Frequently reports to a Machining Supervisor.
600.687.410	Painter - Senior - Production	Under general direction, sprays or, with other equipment, covers a variety of products or materials using powder coatings or liquid coatings. Paints items by hand as required. Mixes paints and finishes as needed. Regulates temperatures and transfers painted items to drying racks. Finishes coated surfaces by baking in an oven and/or polishing with sandpaper, pumice, rouge, wax, or other finishing materials. Cleans and adjusts equipment to ensure air and paint flow to product. Performs all work in accordance with established safety procedures. Typically requires a high school education or equivalent and four or more years of experience.
600.687.420	Painter - Experienced - Production	Under direct supervision, assists with spraying or, with other equipment, covering a variety of products or materials using powder coatings or liquid coatings. Paints items by hand as required. Mixes paints and finishes as needed. Regulates temperatures and transfers painted items to drying racks. Finishes coated surfaces by baking in an oven and/or polishing with sandpaper, pumice, rouge, wax, or other finishing materials. Cleans and adjusts equipment to ensure air and paint flow to product. Performs all work in accordance with established safety procedures. Typically requires a high school education or equivalent and one to four years of experience.
600.689.420	Sheet Metal Worker - Experienced	Under general supervision, sets up and operates various manual and power punch presses, brakes, mallets, mandrels, and shears to perform a variety of sheet metal operations. Uses engineering drawings and sketches to prepare, sequence, and produce sheet metal parts and assemblies. Creates guidelines and reference points for bends, cuts, and holes by utilizing rules, squares, scribes, and other tools. Typically requires a high school education or equivalent and one to four years of related experience.
600.724.220	Production Manager	Plan, direct, and monitor all production activities within an assigned area or unit to maximize the use of the organization's resources and meet established production specifications and schedules; volume, cost, and wastage targets; and quality standards. Develop and implement manufacturing schedules and procedures and allocate labor and capital resources to maximize productivity. Analyze production, maintenance, and malfunction records to identify problems and recommend solutions (for example changes to procedures, workflow, or equipment) that will improve performance. Liaise with functional or operational area managers (for example in supply and logistics, or sales) to understand their current and future product needs and develop plans, cost estimates, and schedules for integrating these needs into existing manufacturing activities. Plan, prioritize, and manage production line maintenance or downtimes to minimize disruptions to manufacturing schedules. Lead, direct, evaluate, and develop a team of supervisors who are responsible for various production activities such as assembly, machine operation, processing, treating, or packaging. Typically requires a Bachelor's degree and six to eight years of related experience, including supervision. Frequently reports to a Manufacturing Manager.

600.724.240	Production Supervisor	Coordinate the day-to-day activities of a team of production workers to ensure that manufacturing operations run according to established production specifications and schedules; volume, cost, and wastage targets; and quality standards. Monitor the volume and quality of output and adjust tasks, timing, equipment set-up, or inputs so that production specifications are met and resources are used efficiently. Supervise staff to ensure that all production tasks are performed, and all machines and equipment operated, safely. Train new workers in the organization's operating procedures and standards. Prepare production reports so that performance problems can be identified and resolved. Frequently reports to a Production Manager.
600.724.330	Production Engineer - Specialist - Manufacturing	Coordinate the activities of a group of production workers so that the team meets established production specifications and schedules; volume, cost, and wastage targets; and quality standards. Operate all relevant machinery, tools, and equipment and undertake standard and complex production tasks safely and in accordance with instructions. Perform basic maintenance on equipment, troubleshoot problems, or arrange for equipment to be repaired or serviced by appropriate technicians. Monitor the performance and output of the team and re-assign production tasks and inputs to ensure that production specifications and schedules; volume, cost, and wastage targets; and quality standards are met. Maintain accurate daily production records for the team or group so that manufacturing performance can be analyzed. Coach and mentor less experienced workers to help them use production equipment or resolve problems.
600.724.333	Foreperson - Specialist	First line supervisory position with responsibility for an assigned area. Does not work directly on tools or equipment except in training or emergency. Responsible for scheduling, safety, attendance, and discipline. Has experience as a multi-skilled senior operator. Typically reports to the Production Engineer - Specialist - Manufacturing or Head of Manufacturing Executive - Single Facility.
600.724.410	Production Worker - Senior	Use independent judgment to manufacture the organization's products according to established production specifications and schedules; volume, cost, and wastage targets; and quality standards. Operate all relevant machinery, tools, and equipment and undertake standard and complex production tasks safely and in accordance with instructions. Set up or adjust equipment according to manufacturing specifications. Monitor the quality of output to identify, discard, or re-manufacture faulty products. Maintain accurate daily production records so that manufacturing performance can be analyzed. Coach and mentor less experienced workers to help them use production equipment or resolve problems. Typically requires a high school education and up to five years of experience.
600.724.411	Production Technician - Senior	Under general direction, responsible for complex operations and duties in production. Tracks equipment performance and adjusts setups, calibrations, and alignments. Calls other specialists when serious problems occur. Tracks data associated with production equipment. Reports any inconsistencies and uses standard repair procedures. Responsible for solving problems requiring more extensive knowledge and experience. May assist with training other production technicians. Typically requires an Associate's degree and four or more years of experience.
600.724.412	Production Line - Team Leader	Coordinate the activities of a group of production workers so that the team meets established production specifications and schedules; volume, cost, and wastage targets; and quality standards. Operate all relevant machinery, tools, and equipment and undertake standard and complex production tasks safely and in accordance with instructions. Perform basic maintenance on equipment, troubleshoot problems, or arrange for equipment to be repaired or serviced by appropriate technicians. Monitor the performance and output of the team and re-assign production tasks and inputs to ensure that production specifications and schedules; volume, cost, and wastage targets; and quality standards are met. Maintain accurate daily production records for the team or group so that manufacturing performance can be analyzed. Coach and mentor less experienced workers to help them use production equipment or resolve problems.
600.724.420	Production Worker - Experienced	Follow established procedures and guidelines to manufacture the organization's products according to production specifications and schedules; volume, cost, and wastage targets; and quality standards. Operate machines and production equipment safely and in accordance with instructions. Monitor the quality of output to identify, discard, or re-manufacture faulty products. Maintain accurate daily production records so that manufacturing performance can be analyzed. Typically requires a high school education and up to five years of experience.

600.724.421	Production Technician - Experienced	Under general supervision, responsible for more complex operations and duties in production. Tracks equipment performance and adjusts setups, calibrations, and alignments. Calls other specialists when serious problems occur. Tracks data associated with production equipment. Reports any inconsistencies and uses standard repair procedures. Typically requires an Associate's degree and two to four years of experience.
600.724.430	Production Worker - Entry	Follow established procedures and guidelines to form a variety of simple, manual tasks that form part of a production process. Load materials into production machines. Remove, pack, and sort raw materials or finished products. Collect, and dispose of garbage and production waste according to the organization's waste removal and recycling policies. Clean production equipment and work areas. No previous experience or training required.
600.724.431	Production Technician - Entry	Under direct supervision, assists with operations and duties in production. Monitors equipment performance and adjusts setups, calibrations, and alignments on production equipment. Calls specialists when more serious problems occur. Tracks various data associated with production equipment. Reports any inconsistencies and uses standard repair procedures. Typically requires an Associate's degree and less than two years of experience.
600.725.130	Top Production and Inventory Management Executive	This is the top production and inventory management position. Responsible for all production and inventory control functions, often including multiple facilities. Responsible for all or most of the following: production planning and control and master scheduling. This individual is not responsible for distribution or purchasing functions. Usually supervises other managers/supervisors as well as professional production control staff at one or more location(s). Frequently reports to a Top Logistics Management Executive.
600.725.220	Production Planning Control Manager	Manage production planning activities to maximize the use of the organization's resources and meet established production specifications and schedules; volume, cost, and wastage targets; and quality standards. Lead the most complex, large, or difficult production projects to produce schedules and plans and estimate the human resources, tools, equipment needed to manufacture products. Contribute to the development of operating budgets for the production unit. Research, evaluate, and recommend changes to production processes, systems, technology, capital, equipment, or other assets that will enhance the organization's production capabilities. Liaise with functional or operational area managers (for example in production, supply and logistics, maintenance, engineering, purchasing, or human resources) to integrate their activities into productions plans, cost estimates, and schedules. Lead, direct, evaluate, and develop production planning staff to ensure that their activities meet pre-established targets. Typically requires a Bachelor's Degree and five to seven years of experience.
600.725.221	Master Scheduling Manager - Manufacturing	Responsible for all master scheduling and/or final assembly scheduling activities at a manufacturing facility. Supervises Master and/or Final Assembly Schedulers. Through subordinates, compiles master schedule using input from sales forecasts, open order reports, historic activity reports, and capacity restraint reports. Typical in large operations; in smaller companies, these responsibilities are handled by Master Scheduler.
600.725.320	Master Scheduler - Expert	Under general supervision, responsible for the development of the schedule for production or manufacture. Highest level planner for made-to-stock or made-to-order operations. May assist with planning shipping from the manufacturing location. Frequently reports to a Master Scheduling Manager - Manufacturing. Minimum Qualifications: University (Bachelors Degree); Years of Experience: 6 to 14.
600.725.340	Production Planner - Senior	Responsible for reviewing the sales orders, ensuring the availability of materials for manufacturing to commence production and coordinating production schedules. Prepare detailed production schedules in accordance with required volumes, plant capacity and materials availability. Control actual figures of production and prepares schedule adjustments whenever required. May supervise less experienced programmers in their activities. Typically requires a Bachelor's Degree and four to seven years of experience.
600.725.341	Numeric Controlled Programmer - Senior	Under general direction, responsible for preparation and programming of numeric controlled production equipment. Develops complex operation sequences and provides recommendations for improving efficiency and processes. May work with production engineers to ensure that timelines as well as quality goals are met. Maintains documentation on assigned projects. May provide technical leadership and assist in training less experienced engineers. Typically requires a Bachelor's or technical degree and four to seven years of experience.

600.725.350	Production Planner - Experienced	Develop and implement production plans to maximize the use of the organization's resources and meet established production specifications and schedules; volume, cost, and wastage targets; and quality standards. Use engineering plans, contracts, and production specifications to produce schedules and production plans and estimate the human resources, tools, and equipment needed to manufacture products. Monitor production activity and analyze production data so that the flow of materials is timed meet production requirements. Adjust schedules to accommodate backlogs, design changes, and material or labor shortages. Prepare work orders for production or purchase requests based on production schedules. Evaluate production specifications and plant capacity data to determine manufacturing processes and calculate machine and operator loads. Typically requires a Bachelor's Degree and one to four years of experience.
600.725.351	Numeric Controlled Programmer - Experienced	Under general supervision, responsible for preparation and programming of numeric controlled production equipment. Develops operation sequences and provides recommendations for improving efficiency and processes. May work with production engineers to ensure that timelines as well as quality goals are met. Maintains documentation on assigned projects. Typically requires a Bachelor's or technical degree and one to four years of experience.
600.725.360	Production Planner - Entry	Prepares detailed production schedules in accordance with required volumes, plant capacity and materials availability. Controls actual figures of production and prepares schedule adjustments whenever required. Typically requires a Bachelor's Degree and no prior experience.
600.725.361	Numeric Controlled Programmer - Entry	Under direct supervision, assists with the preparation and programming of numeric controlled production equipment. Develops operation sequences and provides recommendations for improving efficiency and processes. Works with production engineers to ensure that timelines as well as quality goals are met. Maintains documentation on assigned projects. Typically requires a Bachelor's or technical degree and no prior experience.
600.725.420	Production Clerk - Experienced	Fills requisitions for specialized or diversified line or apparatus. Knowledgeable with all phases of production work. Draws on resources within the organization in order to meet the needs of the production cycle. Provides estimated product completion information. May be involved in schedule preparation and/or shipments.
600.728.240	Assembly Supervisor	Responsible for the coordination and supervision of employees in a recognized production or manufacturing unit. Maintain production schedules and quality of work to a limited extent. Review work orders, production specifications, technical instructions, facility requirements, tool requisition, equipment, and supplies for section. Coordinate subordinate employee recruitment, selection, performance assessment, work assignments, salary, recognition/disciplinary actions, upgrading, and transfer. Responsibilities typically encompass one shift and only one area of the plant. Review and compile operations records, such as yield, scrap, and maintenance costs. Exclude experimental, maintenance, and tool room supervisors and lead operators. Typically requires a high school education or equivalent and one to two years of related experience, including supervision.
600.728.410	Assembler - Senior	Performs assembly of very complicated components or equipment with rigid tolerance requirements. Under general direction, determines operation sequences and methods where specifications are not available. Accurate scraping, aligning, and fitting is required. Performs a range of operations including tapping, drilling, reaming, pipe fitting, and shiming. Frequently receives no instruction on routine work and general instructions on new assignments. May provide work leadership including dispersing work assignments, tracking progress, and resolving routine materials problems of lower level staff. Typically requires a high school education or equivalent and three or more years of experience. Frequently reports to an Assembly Supervisor or Production Supervisor.
600.728.414	Manufacturing Technician - Senior	Under general direction, responsible for the manufacturing and assembly of products. Ensures that the proper ingredients and appropriate quantities are used through weighing, measuring, and checking the raw ingredients. Operates production equipment. Keeps records and maintains clean room environment to comply with regulatory requirements, good manufacturing practices, and standard operating procedures. May help with in-process testing to determine if batches meet specifications. Assignments are moderately complex in nature and judgment is required in addressing problems and making routine recommendations. Typically requires an Associate's degree or equivalent and four or more years of laboratory experience.

600.728.420	Assembler - Experienced	Under general supervision, performs moderately complex and intricate assembly operations and processes. Uses a wide range of hand and power tools. Typically requires a high school education or equivalent and one to three years of experience. Frequently reports to an Assembly Supervisor or Production Supervisor.
600.728.424	Manufacturing Technician - Experienced	Under direct supervision, assists with the manufacturing and assembly of products. Ensures that the proper ingredients and appropriate quantities are used through weighing, measuring, and checking the raw ingredients. Operates production equipment. Keeps records and maintains clean room environment to comply with regulatory requirements, good manufacturing practices, and standard operating procedures. May help with in-process testing to determine if batches meet specifications. Assignments are simple in nature and little judgment is required in addressing problems and making routine recommendations. Typically requires an Associate's degree or equivalent and one to four years of laboratory experience.
600.728.430	Assembler - Entry	Under direct supervision, performs routine and repetitive assembly operations and processes. Requires use of a few simple hand tools. Typically requires a high school education or equivalent and less than one year of training and/or experience. Frequently reports to an Assembly Supervisor or Production Supervisor.
600.729.240	Machine Shop Supervisor	Responsible for supervising the activities of machine shop personnel. Ensures machines are operating at full capacity and that production requirements are met. Coordinates priorities and guarantees work flow with other departments. Provides budget and personnel recommendations. May also make recommendations of design change in equipment, materials, or processes to augment production. Typically requires a high school education or equivalent and more than four years of related experience.
600.729.410	Machine Operator - Senior	Under general direction, responsible for the setup, calibration, and operation of machines used in production processes. Works from verbal or written instructions, diagrams, or models. Inspects machining operations and finished product against specified tolerances using precision measuring tools. Determines and corrects more complex machine malfunctions. Performs routine maintenance and cleaning. May make calculations as well as assist with numeric controlled programming. May assist with training other machine operators. Typically requires a high school education or equivalent and more than four years of experience.
600.729.420	Machine Operator - Experienced	Under general supervision, responsible for the setup, calibration, and operation of machining equipment used to produce or modify parts or products. Works from verbal or written instructions, diagrams, or models. Inspects machining operations and finished product against specified tolerances using precision measuring tools. Determines and corrects minor machine malfunctions. Performs routine maintenance and cleaning. Typically requires a high school education or equivalent and two to four years of experience. Frequently reports to a Machine Shop Supervisor.
600.729.424	Packaging Machine Operator - Experienced	Works on machine that performs packaging functions. Some duties may include packing, wrapping, securing, or labeling containers. Restocks machine with packaging materials, such as labels, boxes, paper, etc. Inspects, adjusts, and repairs machine. May also send unfinished product to conveyors and unload completed package.
600.729.425	Millwright - Experienced	Under direct supervision, assists with the set up and operation of milling machines to perform a variety of operations on various pieces. Adheres to close tolerances from drawings or specifications. Typically requires a high school education or equivalent and less than two years of related experience.
600.729.426	Crane Operator - Experienced	Works on cranes or drag lines to lift, move, position and place machinery, equipment or other large objects. Operates machinery in response to hand signals and/or radio contact from a co-worker or supervisor. Requires awareness of possible hazards and safety regulations on the job. May carry out routine maintenance, involving cleaning and lubricating of equipment, checking fluid levels and hydraulic lines, changing the oil and filters, and making minor repairs.
600.729.428	CMM Operator - Experienced	Operates the Coordinate Measuring Machine (CMM) for inspection of product. Performs all dimensional layouts using coordinate measuring equipment and prepares layout reports. Assists production in interpreting specifications and inspection procedures.
600.729.429	Numeric Controlled Operator - Experienced	Produces machined parts using a Computer Numerical Control (CNC) lathe machine. Studies work orders, blueprints, engineering plans, materials, specifications, reference planes, locations of surfaces, and machining parameters; interpreting geometric dimensions and tolerances (GD&T). Checks SPC charts for frequency of checks, gauging and measurements.

600.729.430	Machine Operator - Entry	Under direct supervision, assists with the setup, calibration, and operation of machines used in production processes. Works from verbal or written instructions, diagrams, or models. Inspects machining operations and finished product against specified tolerances using precision measuring tools. Determines and corrects minor machine malfunctions. Performs simple routine maintenance and cleaning. Typically requires a high school education or equivalent and no prior experience. Frequently reports to a Machine Shop Supervisor.
600.729.435	Millwright - Entry	Assists with moves, installations, layout changes and machine and equipment set-up. Completes tasks and assignments under the direction of a Millwright.
600.808.220	Business Process Manufacturing Manager	Responsible for developing strategies and initiatives pertaining to Lean manufacturing in order to improve the organization's profitability and efficiency. Provides leadership and support for all Lean Management activities. Assists teams in the application of Lean methodologies and principles (e.g., 5S, VSM, SMED, TPM, Kaizen, etc.). Leads continuous improvement initiatives throughout the organization and develops process improvement strategies using various Lean methodologies and principles (e.g., 5S, VSM, SMED, TPM, Kaizen, etc.). Typically has over seven years of experience with Six Sigma or Lean Manufacturing.
600.808.340	Business Process Manufacturing Practitioner - Senior	Responsible for analyzing, developing and implementing changes in product design, manufacturing methods and process improvements. Reviews the organization's internal manufacturing processes to ensure maximum efficiencies are achieved. Implements continuous improvement initiatives throughout the organization using various Lean methodologies and principles (e.g., 5S, VSM, SMED, TPM, Kaizen, etc.). Typically has over five years of experience with Six Sigma or Lean Manufacturing.
600.808.350	Business Process Manufacturing Practitioner - Experienced	Responsible for analyzing and implementing changes in manufacturing methods and process improvements. Reviews the organization's internal manufacturing processes to ensure maximum efficiencies are achieved. Implements continuous improvement initiatives throughout the organization using several Lean methodologies and principles (e.g., 5S, VSM, SMED, TPM, Kaizen, etc.). Typically has over three years of experience with Six Sigma or Lean Manufacturing.
610.000.120	Top Supply Chain Executive - Corporate	Responsible for all supply chain management functions and all or most of the following: inventory management, warehousing, and transportation. Requires thorough involvement with procurement, customer service, and production/merchandise planning. Supervises other managers/supervisors as well as professional logistics management staff at one or more location(s). Frequently reports to a Chief Executive Officer or Chief Operating Officer. Note: This is generally a single incumbent position. Only one employee, the most senior individual, per organization entity should be reported.
610.011.120	Top Supply Chain Executive - Subsidiary/Group	Responsible for all supply chain management functions and all or most of the following: inventory management, warehousing, and transportation. Requires thorough involvement with procurement, customer service, and production/merchandise planning. Supervises other managers/supervisors as well as professional logistics management staff at one or more location(s). Frequently reports to a Top Manufacturing Executive or Top Operations Executive. Note: Reporting entity is either Subsidiary or Group. This is generally a single incumbent position. Only one employee, the most senior individual, per organization entity should be reported.
610.014.120	Top Supply Chain Executive - Division	Responsible for all supply chain management functions and all or most of the following: inventory management, warehousing, and transportation. Requires thorough involvement with procurement, customer service, and production/merchandise planning. Supervises other managers/supervisors as well as professional logistics management staff at one or more location(s). Frequently reports to a Top Manufacturing Executive or Top Operations Executive. Note: Reporting entity is Division. This is generally a single incumbent position. Only one employee, the most senior individual, per organization entity should be reported.
610.100.130	Top Logistics Management Executive	Responsible for all logistics management functions, often including multiple facilities. Responsible for all or most of the following: inventory management, warehousing, and transportation. May have limited involvement with procurement, customer service, and production planning. Supervises other managers/supervisors as well as professional logistics management staff at one or more location(s). Frequently reports to a Top Supply Chain Executive.

610.100.210	Supply Chain Director	Primary responsibilities include the implementation and evaluation of all supply chain logistics activities and procedures, including, but not limited to, production planning, material procurement, inventory control, rate setting, outsourcing, vendor selection, and distribution. Evaluates the organization's supply chain performance against projected costs and timelines. May be responsible for coordinating supply chain activities across all units of the organization. Typically in larger organizations this is a senior level manager. Frequently reports to a Top Supply Chain Executive.
610.100.220	Supply Chain Manager	Plan, direct, and monitor all supply and logistics activities to ensure a cost-effective flow of merchandise from suppliers to customers. Manage day-to-day supply and logistics activities to maximize the efficiency, reliability, timeliness, and cost effectiveness of the organization's supply chain. Activities may include: materials planning and control, procurement, inventory management, storage, warehousing, logistics, transport and distribution. Develop and implement schedules and procedures. Allocate resources to meet targets in areas such as transit and delivery times; inventory levels; purchasing, warehousing, and storage costs; and service standards. Liaise with functional and operational area managers (e.g., in customer service, sales and production planning) to ensure supply activities are integrated with other parts of the business. Select and manage ongoing relationships with major suppliers, vendors, or sub-contractors to minimize costs and ensure satisfactory standards of service. Lead, direct, evaluate, and develop staff to ensure resources are used effectively and work schedules and targets are met. Typically requires a Bachelor's Degree and five to seven years of experience.
610.100.221	Logistics Manager	Responsible for optimizing the administration of logistics management functions for both raw materials & finish products, often including multiple job functions. Responsible for all or most of the followings : inventory control, warehousing, transportation & distribution, may also involve with procurement, customer services, production planning and customs etc. Typically reports to the Logistics Executive.
610.100.340	Supply & Logistics Analyst - Senior	Under general supervision, responsible for performing complex transportation/supply assignments which are involved in implementing sales agreements. Assignment responsibilities include gas control, supply, transportation, or a combination of the aforementioned. Monitor, research and identify supply chain service trends and issues in order to prevent failures, resolve and correct issues, and provide an on-going platform to support improvements of in stock levels and store/labor management effectiveness. Utilize complex computer systems and software in order to research, analyze and document failures and inefficiencies in the supply chain in order to improve overall supply chain effectiveness. May provide assistance to other supply and logistic analysts. Typically requires a Bachelor's Degree and more than five years of experience. Reports to the Supply Chain Manager or to the Logistics Manager.
610.100.350	Supply & Logistics Analyst - Experienced	Under general supervision, responsible for performing transportation/supply assignments which are involved in implementing sales agreements. Administers materials and finished products by coordinating the involved activities such as: material supply, inventory control, traffic, customs, etc. Monitor, research and identify supply chain service trends and issues in order to prevent failures, resolve and correct issues, and provide an on-going platform to support improvements of in stock levels and store/labor management effectiveness. Utilize computer systems and software in order to research, analyze and document failures and inefficiencies in the supply chain in order to improve overall supply chain effectiveness. Typically requires a Bachelor's Degree and two to five years of experience. Reports to the Supply Chain Manager.
610.100.360	Supply & Logistics Analyst - Entry	At this level, incumbents perform general transportation/supply assignments of limited scope in the course of developing their knowledge of basic negotiation and transportation practices involved in implementing sales agreements. Receives training assignments designed to provide experience in areas including gas control, supply, transportation, or a combination of the aforementioned. Competent to work on several phases of activities, but requires instruction and guidance in other phases. Typically requires a Bachelor's Degree and no prior experience. Reports to the Supply Chain Manager or to the Logistics Manager.
610.372.220	Fleet Manager	Responsible for all organization trucks and vehicles controlled by the distribution function. May include passenger vehicles or personal automobiles. Drivers may report to this position. Initiates vehicle purchases. Schedules and maintains vehicles. Responsible for fuel purchases within states. May be responsible for load balancing. Frequently reports to a Transport & Distribution Manager.

610.440.220	Contract Administration Manager	Responsible for the review and administration of long-term and/or blanket purchase contracts. Communicates with contracting parties on all aspects concerning fulfillment of contractual obligations. May supervise other Contract Administrators. Frequently reports to a Top Purchasing Executive.
610.440.330	Contract Administrator - Specialist	Responsible for the management and control of the contractual relationship with service providers. Coordinates contract activities, including contract development, negotiation and transition. Defines and manages vendor penalties and incentives, if performance does not meet or exceed established criteria. Creates, negotiates and incorporates contract amendments, renegotiating the contract, if required, to accommodate scope changes. May provide coordination and legal guidance to all subcontractors. Frequently reports to a Contract Administration Manager or Top Purchasing Executive.
610.508.350	Rebuyer - Experienced	Under general supervision, responsible for forecasting sales by item, analyzing trends and inventory using historical data, and monitoring sales performance. Frequently reports to an Inventory Control Manager.
610.528.210	Customer Relationship Director - Supply & Logistics	Directs a team and/or subordinate managers and develops strategies for overseeing the customer relationship function. Develops procedures and works with other departments including order entry and shipping to ensure that client orders are processed efficiently, correctly and on-time.
610.528.220	Customer Relationship Manager - Supply & Logistics	Responsible for overseeing the customer relationship function. Provides guidance to Customer Relationship Representatives. Develops procedures and works with other departments including order entry and shipping to ensure that client orders are processed efficiently, correctly and on-time. May deal with issues escalated from representatives.
610.528.240	Customer Relationship - Team Leader (Para-Professionals) - Supply & Logistics	Leads/supervises a team of two or more para-professionals and provides guidance to Customer Relationship Representatives. Develops procedures and works with other departments including order entry and shipping to ensure that client orders are processed efficiently, correctly and on-time. May deal with issues escalated from representatives.
610.528.410	Customer Relationship Representative - Senior - Supply & Logistics	Under general direction, works with both clients and other departments within the organization to ensure that client orders are processed correctly and on-time. Will work with shipping verification, pricing verification and maintain customer contact. May input customer feedback into a database and follow up on common problems. Will guarantee invoice verification as well as generating and distributing customer reports.
610.528.420	Customer Relationship Representative - Experienced - Supply & Logistics	Under general supervision, works with both clients and other departments within the organization to ensure that client orders are processed correctly and on-time. Will work with shipping verification, pricing verification and maintain customer contact. May input customer feedback into a database and follow up on common problems. Will guarantee invoice verification as well as generating and distributing customer reports.
610.528.430	Customer Relationship Representative - Entry - Supply & Logistics	Under direct supervision and oversight, works with both clients and other departments within the organization to ensure that client orders are processed correctly and on-time. Will work with shipping verification, pricing verification and maintain customer contact. May input customer feedback into a database and follow up on common problems. Will guarantee invoice verification as well as generating and distributing customer reports.
610.556.240	Customer Order - Supervisor - Entry & Processing	Responsible for the receiving, entering, and processing of orders and order changes from customers. Develops departmental policies, procedures, and budget. Supervises the activities of order entry personnel whose responsibilities include direct communication with customers regarding the feasibility of shipping orders as requested.
610.572.130	Top Purchasing Executive	Leads the organization's purchasing/procurement/sourcing function to minimize the organization's overall purchasing costs without compromising quality or reliability of supply. Contributes to the development of the organization's overall supply and logistics strategy. Establishes purchasing budgets, plans, policies, systems, and procedures that will achieve these strategic objectives. Identifies, evaluates, and capitalizes on opportunities to reduce purchasing costs by improving the organization's buying patterns and supply channels. Evaluates, negotiates, and manages the most complex or strategically important supplier and vendor relationships to secure terms that are in the organization's best interest. Frequently reports to a Top Supply Chain Executive, Top Operations Executive, or Chief Financial Officer. Note: This is generally a single incumbent position. Only one employee, the most senior individual, per organization entity should be reported.

610.572.210	Purchasing Director	Responsible for developing objectives, policies, and procedures for the purchasing/procurement/sourcing of goods and services encompassing all purchasing functions organization-wide, often including multiple facilities. Responsible for formulating and communicating the organization's purchasing programs for services, software, component parts, equipment, and supplies. May also direct the purchase of supplies and services for non-production departments. Has comprehensive knowledge of marketplace. Typically in larger organizations this is a senior level manager.
610.572.220	Purchasing Manager	Plan, direct, and monitor all purchasing activities so that the goods, materials, supplies, and services the organization buys meet its standards of price, quality, timing, and reliability of supply. Liaise with managers to anticipate their demand for goods and materials. Develop plans, cost estimates, and schedules for integrating these needs into existing purchasing activities. Evaluate and select suppliers. Negotiate terms for major purchases within established limits of authority. Develop policies, checklists, and other materials that describe the organization's technical, quality, service, or reliability standards to help purchasing staff evaluate supplier proposals. Analyze and evaluate the organization's overall purchasing trends to potential bulk purchases. Analyze and evaluate external price trends and new product offerings to reduce overall purchasing costs. Select and manage relationships with major suppliers, vendors, or sub-contractors to ensure the organization receives satisfactory standards of service. Lead, direct, evaluate, and develop a team of purchasing staff to ensure the team's resources are used effectively and work schedules and targets are met. Typically requires a Bachelor's degree and five to seven years of related experience, including supervision. Frequently reports to a Purchasing Director.
610.572.230	Purchasing Supervisor	Supervise the day-to-day activities of a team of professionals who purchase goods, materials, supplies, and services that meet the organization's standards of price, quality, timing, and reliability of supply. Analyze and evaluate supplier bids, tenders, proposals, or quotations where the purchase order is more complex or of greater significance to the organization; negotiate prices and delivery conditions; and commit to purchases (within established limits of authority) with terms that are in the organization's best interest. Communicate with vendors to resolve problems with the timeliness or quality of supplies. Respond to escalated enquiries; review and authorize the purchasing recommendations of others (within established limits of authority). Supervise team members; prioritize and assign tasks to ensure that the team's resources are used effectively and that work schedules and targets are met. Typically requires a Bachelor's degree and four years of experience, including supervision. Frequently reports to a Purchasing Manager.
610.572.330	Buyer - Specialist - Supply & Logistics	Under general direction, has duties of instructing, directing, and checking the work of other buyers. Responsible for the procurement of materials, services, and supplies. Approves and qualifies vendors, authorizes purchase orders, and supervises the activities of other Buyers and Expeditors (Purchasing). Frequently Reports to a Top Purchasing Executive.
610.572.340	Buyer - Senior - Supply & Logistics	Identify, research, evaluate and select suppliers that meet the organization's standards of price, quality, timing, and reliability of supply. The Senior level Buyer will execute similar activities as the experienced level buyer but will also typically be involved with larger and/or more complex purchases and suppliers that have higher impact on the organization's products, processes and budget. May coach and provide instruction to lower-level staff. Typically requires five or more years of experience. Frequently reports to a Purchasing Supervisor or Purchasing Manager.
610.572.341	Expediter - Senior - Purchasing	Under general supervision, this top-level specialist is responsible for resolving vendor-related problems with regard to specifications, timing, quality, quantity, and delivery. Frequently reports to a Purchasing Supervisor or Purchasing Manager.

610.572.350	Buyer - Experienced - Supply & Logistics	Identify, research, and evaluate suppliers that meet the organization's standards of price, quality, timing, and reliability of supply. Recognize and evaluate sales, promotional campaigns, and other opportunities to secure reduced prices. Assess supplier's products to ensure they that they comply with specifications and meet the organization's quality standards. Analyze and evaluate supplier bids, tenders, proposals, or quotations; negotiate prices and delivery conditions; and commit to purchases (within established limits of authority) with terms that are in the organization's best interest. Interpret inventory requests, production schedules, purchase requisitions, orders, and other documents to co-ordinate purchasing activities with the organization's current and anticipated demand for goods and materials. Monitor the quality and timeliness of materials and goods supplied; follow-up the status of purchase orders with vendors to ensure timely delivery; and communicate status of orders with internal customers. Typically requires two to four years of experience. Frequently reports to a Purchasing Supervisor or Purchasing Manager.
610.572.351	Estimator - Experienced	Under general direction, develops estimates of raw materials necessary to complete tasks. May be required to read blueprints or other architectural drawings. May utilize Computer Aided Drafting or other software tools to complete tasks. Typically requires a Bachelor's degree.
610.572.360	Buyer - Entry - Supply & Logistics	Assist more senior Buyers in a range of activities associated with purchasing goods, materials, supplies, and services on terms that are in the organization's best interest. Conduct research on potential suppliers and vendors; promotions, and other industry trends as a source of accurate and up-to-date information for purchasing activities. Enter data into databases or other computerized systems to maintain up-to-date supplier and vendor information; to track purchase and the status of orders and deliveries; and to generate purchasing reports and statistics. Monitor the quality and timeliness of materials and goods supplied; follow-up the status of purchase orders with vendors to ensure timely delivery; and communicate status of orders with internal customers. Frequently reports to a Purchasing Supervisor or Purchasing Manager.
610.572.420	Purchasing/Procurement Agent	Under general supervision, responsible for ensuring the timely delivery of supplies, materials, and equipment. Selects and places purchase orders with vendors. Maintains a system of records relative to purchase orders and approval. Coordinates the return of damaged goods, replacement items, or credit arrangements. Typically requires a high school education or equivalent and at least two years of experience. Frequently reports to a Purchasing Supervisor or Purchasing Manager.
610.572.430	Purchasing Clerk - Entry	Under indirect supervision performs a variety of duties such as the maintenance of updated purchase records, making purchases of urgent materials and/or transportation service for materials or products inside the city or to other locations. Typically requires one to two years of experience. Frequently reports to a Purchasing Supervisor.
610.580.220	Forecasting Manager	Responsible for the accurate forecasting of materials, building/validating forecast models, supervise employees in analyzing current, historical, and projected volumes to determine requirements and ensure the timely availability of resources required for a seamless and efficient production process.
610.580.230	Capacity Planning Supervisor	Responsible for determining, monitoring, and recommending adjustments to the limits of plant capacity to assure consistency with the master production schedule. Supervise Capacity Planners. Prepare common goals, objectives in line with parameters for the department. Ensure that job tasks in the section are properly delegated and attended to by the responsible associates within the team.
610.580.350	Capacity Planner - Experienced	Under general supervision, responsible for determining, monitoring, and recommending adjustments to the limits of capacity for work centers or departments to ensure consistency with the master production schedule. Typically requires one to four years of experience. Frequently reports to a Capacity Planning Supervisor.
610.584.210	Inventory Planning and Control Director	Directs inventory planning and control activities. Responsible for all inventory planning and control functions, often including multiple facilities. Responsible for all or most of the following: inventory planning, master scheduling, materials handling, inventory turnover, customer service levels, stocking decisions, forecasting, and the administrative controls at all distribution facilities. Usually supervises other managers/supervisors and professional inventory planning and control staff at one or more location(s). Frequently reports to the Supply Chain Executive or to the Top Operations Executive.

610.584.214	Vendor Managed Inventory Director	Manages within a nominated sub-function or related sub-functions; typically a highly experienced manager. Decisions tend to be more tactical and operational; geographic scope of operation tends to be at the country level. Typically accountable for budget and policy recommendations and medium-term planning. Identifies, evaluates and develops customer inventories through analysis and operations of the replenishment system. Maintains replenishment model information, including monitoring the accuracy of weekly data, history, network changes, lead-times, past and future promotional events, new product information, pricing, and customer service performance goals. Ensures availability of product through the monitoring and oversight of inventory systems. Maximizes the efficiencies of shipments. Resolves unacceptable situations with customers, as well as problems between shipping locations, carriers, receiving departments, inventory analysts, and buyers to ensure planned arrival of product. Acts as liaison between customer, sales, customer service and carriers. Advises on trends and/or shifts in demand that could impact company's service levels.
610.584.220	Inventory Control Manager	Responsible for supervising the activities of a group of employees engaged in updating records and maintaining control of productive materials and finished products. Is also responsible for maintaining the production control system updated, avoiding excessive stocks and/or materials shortages. Frequently reports to the Materials Management Manager.
610.584.221	Inventory Planning Manager	Has overall responsibility for determining the required quantity and availability of materials needed to meet the master production schedule.
610.584.222	Stockroom Manager	Responsible for the physical custody and accuracy of inventory records for component items, assemblies, and/or finished goods within a manufacturing facility. May manage the supervisors of individual stockrooms.
610.584.224	Vendor Managed Inventory Manager	Managing teams with focus on policy and strategy implementation and control rather than development; short-term operational/tactical responsibilities. Identifies, evaluates and develops customer inventories through analysis and operations of the replenishment system. Maintains replenishment model information, including monitoring the accuracy of weekly data, history, network changes, lead-times, past and future promotional events, new product information, pricing, and customer service performance goals. Ensures availability of product through the monitoring and oversight of inventory systems. Maximizes the efficiencies of shipments. Resolves unacceptable situations with customers, as well as problems between shipping locations, carriers, receiving departments, inventory analysts, and buyers to ensure planned arrival of product. Acts as liaison between customer, sales, customer service and carriers. Advises on trends and/or shifts in demand that could impact company's service levels.
610.584.234	Vendor Managed Inventory Team Leader (Professionals)	Leads/supervises a team of more than two professionals; first level manager of a work team that may comprise professionals, technical and/or administrative staff. Typically without budget or hire/fire authority. Focuses on mentoring, coaching, and coordination. Identifies, evaluates and develops customer inventories through analysis and operations of the replenishment system. Maintains replenishment model information, including monitoring the accuracy of weekly data, history, network changes, lead-times, past and future promotional events, new product information, pricing, and customer service performance goals. Ensures availability of product through the monitoring and oversight of inventory systems. Maximizes the efficiencies of shipments. Resolves unacceptable situations with customers, as well as problems between shipping locations, carriers, receiving departments, inventory analysts, and buyers to ensure planned arrival of product. Acts as liaison between customer, sales, customer service and carriers. Advises on trends and/or shifts in demand that could impact company's service levels.
610.584.240	Stockroom Supervisor	Responsible for the physical custody and accuracy of inventory records for component items, assemblies, and/or finished goods in a single stockroom area. Supervises the activities of stockroom personnel.

610.584.334	Vendor Managed Inventory Analyst - Specialist	Individual contributor with comprehensive knowledge in specific area. Ability to execute highly complex or specialized projects; adapts precedent and may make significant departures from traditional approaches to develop solutions. Identifies, evaluates and develops customer inventories through analysis and operations of the replenishment system. Maintains replenishment model information, including monitoring the accuracy of weekly data, history, network changes, lead-times, past and future promotional events, new product information, pricing, and customer service performance goals. Ensures availability of product through the monitoring and oversight of inventory systems. Maximizes the efficiencies of shipments. Resolves unacceptable situations with customers, as well as problems between shipping locations, carriers, receiving departments, inventory analysts, and buyers to ensure planned arrival of product. Acts as liaison between customer, sales, customer service and carriers. Advises on trends and/or shifts in demand that could impact company's service levels.
610.584.344	Vendor Managed Inventory Analyst - Senior	Individual contributor that is fully proficient in applying established standards; knowledge based acquired from several years of experience in particular area. Works independently; may instruct or coach other professionals. Identifies, evaluates and develops customer inventories through analysis and operations of the replenishment system. Maintains replenishment model information, including monitoring the accuracy of weekly data, history, network changes, lead-times, past and future promotional events, new product information, pricing, and customer service performance goals. Ensures availability of product through the monitoring and oversight of inventory systems. Maximizes the efficiencies of shipments. Resolves unacceptable situations with customers, as well as problems between shipping locations, carriers, receiving departments, inventory analysts, and buyers to ensure planned arrival of product. Acts as liaison between customer, sales, customer service and carriers. Advises on trends and/or shifts in demand that could impact company's service levels.
610.584.354	Vendor Managed Inventory Analyst - Experienced	Individual contributor that works under limited supervision. Applies subject matter knowledge; requires capacity to understand specific needs or requirements to apply skills/knowledge. Identifies, evaluates and develops customer inventories through analysis and operations of the replenishment system. Maintains replenishment model information, including monitoring the accuracy of weekly data, history, network changes, lead-times, past and future promotional events, new product information, pricing, and customer service performance goals. Ensures availability of product through the monitoring and oversight of inventory systems. Maximizes the efficiencies of shipments. Resolves unacceptable situations with customers, as well as problems between shipping locations, carriers, receiving departments, inventory analysts, and buyers to ensure planned arrival of product. Acts as liaison between customer, sales, customer service and carriers. Advises on trends and/or shifts in demand that could impact company's service levels.
610.584.364	Vendor Managed Inventory Analyst - Entry	Individual contributor representing the most common entry point for this career stream; works under direct supervision. Identifies, evaluates and develops customer inventories through analysis and operations of the replenishment system. Maintains replenishment model information, including monitoring the accuracy of weekly data, history, network changes, lead-times, past and future promotional events, new product information, pricing, and customer service performance goals. Ensures availability of product through the monitoring and oversight of inventory systems. Maximizes the efficiencies of shipments. Resolves unacceptable situations with customers, as well as problems between shipping locations, carriers, receiving departments, inventory analysts, and buyers to ensure planned arrival of product. Acts as liaison between customer, sales, customer service and carriers. Advises on trends and/or shifts in demand that could impact company's service levels.
610.584.410	Inventory Control Clerk - Senior	Under general direction, compiles records from ordering, shipping, and receiving materials. Updates information on computer to maintain inventory records. Assesses stock supply and reorder status. Prepares and verifies requisition of additional stock items, using the appropriate forms. Duties may be of a more technical or complex nature.
610.584.420	Inventory Control Clerk - Experienced	Responsible for performing a variety of support duties in order to maintain control over finished products inventories. Ensure supply of raw materials and components to production areas, record the entry of finished products to the corresponding warehouse and prepare various reports.

610.588.350	Planner/Scheduler	Responsible for the formulation and communication of weekly production schedules for production and packaging services. Issues changes to sales projections, shipping and production results. Maintains current production statistical database allowing studies and analysis pertaining to department responsibilities. Updates production management systems with actuals as they occur. Requires three to four years in production planning environment. May report to the Production Manager, to the Manufacturing Executive - Single Facility or to other production management.
610.588.351	Operations Scheduler - Experienced	Responsible for the assignment of target start and/or completion dates/times for manufacturing or processing operations. Also includes the selection and sequencing of available positions or processes and assignments to individual work centers or lines. Provides interface with shop foremen and production control function. This position is typical in computerized environments.
610.592.130	Top Materials Management Executive	Responsible for all materials management functions, often including multiple facilities. Responsible for all or most of the following: production planning and control, distribution, and purchasing. Develops policies for purchasing supplies, equipment and services, and raw materials. Supervises other managers/supervisors as well as professional materials management staff at the organization's offices and/or remote locations. Frequently reports to a Top Supply Chain Executive.
610.592.210	Materials Management Director	Responsible for developing and implementing distribution policies and procedures throughout the organization. Responsible for all materials management functions, including: production planning and control, distribution and purchasing for multiple facilities. Through subordinates, directs the activities of professional materials management staff. May report to the Operations Executive, Supply Chain Executive, or to another top-level executive.
610.592.220	Materials Management Manager	Plan, direct, and monitor all materials planning, inventory control, storage, shipping, and receiving activities so that the organization has access to the inputs, materials, goods, and services it needs for its current and future operations. Develop and implement materials handling procedures; monitor the cost and effectiveness of activities to optimize resources, prioritize spending and achieve volume, timeliness, reliability, and safety standards. Oversee the maintenance of inventory control systems that track the status of purchase orders, inventory levels, and production requirements. Interpret inventory requests, production schedules, orders, and other documents to coordinate materials handling activities with the organization's current and anticipated demand for goods and materials. Liaise with functional or operational area managers (e.g., in sales, production, or engineering) so the supply of materials meets their current and future needs. Lead, direct, evaluate, and develop a team of professional and para-professional staff so the organization has access to the materials and inputs it needs to operate, and so all materials and goods are handled, stored and distributed safely, cost-effectively, and on-time. Typically requires a Bachelor's degree and at least five years related experience, including supervision. Typically reports to the Materials Management Director.
610.592.240	Materials Management - Team Leader - Supply & Logistics	Coordinate the day-to-day activities of a team of workers to ensure that goods are moved, handled, and stored safely, correctly, and in accordance with established schedules and inventory lists. Interpret stock orders, requests, and shipping and receiving tickets, and schedule the movement of materials accordingly. Enter data into a database or other computerized system to maintain up-to-date stock records; retrieve stored information; or respond to enquiries (for example on inventory levels or delivery schedules.) Monitor the effectiveness of handling procedures and space utilization and make recommendations for improvements. Prioritize and assign tasks to ensure that the team's resources are used effectively and that work schedules and targets are met. Supervise staff to ensure that all materials are handled correctly and that all machines and equipment (for example forklifts and conveyors) are operated safely and according to instructions. Train new workers in the organization's operating procedures and standards. Typically requires a high school education or equivalent and three to four years of experience.
610.592.350	Material Analyst/Supply & Logistics - Experienced	Responsible for the planning of materials and production, providing resources and materials according to pre-established demand.; Minimum Qualifications: University (Bachelors Degree); Years of Experience: 1 to 4.

610.592.351	Distribution Operations Systems Coordinator	Assists in the design, development, and implementation of data gathering and reporting methods and procedures within the Distribution Operations area. May recommend procedural changes to improve efficiency of operations. Functions as a technical coordinator and internal consultant regarding the needs and requirements of Distribution Operations data processing. Typically responsible for the tracking, analysis and forecasting of storage capacities, inventory levels, equipment, and manpower requirements. May assist in the supervision of warehouse employees.
610.592.410	Material Planner - Senior - Supply & Logistics	Under general direction, determines the quantity and order date for materials needed to meet the master production schedule. Initiates purchase or production requisitions as appropriate. May be expected to give direction and guidance to other Material Planners. Typically requires four or more years of experience. Frequently reports to an Inventory Control Manager.
610.592.420	Material Planner - Experienced - Supply & Logistics	Under general supervision, determine the quantity and order date for materials needed to meet the master production schedule. Initiate purchase or production requisitions as appropriate. Typically requires two to four years of experience. Frequently reports to an Inventory Control Manager.
610.592.432	Material Planner - Entry - Supply & Logistics	Under direct supervision, assists in determining the quantity and order date for materials needed to meet the master production schedule. This is an entry-level materials position. Frequently reports to an Inventory Control Manager.
610.596.221	Supplier Management Inventory Manager	Manages the logistics and distribution of products to key customers. Responsible for managing vendors in an organization with outsourced manufacturing operations. Ensures all key logistics measures are met and aligns the logistics organizations to drive supply chain improvements. Drives penetration and collaboration with the operations organizations at key accounts to identify customer needs. Monitors critical logistic metrics, including on-time delivery, order cycle time, and order fill rates. Investigates opportunities to improve distribution efficiencies and find transportation savings. Typically requires a Bachelor's degree and seven to ten years of experience. Frequently reports to a Supply Chain Director.
610.596.227	Digital Vendor Management Manager	Managing teams with focus on policy and strategy implementation and control rather than development; short-term operational/tactical responsibilities. Develops profitable media and vendor relationships, including sourcing, negotiating and purchasing digital media from vendors and third party agencies. Ensures favorable pricing, develops KPIs for vendor selection, and may analyze data from digital media campaigns such as profitability of customers acquired. Evaluates and provides recommendations for online media buying strategies to senior leaders. May provide input on digital media experimentation projects, assistance in scaling up successful trials, and develop content to facilitate the organization's digital marketing strategy.
610.596.341	Supplier Management Inventory Analyst - Senior	Manages and analyzes inventories and communicates information to customers in order to maximize sales. Responsible for managing vendors in an organization with outsourced manufacturing operations. Oversees complex customer inventories, monitors larger customer inventory levels, and analyzes promotional activity affects on inventory levels. Typically requires a Bachelor's degree and four to seven years of experience. Typically reports to a Supplier Management Inventory Manager.
610.596.351	Supplier Management Inventory Analyst - Experienced	Manages and analyzes inventories and communicates information to customers in order to maximize sales. Responsible for managing vendors in an organization with outsourced manufacturing operations. Oversees customer inventories, monitors customer inventory levels, and analyzes promotional activity affects on inventory levels. Typically requires a Bachelor's degree and one to four years of experience. Typically reports to a Supplier Management Inventory Manager.
610.596.357	Digital Vendor Management Analyst - Experienced	Individual contributor that works under limited supervision. Applies subject matter knowledge; requires capacity to understand specific needs or requirements to apply skills/knowledge. Develops profitable media and vendor relationships, including sourcing, negotiating and purchasing digital media from vendors and third party agencies. Ensures favorable pricing, develops KPIs for vendor selection, and may analyze data from digital media campaigns such as profitability of customers acquired. Evaluates and provides recommendations for online media buying strategies to senior leaders. May provide input on digital media experimentation projects, assistance in scaling up successful trials, and develop content to facilitate the organization's digital marketing strategy.

610.600.240	Materials Handling Supervisor	Supervises and coordinates the activities of workers engaged in the movement or storage of products by use of equipment, such as forklifts and conveyors. Schedules the activities of the material handling by reviewing requests and shipping or receiving tickets. Makes decisions on personnel actions (e. g. , hiring, termination, promotion, etc.). This is the first line supervisor. Typically requires a high school education or equivalent and one to four years of experience.
610.600.410	Material Handler - Senior	Under general supervision, handles and maintains flow of materials and products in manufacturing areas according to established guidelines. Records movement of incoming and outgoing materials and supplies and verifies the accuracy of work performed. May operate motorized and non-motorized material handling equipment. May train lower level material handlers. Typically requires a high school education or equivalent and four or more years of experience.
610.600.420	Material Handler - Experienced	Under general supervision, handles and maintains flow of materials and products in manufacturing areas according to established guidelines. Provides information for recording movement of incoming and outgoing materials and supplies. May operate motorized and non-motorized material handling equipment. May provide guidance to lower level material handlers. Typically requires a high school education or equivalent and one to four years of experience.
610.600.430	Material Handler - Entry	Under direct supervision, handles and maintains flow of materials and products in manufacturing areas according to established guidelines. May operate motorized and non-motorized material handling equipment. This is an entry-level position. Typically requires a high school education or equivalent and no prior experience.
610.600.431	Forklift Operator - Entry	Under limited supervision, operates gas or electric powered forklift truck to move, stack, load or unload materials, parts, finished goods etc. Typically requires a high school education or equivalent and less than six months of experience.
610.600.432	Order Filler - Entry	Under direct supervision, fills, packs, wraps, protects, consolidates, and arranges orders from warehouse stock, shelves, or bins according to written orders. Seals, weighs, transports, stacks, and labels containers with appropriate identification. Performs all work in accordance with established safety procedures. This is an entry-level position. Typically requires a high school education or equivalent and little or no experience.
610.600.433	Packer - Entry - Logistics	Prepare finished products for shipment or storage. Place products in proper shipping containers. May mark or identify containers with destination information and assemble and strap pallet loads of materials. May operate automatic shrink-wrap and/or palletizing machine. Typically requires basic reading skills but no previous experience.
610.604.220	Transport & Distribution Manager	Plan, direct, and monitor transport and distribution activities so that the organization's goods and materials are transported safely and cost-effectively and that they arrive at their destination on time and in good condition. Manage the day-to-day activities of a team responsible for moving goods and materials from origin to destination. These activities may include developing schedules, methods and routes; analyzing costs; co-coordinating customs clearances and permits; maintaining, loading, packing, and driving vehicles. Evaluate, select, and manage relationships with transport suppliers to minimize costs and ensure satisfactory standards of service. Liaise with area managers to coordinate transport and distribution schedules with their current and anticipated demand for goods and materials. Oversee the timing and conditions, of purchase, sale, or lease of the organization's vehicles; ensure vehicles are maintained and driven in accordance with regulations and laws. Develop and implement transport and distribution procedures to optimize resources and achieve volume, timeliness, reliability, and safety standards. Lead, direct, evaluate, and develop a team of professional and para-professional staff. Frequently reports to a Top Logistics Management Executive.
610.604.421	Freight Rate Specialist - Experienced	Responsible for ascertaining the most economically appropriate domestic and/or international freight rate(s) on incoming and outgoing materials and products based on analysis of tariff rates, freight classifications, delivery schedules, and deadlines. May audit freight invoices. Frequently reports to a Transport & Distribution Manager.
610.604.422	Semi-Trailer Truck Driver - Experienced	Drives tractor-trailer truck combination, usually long distances, to transport and deliver goods between destinations. Drives truck within a city or industrial area to transport and deliver goods to and from designated locations (may include long distances). May load and unload truck. Prepares receipts, verifies orders, and may collect payment for deliveries. May inspect and repair vehicle.

610.604.423	Truck Driver (CDL required) - Experienced	Drives truck within a city or industrial area to transport and deliver goods to and from designated locations. May load and unload truck. Prepares receipts, verifies orders, and may collect payment for deliveries. May inspect and repair vehicle. Commercial Driver's License part A or part B (CDLA or CDLB) required.
610.604.424	Truck Driver - Experienced - Light Truck	Drives truck within a city or industrial area to transport and deliver goods to and from designated locations. May load and unload truck. Prepares receipts, verifies orders, and may collect payment for deliveries. May inspect and repair vehicle.
610.604.427	Truck Driver (no CDL) - Experienced	Drives truck within a city or industrial area to transport and deliver goods to and from designated locations. May load and unload truck. Prepares receipts, verifies orders, and may collect payment for deliveries. May inspect and repair vehicle. Commercial Driver's License (CDL) not required.
610.604.430	Traffic & Distribution Coordinator - Entry	Follow established procedures and guidelines to provide timely and effective clerical support to the transport and distribution unit or department. Respond to routine internal and customer enquires on delivery times and the status of shipments and orders so that enquiries are dealt with promptly and accurately. Enter data into databases or other computerized systems to maintain up-to-date transportation records and to track the status of orders and deliveries. Contact shipping agencies, transport companies, and customers to verify delivery prices and schedules. Frequently reports to a Transport & Distribution Manager.
610.608.221	Inbound Operations Manager	Responsible for the initial physical receipt, processing, audit reconciliation, visual inspection of goods, and identification and counting of incoming material. May include responsibility for inspection, identification, and delivery to stocking locations. Works closely with Purchasing Department. Frequently reports to a Top Distribution Executive.
610.610.221	Import Coordination Manager	Responsible for foreign merchandise production, quota, customs documentation, and transportation. May work with customs officials to work out delays and obtain release of incoming freight. Enforces compliance with federal regulations and supervises import specialists engaged in shipping, receiving, and documentation of imported merchandise. May be responsible for developing scheduling to ensure imported materials arrive at correct time. May be involved in problem resolution and negotiation of freight handling agreements with foreign clients.
610.610.330	Import/Export Analyst - Specialist	Plans and directs flow of air and surface traffic to/from foreign destinations. Computes duties, tariffs, price conversions, weight, and volume of merchandise exported/imported to/from foreign destinations. Examines invoices and shipping documents to ensure accordance with federal regulations. Typically requires a Bachelor's Degree and 6 or more years of experience. Frequently reports to the Distribution Manager or to the Import Coordination Manager.
610.612.130	Top Distribution Executive	This is the top distribution position with responsibility for all distribution functions, often including multiple facilities. Responsible for the strategic direction of the following: warehousing, transportation, inventory management, shipping and receiving, and customer service levels. Evaluates, plans, and directs the cost-effective distribution of raw materials and finished good inventories. Usually supervises other managers/supervisors and professional distribution staff at one or more location(s). Frequently reports to a Top Supply Chain Executive, Chief Executive Officer or Chief Operating Officer of the entity.
610.612.210	Distribution Director	Responsible for the strategic development of distribution policies and procedures throughout the organization. Responsible for all or most of the following: shipping and receiving, inventory control, traffic, fleet vehicles, field warehousing and order processing. Develops cost effective inventory strategies to meet customer needs. Responsible for all professional distribution staff. Typically reports to the Distribution Executive.
610.612.220	Distribution Manager	Responsible for managing activities of distribution, involving the reception, delivery and control of inventory with the objective of satisfying internal and external client needs within compatible terms and costs. Plan and attend to space and storage needs, evaluates the efficiency of means of transportation and proposes improvements in order to optimize the distribution process. Exercise general supervision of overall distribution activity, including inventory control, order processing, warehouse activities, and transportation, maintenance, and customer service. Typically requires a Bachelor's degree and five to seven years of experience. Frequently reports to the Transport & Distribution Manager.

610.612.222	Outbound Operations Manager	Responsible for all order filling activities, stock replenishments, and shipping of products at a facility, as well as timely reporting of completed shipments. Handles tracking and claims. May coordinate routing and carrier selection. Frequently reports to a Top Distribution Executive.
610.612.241	Shipping/Receiving Supervisor	Responsible for supervising processes and procedures in receiving and shipping department. Ensures that goods are verified against records of shipment. Oversees the inspection of goods received. Supervises the maintenance of records of damaged or defective items and discrepancies in quantities and weights, and records time, date, quantity, source, and destination of materials received or shipped. Typically requires high school education or equivalent and one to four years of experience. Frequently reports to a Distribution Manager or a Warehouse Manager.
610.612.350	Distribution Analyst - Experienced	Responsible for the activities of distribution, involving the reception, delivery and control of inventory, with the objective of satisfying internal and external client needs within compatible terms and costs. Evaluate distribution and transportation operations, data, and facilities in order to support the identification of the most effective distribution and transportation patterns for products. Evaluate and implement results from distribution analyses. Identify projects, perform data research, review and analyze findings, make recommendations, present findings, implement approved recommendation with assistance from senior staff.
610.612.420	Shipping Coordinator - Experienced	Under limited supervision, responsible to in-coming and out-going order processing and documentation, including generating delivery/shipping documents. Liaise with internal and external transport companies/departments for timely in-coming/out-going shipments. Ensure prompt and accurate declaration of permits and prompt delivery and clearance of shipments. Investigate and action all non-conformance and recommend corrective actions. Frequently reports to a Transport & Distribution Manager.
610.612.421	Billing & Shipping Clerk - Experienced	Responsible for the releasing and invoicing of orders and driver trip reports. Provides clerical and administrative support for the billing and shipping functions including photocopying, filing and maintaining records of shipments. Assembles and verifies customer orders for materials and equipment.
610.612.431	Shipping/Receiving Clerk - Entry	Under direct supervision, responsible for the receipt and shipment of incoming materials, supplies, and products. Receives goods, verifies items against the record of shipment, and inspects condition. Gathers, verifies, and packs items for shipment according to specifications and the transportation method used. Records received and shipped items according to established procedures. Typically requires a high school education or equivalent and little or no experience. Frequently reports to a Shipping/Receiving Supervisor.
610.616.220	Warehouse Manager	Plan, direct, and monitor all activities in the warehouse. Directs and controls warehouse activities to ensure the efficient and economical utilization of facilities for storing and distributing material goods (raw materials, finished products, tool and packaging materials). Plan and schedule the inventory to meet the organization's needs by overseeing the ordering of products; and assist in coordinating delivery schedules with shippers and customers. Ensure that incoming material is inspected for conformity with order specifications and checked for defects. Develop and recommend improvements in warehouse practices to promote efficiency, faster service, and lower costs. Prepare budget and operate within approved budget. Manage the warehouse staff activities to ensure that the team's resources are used effectively and that work schedules and targets are met. Monitor staff to ensure that all machines and equipment are operated in a safe manner. Typically requires a Bachelor's degree and eight to ten years of experience.
610.616.221	Field Warehousing Manager - Finished Goods	Responsible for the physical custody and overall safeguarding of the finished inventory as well as the operation of all organization owned or leased warehouses. Provides general direction for the managers/supervisors of individual warehouse locations. Frequently reports to a Top Distribution Executive.

610.616.240	Warehouse Supervisor	Coordinate the day-to-day activities of a team of para-professionals who receive, handle, store, record, and dispatch goods in a store or warehouse. Ensure that there is sufficient inventory to meet the organization's needs by ordering products; and managing out-of-stock over-stocked products. Enter data into a database or other computerized system to maintain up-to-date stock records; retrieve stored information; place orders; or respond to enquiries (for example on inventory levels or delivery schedules.) Monitor warehouse activities to ensure that goods are stored correctly and safely and warehouse space is used efficiently. Monitor the effectiveness of operating procedures, space utilization, and protection of equipment and make recommendations for improvements. Prioritize and assign tasks to ensure that the team's resources are used effectively and that work schedules and targets are met. Supervise staff to ensure that all warehouse activities, and all machines and equipment operated, safely. Train new workers in the organization's operating procedures and standards. Frequently reports to a Warehouse Manager.
610.616.420	Warehouse Clerk - Experienced	Follow established procedures and guidelines to receive, handle, store, record, and dispatch goods in a store or warehouse. Receive incoming goods; check for damage and for discrepancies between goods and invoices. Accurately sort, label, and store goods; arrange storage to optimize warehouse space. Pick, pack, and dispatch outgoing goods according to written or verbal requests or orders. Enter data into a database or other computerized system to maintain up-to-date stock records; retrieve stored information to respond to enquiries (for example on inventory levels or delivery schedules.) Perform other routine clerical activities according to the organization's established procedures. These activities may include answering telephones; updating stock cards and inventory records; and completing receipt, transfer, delivery, and dispatch forms. Operate forklifts or other warehouse machinery.
620.000.120	Top Total Quality Executive - Corporate	Responsible for both the quality assurance and quality control programs of the organization. Works with departments such as research and development, engineering, or production to develop schedules, project plans, and cost estimates for implementing new activities, procedures, or methods to improve the quality and performance of the organization's products. Researches, evaluates, and recommends investments in technology, capital, equipment, systems, or other assets that will improve the quality of the organization's raw materials, in-process products, and finished products. Works with external suppliers to ensure that their products meet the organization's quality standards and that the organization receives satisfactory standards of service. Frequently reports to a Chief Operating Officer or Chief Executive Officer. Note: Reporting entity is Corporate. This is generally a single incumbent position. Only one employee, the most senior individual, per organization entity should be reported.
620.011.120	Top Total Quality Executive - Subsidiary/Group	Responsible for both the quality assurance and quality control programs of the organization. Works with departments such as research and development, engineering, or production to develop schedules, project plans, and cost estimates for implementing new activities, procedures, or methods to improve the quality and performance of the organization's products. Researches, evaluates, and recommends investments in technology, capital, equipment, systems, or other assets that will improve the quality of the organization's raw materials, in-process products, and finished products. Works with external suppliers to ensure that their products meet the organization's quality standards and that the organization receives satisfactory standards of service. Frequently reports to a Chief Operating Officer or Chief Executive Officer. Note: Reporting entity is either Subsidiary or Group. This is generally a single incumbent position. Only one employee, the most senior individual, per organization entity should be reported.
620.014.120	Top Total Quality Executive - Division	Responsible for both the quality assurance and quality control programs of the organization. Works with departments such as research and development, engineering, or production to develop schedules, project plans, and cost estimates for implementing new activities, procedures, or methods to improve the quality and performance of the organization's products. Researches, evaluates, and recommends investments in technology, capital, equipment, systems, or other assets that will improve the quality of the organization's raw materials, in-process products, and finished products. Works with external suppliers to ensure that their products meet the organization's quality standards and that the organization receives satisfactory standards of service. Frequently reports to a Chief Operating Officer or Chief Executive Officer. Note: Reporting entity is Division. This is generally a single incumbent position. Only one employee, the most senior individual, per organization entity should be reported.

620.100.210	Quality Director	Develop and implement the organization's quality strategy and manage a staff of quality control and quality assurance professionals. Define the appropriate and adequate procedures and measures of control for the process and satisfy client's expectation by meeting the quality standards.
620.100.220	Total Quality Manager	Assists in the creation and implementation of total quality programs (TQPs) and is responsible for design elements, coordination, and implementation of TQP initiatives. May direct design, facilitation, training and evaluation of TQPs and may oversee quality improvement projects and teams. May assist in the creation, implementation, and evaluation of TQP incentive plans and programs. Frequently reports to a Human Resources Director, Top Human Resources Management Executive or Top Total Quality Executive.
620.100.230	Quality Supervisor	Provide assistance and be a resource to functional departments and business units in identifying, planning and implementing quality projects. Responsible for the day-to-day operations of a team of quality analysts in problem solving efforts on selected projects to reduce defects, improve customer satisfaction, reduce cost and improve cycle time, scrap, rework etc. May be certified in Six Sigma methodology, Lean Manufacturing, Kaizen etc. Typically referred to as Black Belt.
620.100.340	Quality Analyst - Senior	Under general direction plan, organize, control and regularly review organization's projects and processes in order to ensure the achievement of both day-to-day and longer-term targets with respect to quality. Develop, maintain and ensure compliance with procedures and metrics that impact quality throughout the organization. Perform complex quality analyses and inspections, monitor the effectiveness of various processes through use of data and internal auditing programs. Liaise with external vendors and suppliers to ensure that their products or services meet the organization's quality standards. Assist in quality-related activities that add strategic value to the business. This may include process and procedural development activities, continuous improvement actions and process mapping and streamlining. May be trained/certified in methodologies like Six Sigma, Lean Manufacturing, Kaizen etc. Typically referred to as Green Belt.
620.100.350	Quality Analyst - Experienced	Maintain and ensure compliance with procedures and metrics that impact quality throughout the organization. Perform quality analyses and inspections, monitor the effectiveness of various processes through use of data and internal auditing programs. Liaise with external vendors and suppliers to ensure that their products or services meet the organization's quality standards. Prepare flowcharts, forms, communications and audits for quality system implementation and compliance. May be trained/certified in methodologies like Six Sigma, Lean Manufacturing, Kaizen etc.
620.124.210	Process Improvement Director	Works with research, development, and manufacturing management to ensure that short and long-term organization production and quality goals are met. Directs the activities of the process and quality engineers, administers process improvement trials, and directs the evaluation, interpretation and documentation of the improvements. Must have knowledge of all quality and testing procedures as well as ensure that the process improvement department budget is met. Typically reports to the Top Total Quality Executive or Top Manufacturing Executive.
620.124.220	Quality Assurance Manager	Implement quality standards, ensure and execute compliance on every stage of the process. Develop and implements quality assurance strategies and regulations. Assess potential risks, ensures compliance and gives recommendations. Takes responsibility for all quality control aspects of the process (laboratories studies, clinical research, testing, operations, raw materials, production, finished product or services). Facilitates audits and regulatory inspections. Liaises with external vendors, contractors or suppliers to ensure that their products or services meet the organization's quality standards. Coordinates quality trainings. Typically requires a Bachelor's degree and at least five years of experience, including supervision.
620.124.330	Quality Assurance Engineer - Specialist	Under general direction, has duties of instructing, directing, and checking the work of other quality assurance engineers. Performs complex inspections and sets quality standards for both in-process and finished products and materials. Develops methods for testing, sampling, and training. May evaluate production and recommend improvements. Works with quality inspection supervisors to train and oversee inspectors in their use of control forms, procedures, and correcting quality problems. May act as internal consultant providing technical guidance on most complex projects. Typically requires a Bachelor's Degree in Engineering and seven or more years of experience.

620.124.340	Quality Assurance Engineer - Senior	Supervise quality standards, ensure and execute compliance on every stage of the process. Implement quality assurance regulations. Write and revise standard operating procedures. Support and facilitate audits and regulatory inspections. Support Quality Assurance Manager in supervision of all quality control aspects of the process (laboratories studies, clinical research, testing, operations, raw materials, production, finished product or services) ensure that standards are met and reports potential issues either with product quality or reliability of testing procedures. May liaise with external vendors, contractors or suppliers to ensure that their products or services meet the organization's quality standards. May support quality training coordination. Typically requires a Bachelor's Degree in Engineering and four to seven years of experience.
620.124.350	Quality Assurance Engineer - Experienced	Analyze quality standards for components, materials or services. Apply measures, sampling methods, testing methodology and other procedures that ensure that quality standards are met. Apply quality principles, analyzes quality records, prepares reports and recommends improvements. Conduct inspection, verification and validation of components or materials used in development processes. Identify and address recurring problems either with the quality of the product or the reliability of testing procedures. Document quality issues and performance measures for management review. May liaise with external vendors. Typically requires a Bachelor's Degree in Engineering and one to four years of experience.
620.124.357	ISO Coordinator	Responsible for ensuring company's compliance with the ISO standards. Coordinates the ISO certification process and directs continuous improvements and audits to ensure future compliance. Leads ISO Implementation team and trains employees on principles and requirements of certification. Typically requires a Bachelor's degree and five to seven years of experience in manufacturing with two to four years of experience in ISO certification.
620.124.360	Quality Assurance Engineer - Entry	Responsible for the planning and definition of rules and quality standards, recommending modifications in the quality of components. In charge of the follow up with the suppliers in order to meet standards of quality, through orientation programs.
620.124.410	Quality Assurance Specialist - Senior	Under general direction, supports quality engineers in non-standard processes to ensure compliance with standards. Works with quality assurance engineers and manufacturing staff to ensure inspection and testing procedures are implemented and maintained. Assists in the development of standards to meet quality specifications and recommends changes to procedures. Requires use of initiative and ingenuity. May provide leadership to lower-level staff. Typically requires a Bachelor's degree in a scientific field or equivalent with four or more years of experience in quality assurance.
620.124.420	Quality Assurance Specialist - Experienced	Under general supervision, supports quality engineers in semi-standard processes to ensure compliance with standards. Works with quality assurance engineers and manufacturing staff to ensure inspection and testing procedures are implemented and maintained. Assists in the development of standards to meet quality specifications and recommends changes to basic procedures. Requires ability to use judgment. Typically requires some college or technical training and one to four years related experience.
620.124.430	Quality Assurance Specialist - Entry	Under direct supervision, supports quality engineers in standard processes to ensure compliance with standards. Works with quality assurance engineers and manufacturing staff to ensure inspection and testing measures are implemented and maintained. Assists in the development of standards to meet quality specifications. This is the entry level position. Typically requires a high school education or equivalent and no prior experience.
620.128.130	Top Quality Control Executive	Responsible for all quality control functions, including devising or approving quality specifications to ensure manufacture and legal compliance, plus analytical testing of raw materials, intermediates, and finished products. Also responsible for chemical, biological, and inspection control. Frequently reports to a Top Total Quality Executive, Top Operations Executive, or Top Manufacturing Executive.
620.128.220	Quality Control Manager	Responsible for management of the Quality Control/Laboratory activities, ensuring that products have been manufactured according to the specifications and seeking corrections/solutions. Typically requires a Bachelor's Degree and more than seven years of experience.

620.128.230	Quality Control Supervisor	Coordinate the day-to-day activities of a team of Quality Assurance Operators who check, test, and inspect raw materials, goods in process and finished goods. Monitor the performance of equipment and processes; identify, troubleshoot and resolve scheduling problems in order to maintain efficient operations. Prepare activity and progress reports so recurring problems, either with the quality of the product or the reliability of testing procedures, can be identified and addressed. Supervise, coach, and mentor team members; prioritize and assign tasks to ensure that the team's resources are used effectively and that work schedules and targets are met. Frequently reports to a Quality Control Manager.
620.128.240	Quality Control Inspection Supervisor	Supervises all forms of quality control inspection, sampling, testing, and control of components, products, and raw materials to meet established quality standards, either in the raw state or after various stages of manufacturing. Supervises the use of various kinds of measuring instruments and the use of chemical tests.
620.128.340	Quality Control Analyst - Senior	Under general direction, conducts complex analysis and tests of various components of a quality control program comprised of data analysis, systems evaluation, product assessment, and quality technology. May be responsible for most technical and complex quality control testing of raw materials, in-process materials, and bulk or finished products to ensure conformity to specifications in a manufacturing environment. Documents quality issues and performance measures for management review. Reports progress on problem resolution to management. Assists in the development of new methods and procedures. Typically requires a Bachelor's degree and four to seven years of experience. Frequently reports to a Quality Control Supervisor, Quality Control Manager, or Top Quality Control Executive.
620.128.350	Quality Control Analyst - Experienced	Under general supervision, conducts routine analysis and tests of various components of a quality control program comprised of data analysis, systems evaluation, product assessment, and quality technology. Conducts complex analysis of raw materials, in-process materials, and finished products to ensure conformity to specifications in a manufacturing environment. May assist in inspection of hardware and systems audits to ensure proper application of management system procedures. Documents quality issues and performance measures for management review. May assist in the development of new analytical methods. Typically requires a Bachelor's degree and one to four years of experience. Frequently reports a Quality Control Supervisor, Quality Control Manager, or Top Quality Control Executive.
620.128.360	Quality Control Analyst - Entry	Under direct supervision, conducts routine analyses and tests of various components of a quality control program comprised of data analysis, systems evaluation, product assessment, and quality technology. Conducts analysis and tests of raw materials, in-process materials, and finished products to ensure conformity to specifications in a manufacturing environment. Typically requires a Bachelor's degree and less than two years of experience. Frequently reports to a Quality Control Supervisor, Quality Control Manager, or Top Quality Control Executive.
620.128.410	Quality Control Technician - Senior	Assist Engineers in carrying out production-related and inspection jobs; assist in monitor materials quality in processing plants and making the required adjustments; maintain and support documentation and records. Typically requires a high school education or equivalent and four or more years of experience.
620.128.411	Quality Inspector - Senior	Responsible for verifying the final quality of products on the production line and also separating those that do not have the desired technical specification, through checking with measurement instruments or equipment, aiming to follow the norms and standards of quality defined by the company.; Minimum Qualifications: High School; Years of Experience: 4 to 10.
620.128.420	Quality Control Technician - Experienced	Follow established procedures and guidelines to check, test, and inspect raw materials, goods in process, and finished goods. Compare the physical characteristics of components, materials, equipment, and products to technical specifications to identify defects. Conduct simple tests (for example on electrical function, reliability, packaging quality); record results and prepare simple technical reports. Typically requires a high school education or equivalent and one to four years of experience.
620.128.430	Quality Control Technician - Entry	Primary responsibility is conducting routine analyses and tests of various components of a quality control program. Under direct supervision conduct analysis and tests of raw materials, in-process materials and finished products to ensure conformity to specifications in a manufacturing environment. Typically requires a high school education or equivalent and no prior experience.

620.636.230	Quality Laboratory Supervisor	Coordinate the activities of a team of laboratory staff to ensure the work complies with the organization's guidelines. Supervise team members; assign tasks; and handle difficult experiments. Monitor laboratory operating procedures to ensure that experiments and analyses are conducted within established budgets and according to established scientific standards. Monitor all activities so that that the team's resources are used effectively.; Minimum Qualifications: Specialized (Diploma); Years of Experience: 4 to 7.
620.636.410	Laboratory Technician (Eng/Tech) - Senior	Under general direction, responsible for a variety of routine and non-routine laboratory operations in a quality assurance or research setting. Duties include routine reactions leading to chemical or biological synthesis of intermediates and compounds, reexamination of borderline results, researching technical literature, and evaluating old processes. Uses a variety of laboratory glassware and equipment requiring a high degree of skills acquired through on-the-job experience. Requires ability to set up and operate special equipment following manufacturer's instructions with limited supervision. Typically requires a high school education or equivalent and four or more years of experience and demonstrated ability to apply proper laboratory methods. (For Healthcare refer to Laboratory Technician (Healthcare) - Senior).
620.636.421	Laboratory Technician (Eng/Tech) - Experienced	Follow established procedures and guidelines to perform routine laboratory procedures to test the quality of the organization's raw materials, in- process products, and finished products. Perform routine quantitative and qualitative chemical or biological analysis to verify process conditions and compile research data. Evaluate the physical characteristics of raw materials and products such as permeability, disintegration, and crystal growth viscosity. Record results, perform calculations, and prepare simple technical reports, including conclusions and recommendations. Follow instructions and checklists to set-up equipment and apparatus and mix chemical solutions for use in tests. Perform routine maintenance and safety checks on laboratory equipment to ensure it is in good working order. Typically requires a high school education or equivalent and one to four years of experience. (For Healthcare refer to Laboratory Technician (Healthcare) - Experienced).
620.636.430	Laboratory Technician (Eng/Tech) - Entry	Under direct supervision, performs a variety of routine laboratory operations in a quality assurance or research setting. Duties usually consist of making measurements, performing several routine quantitative and qualitative biological or chemical analytical tests according to standard procedures. Assists higher level technicians in setup of laboratory equipment and in recording data for experiments and procedures. Requires knowledge in using various instruments to prepare for and perform tests. Performs routine and safety program checks and preventive maintenance on instruments. This is an entry-level position. Typically requires a high school education or equivalent and no prior experience. (For Healthcare refer to Laboratory Technician (Healthcare) - Entry).
708.100.120	Top Construction Executive	Responsible for all aspects of construction projects, from beginning plans to final completion. Ensures each project meets specifications such as schedules, budgets, and contractual commitments. Acts as the spokesperson for the organization with planning commissions and governing bodies. Frequently reports to a Top Real Estate Executive or Chief Operating Officer.
708.932.220	Construction & Engineering Manager	Responsible for relations with contractors. Maintains appropriate work orders, records or inspection certificates for construction projects. Establishes specifications for all construction, related installations, major maintenance, and special projects. Oversees scheduling and budgeting for new construction projects. May be an engineer. Frequently reports to a Top Construction Executive.
720.822.420	Auto Mechanic	Under general supervision, responsible for more technical repair and maintenance of organization automobiles, trucks, and trailers. Troubleshoots, orders parts, and repairs difficult mechanical problems. May direct and train less-experienced mechanics, and serve as the lead mechanic on large repair jobs. Knows and follows all organization, federal, and state environmental and safety regulations. Serves as a resource for technical problems. Usually has completed several factory-sponsored automotive repair training programs leading to certificates of completion. Typically requires more than two years of experience.
740.124.212	Six Sigma - Director	Highly experienced in Six Sigma management. In addition to the day-to-day managerial function, the role will incorporate strategic and policy development aspects that will have medium term consequences on the operation of the function. Drive and deliver six-sigma methodologies, philosophies and applications. Usually a leader, coach and trainer. Steer major process improvement, redesign or re-engineering projects. Drives new initiatives and programs. Minimum Qualifications: Degree or Equivalent. Years of Experience: more than 10 years.

740.124.222	Six Sigma - Manager	Manages, implement and administer Six Sigma activities. Largely involved in formulating Six Sigma development plans, guidelines, policies and short-term strategies as well as setting goals and targets. Oversees and ensure that the successful execution of six-sigma projects is aligned with strategic scorecard objectives. Minimum Qualifications: Degree or Equivalent. Years of Experience: more than 8 years.
740.124.232	Six Sigma - Supervisor	Responsible for the day-to-day operations of a team of Six Sigma officers. Coordinates work activities to achieve the volume expected to meet operational requirements. Provide leadership and assistance in Six Sigma management and execute six-sigma projects with teams across functional resources. Minimum Qualifications: Degree or Equivalent. Years of Experience: 6 - 8 years.
740.846.340	Loan Processor - Senior	Under general supervision, prepares consumer and/or mortgage banking loan documents from rough drafts and reviews documents for accuracy and completeness. Prepares credit reports, bank papers, and instruction forms. Maintains records for processing of each loan. May act as a lead person providing training and guidance to lower level loan processors. Typically requires four or more years of experience.
740.846.350	Loan Processor - Experienced	Under general supervision, prepares consumer and/or mortgage banking loan documents from rough drafts and reviews documents for accuracy and completeness. Maintains records for processing of each loan. May prepare credit reports and answer simple questions. Typically requires one to four years of experience.
740.846.360	Loan Processor - Entry	Under direct supervision, prepares consumer and/or mortgage banking loan documents from rough drafts and reviews documents for accuracy and completeness. Maintains records for processing of each loan. May prepare credit reports and answer simple questions. This is an entry-level position and requires no prior experience.
770.100.221	Insurance Manager	Responsible for securing new policies, maintaining and updating existing organization insurance programs in order to provide the most favorable coverage, cost, terms, and claim settlements for all types of insurance other than those connected with employee benefits. Implement policies, develop sales forecast, budget and manpower plans, pursue key prospects, negotiate and construct appropriate terms of sales. May administer self-insured plans or coordinate with contracted administrative services. Frequently reports to a Risk Management/Loss Prevention Executive.
770.884.340	Claims Adjuster - Senior - Insurance	Under general direction, investigates and settles multiple lines of insurance claims of a moderate to severe nature. Examines claim forms and other records to determine insurance coverage. Utilizes various methods of investigation and negotiates settlement with claimants in accordance with prescribed authority. May provide direction to lower level claims adjusters. Typically requires a Bachelor's degree and four or more years of experience.
770.884.350	Claims Adjuster - Experienced - Insurance	Under general supervision, investigates and evaluates insurance claims for personal, casualty, or property loss or damages. Examines claim forms and other records to determine insurance coverage. Utilizes various methods of investigation and negotiates settlement with claimants within prescribed limits and submits recommendations to supervisor on claims exceeding personal settlement authority. Typically requires a Bachelor's degree or equivalent training and two to four years experience in claims adjusting.
770.884.351	Claims Examiner - Insurance	Under general supervision, reviews, examines, and authorizes automobile, fire, life, disability, dental, or other insurance claims investigated by insurance adjusters. Examines adjusters' reports and similar insurance claims to determine extent of insurance coverage and validity of claim. Awards settlement according to organization practices and procedures. May give technical direction to adjusters on the file. Typically requires a Bachelor's degree and more than four years of experience.
770.884.360	Claims Adjuster - Entry - Insurance	Under direct supervision, handles minor property/casualty claims which require minimal adjusting. This is an entry-level position. Typically requires less than two years experience in claims adjusting or other related insurance background.
776.887.220	Disability/Workers Compensation Claims Manager	Responsible for the daily activities of the disability/workers' compensation function. Assists in establishing, coordinating, and implementing disability/workers' compensation claims policies and procedures. Directs unit quality review and corrective action plans. Typically has five to six years of experience in disability/workers' compensation claims with two years of management experience.

780.874.340	Clinical Dietician - Senior	Under general supervision, formulates and plans patient menus based on diet requirements in accordance with physician orders and general dietetic standards and rules. May monitor and assign work to other dieticians. Treats patients with complex nutritional deficiencies, determines extent and duration of diet therapy, and instructs patients and patients' families in appropriate diet upon discharge. Typically requires a Bachelor's degree, certification by the ADA as a Registered Dietician, and four to seven years of experience.
780.874.360	Clinical Dietician - Entry	Under direct supervision, formulates and plans patient menus based on diet requirements in accordance with physician orders and general dietetic standards and rules. Meets with patients and patients' families in order to assist in menu selections, provides guidance regarding modified diets and home care plans, inspects meals for conformity to physician orders, and records pertinent information in patients' progress charts. Consults with physicians and others in order to discuss problems with patients' meals and food habits. Typically requires a Bachelor's degree, certification by the ADA as a Registered Dietician, and no prior experience.
780.892.342	Laboratory Technician - Senior - Healthcare	Under general supervision, closely follows standard procedures in laboratory testing, in evaluating various routine assays and in performing tasks related to stability studies, sterility testing, investigating product complaints, and evaluating new and existing products. Independently reads specifications and procedures. Requires knowledge of the processes involved in documenting experiments. Maintains laboratory notebook, testing records, or worksheets according to established laboratory and manufacturing procedures. Typically requires a Bachelor's degree and four to seven years of experience. (For Engineering/Technical refer to Laboratory Technician (Eng/Tech) - Experienced).
780.892.343	Medical Laboratory Technician - Senior - Healthcare	Conducts routine tests in medical laboratories for use in treatment and diagnosis of disease and performs related duties; urinalysis, complete blood counts, prepares media, some microbiology, prepares formulas and processes; may also perform venipuncture on patients of all ages. Typically requires certification by ASCP or AMT.
780.892.344	Medical Technologist - Senior - Healthcare	Performs skilled, specialized work in the conduct of all phases of clinical laboratory technology. Makes analytical diagnoses and prepares reports to aid in the treatment of disease. Typically requires technologist designation by ASCP, AMT, HHS, or ISCLT.
780.892.360	Laboratory Technician - Entry - Healthcare	Under direct supervision, mainly performs repetitive laboratory procedures according to strict instructions from supervisor and higher level technicians. Assists higher levels in setup of laboratory equipment and in recording data for experiments and procedures. Uses various instruments such as syringes, forceps, pipettes, and scales to prepare for and perform tests. Performs routine and safety program checks and preventive maintenance on instruments. This is an entry-level position. Typically requires a high school education or equivalent and no prior experience. (For Engineering/Technical refer to Laboratory Technician (Eng/Tech) - Entry).
780.894.420	Medical Records Coder - Experienced	Under general supervision, codes hospital records for the purpose of reimbursement, research, and compliance with federal regulations according to diagnosis, operation, and procedure on a concurrent basis. Abstracts patient medical records on worksheets. Typically requires a high school education or equivalent. A.R.T. or R.R.A. desired.
780.894.421	Medical Records Transcriptionist - Experienced	Under general supervision, transcribes physicians' dictations for inclusion in patients' medical records. In doing so, transcribes medical reports on diagnostic work-ups, therapeutic procedures, and so forth for transmission to physicians and other clinical personnel. Maintains log of work performed indicating reports transcribed for individual patients, date dictation was received and transcribed, and name of physician.
780.896.230	Occupational Health Supervising Nurse	Registered nurse currently licensed to practice in the state of employment. Supervises a staff of registered nurses in the delivery of healthcare consistent with the standards of nursing practice and organization policy. Accountable for the quality and quantity of nursing care. Develops and maintains a nursing policy and procedure manual. Develops and implements new procedures. Conducts in-service education to ensure standardized application of policy and quality of nursing care. Develops medical directives in collaboration with the Medical Director. Plans, directs, and evaluates health education programs. Interviews, selects, and orients nursing staff. Establishes, maintains, and reviews a nursing recordkeeping system that ensures confidentiality and meets legal requirements. Provides primary nursing care based upon nursing assessment, nursing diagnosis, and medical directives.

780.896.231	Nursing Supervisor	Responsible for planning, administering, and evaluating twenty-four hour operation of a single nursing unit. In doing so, assigns duties to unit personnel based on patient needs, staffing availability, etc. Attends patient rounds with physicians, answers questions regarding patient condition, receives physicians' orders, and notes patient care requirements in individual charts. Directs preparation and maintenance of patient clinical records. Typically requires a Bachelor's degree in nursing and RN licensure.
780.896.330	Occupational Health Nurse Practitioner	Registered nurse who is prepared for the advanced practice of nursing through a formal, organized program which is beyond basic nursing education. Highly skilled in physical assessment and the delivery of comprehensive healthcare. Currently licensed to practice in state of employment and certified as a Nurse Practitioner. Nurse Practitioner/Clinician/Specialist titles are used interchangeably dependent on state Nurse Practice Act and practice setting. Assesses the physical and psychosocial health status of employees through collection of health data. Identifies problems based upon interpretation of findings. Evaluates need for immediate nursing intervention, consultation and referral to other health team members. Participates with the physician in the formulation of policies, procedures, and protocols for the management of particular health problems. Under direction, monitors, and manages the care of stabilized chronic conditions. Teaches, counsels, and guides employees on healthcare management. Plans, implements, and evaluates health education programs.
780.896.341	Occupational Health Nurse - Senior - Healthcare	Under general direction, provides primary nursing care of occupational injuries and illnesses, including emergency care and referral, based upon nursing assessment, nursing diagnosis, and medical directives. Interviews and counsels employees to assist in resolving physical and emotional problems. Manages many varieties of medical cases from initiation to closure including data collection and analysis, physical assessment, making a nursing diagnosis, interfacing with private care providers, and developing a plan of action. Interfaces with line management, safety and industrial hygienists, and human resources regarding case resolution. May assist physicians and supervising nurse in handling complex health problems by providing recommendations and taking responsibility for follow-up. May work with supervising nurse in coordinating department services and in working with upper management to develop, implement, and evaluate health programs. Requires Registered Nurse License to practice in the state of employment. Typically requires at least four to seven years of experience.
780.896.342	Registered Nurse - Senior - Healthcare	Under general direction, renders professional nursing care to ensure the comfort and well being of patients. Administers medications and treatments as prescribed by the physician. Maintains patients' medical records on observations. Assists physician during treatment and examination of patient. May have specialized area of concentration such as oncology or dialysis. Typically requires a Bachelor's degree in nursing and RN license and four to seven years of experience.
780.896.350	Occupational Health Nurse - Experienced	Under general supervision, may perform pre-employment physicals and evaluate employee's suitability to perform work activities. Provides nursing care for occupational injuries and illnesses, including emergency care and referral, based upon nursing assessments, nursing diagnosis, and medical directives. Performs screening examinations such as vision screening, tonometry, EKG, venipuncture, audiometry, and spirometry. Refers abnormal or questionable findings to appropriate individuals for further evaluation. Assists with obtaining health and work history, interpreting results, and making appropriate referrals for positive findings. Participates in the implementation and administration of healthcare programs that enhance wellness through disease and accident prevention. Maintains a nursing recordkeeping system that meets legal requirements and ensures confidentiality. Typically requires a PN license and one to four years of experience.
780.896.351	Registered Nurse - Experienced - Healthcare	Under general supervision, renders professional nursing care to ensure the comfort and well being of patients. Administers medications and treatments as prescribed by the physician. Maintains patients' medical records on observations. May assist physician during treatment and examination of patient. May give I. V. medication or assist I. V. therapy teams. May sit on unit or floor level committees. Typically requires a degree from an approved Registered Nursing Program, state licensure, and one to four years of experience.

780.896.360	Registered Nurse - Entry - Healthcare	Under direct supervision, renders professional nursing care to ensure the comfort and well being of patients. Administers medications and treatments as prescribed by the physician. Maintains patients' medical records on observations. May assist physician during treatment and examination of patient. May have been hired as a graduate nurse contingent on passing state nursing board examinations. Typically requires no prior experience.
780.896.410	Licensed Practical Nurse - Senior	Under general supervision of a registered nurse or team leader, provides direct patient care in accordance with established treatment plans. Attends to the general health care and comfort of the patient. Observes, conducts, and documents a thorough assessment of patient's medical status during entire course of treatment. Reports to the supervisor about patient's condition or reaction. Administers prescribed medications. Must be licensed or hold a temporary permit to practice. Must have completed a course in pharmacology.
780.896.430	Nursing Assistant - Entry	Under direct supervision, performs routine nursing service duties and basic nursing procedures necessary to provide for the care, comfort, and safety of patients. In doing so, takes vital signs, assists patients with personal hygiene, and feeds and ambulates patients according to specific procedures. Maintains patient and service rooms in a clean and orderly condition.
780.898.430	Admitting Clerk - Entry	Under direct supervision, interviews patients to obtain necessary identification and general information, prepares and types standard registration forms, and performs other clerical and record-keeping tasks related to admission or transfer of patients.
780.900.320	Pharmacist (RPh) - Expert - Healthcare	Interprets physicians' prescriptions and compounds and dispenses medications within regulatory guidelines. Consults with customers regarding use of medications and potential drug interactions. Counsels customers and handles complex problem resolution. Assists in maintenance of the pharmacy's financial records.
780.902.350	Occupational Therapist	Plans occupational therapy programs involving such activities as manual arts and crafts, prevocational skills practice, homemaking skills practice, and activities of daily living which involve participation in a variety of sensory, motor, educational, and social activities designed to help patients regain functioning or adjust to handicaps. In doing so, determines patients' capabilities, needs, interests, and goals, and prepares individually tailored therapy programs consistent with physicians' diagnosis. Monitors patients' progress and documents same on medical record. Typically requires an Occupational Therapy License and CPR certification and at least one year of experience.
780.902.351	Physical Therapist - Experienced - Healthcare	Under general supervision, assists patients in reaching maximum physical performance while adjusting to disabilities. Treats disabled patients using standard physical therapy procedures such as heat, cold, electricity, traction, ultrasound, and exercise. Evaluates patients' motor and neurological capabilities, revises physical therapy programs as patients' progress is noted, and instructs patients in posture and therapeutic procedures to be continued at home.
780.902.410	Occupational Therapist Assistant - Certified - Senior	Under general direction, provides rehabilitative services to assigned patients. Monitors the patient's program and records patient's progress for the occupational therapist. Completion of an accredited COTA program and licensure required.
780.902.434	Physical Therapy Attendant - Entry	Under direct supervision, prepares patients and equipment for physical therapy sessions and assists therapists in administering treatments. Observes patients during treatments, assists patients as necessary in carrying out exercise/treatment programs and notifies physical therapist of patients' physical distress and/or equipment malfunctions.
780.904.220	Examining Physician - Occupational Staff	Physician licensed to practice in the state of employment. Provides clinical services including pre-employment examinations, periodic physical examinations, return to work evaluations, medical care for occupational illnesses and accidents. May perform some administrative and advisory functions. May supervise other medical office personnel, but is not responsible for personnel practices or administrative actions.
800.928.130	Top Facilities Management Executive	Responsible for the development of long-range objectives and policies for the maintenance and construction of the organization's facilities. May provide guidance to facilities' executives. Assists in development of the organization's policies and procedures. Frequently reports to a Top Administrative Executive or Top Human Resources Management Executive.

800.928.220	Facility Office Manager	Responsible for recommending, planning, and executing site space-plan changes. Oversees and plans annual facility spending for office services, building and grounds maintenance, and facility expansion or improvement projects. Plans, organizes, schedules, and directs the design, maintenance, construction, renovation, and repair of organization facilities. Develops plans and programs that meet present and anticipated space and facility requirements. Monitors and inspects all buildings and equipment to ensure that utility systems are fully operational and that preventive maintenance schedules are being followed. Prepares cost estimates for building renovations or space allocations. Evaluates completed work and checks for conformance to specifications. May direct the safety and/or security functions of the facilities. Frequently reports to a Top Facilities Management Executive.
800.928.221	Facility Manager - Manufacturing	Plans, organizes, schedules, and directs the design, maintenance, construction, renovation, and repair of all organization facilities and equipment. Develops plans and programs that meet present and anticipated space and facility requirements. Monitors and inspects all buildings and equipment to ensure that utility systems are fully operational and that preventive maintenance schedules are being followed. Prepares cost estimates for building renovations or space allocations. Evaluates completed work and checks for conformance to specifications. May direct the safety and/or security functions of the facilities. Typically requires a Bachelor's degree in Engineering or a related technical discipline and six to eight years of related experience.
800.928.350	Facilities Planner - Experienced	Under general supervision, with freedom for independent actions, plans efficient utilization of space and facilities by reviewing and analyzing needs assessments, space limitations, and cost considerations. Examines facilities and evaluates elements such as HVAC, lighting, size, condition, and suitability for occupancy. Plans, coordinates, and implements furniture, equipment, office, and factory layout and moves. Typically requires a Bachelor's degree in a technical discipline and one to four years of experience.
800.928.420	Groundskeeper - Experienced	Maintains facility grounds and environment in a clean, attractive, orderly, safe, and healthy condition. Under general supervision, performs general grounds work that includes seeding, mowing, trimming, raking, and planting flowers, trees, and shrubs. Mixes and applies pest control material in accordance with local and federal regulations. Removes snow from pedestrian and vehicle areas. May perform minor maintenance on roads, curbs, sidewalks, and storm drains. May operate trucks and assorted power equipment. May require horticultural training. Typically requires one to two years of experience. Frequently reports to a Repair & Maintenance - Team Leader.
800.934.130	Top Real Estate Executive	Responsible for planning, controlling, and directing the real estate activities of the organization, such as site location and acquisition, building and land acquisition and disposition, and space leasing. May be responsible for property management. Frequently reports to a Chief Executive Officer or Top Administrative Executive.
800.934.352	Real Estate Analyst - Experienced	Individual contributor that works under limited supervision. Applies subject matter knowledge; requires capacity to understand specific needs or requirements to apply skills/knowledge. Provides support in managing the organization's real estate portfolio including buildings, equipment and facilities. May assist in arranging for the purchase or construction of facilities and/or negotiating the leases of facilities. Provides analysis and input to senior management for the purposes of forming the strategic direction of real estate actions.
807.132.210	Digital Media Operations Director	Manages within a nominated sub-function or related sub-functions; typically a highly experienced manager. Decisions tend to be more tactical and operational; geographic scope of operation tends to be at the country level. Typically accountable for budget and policy recommendations and medium-term planning. Responsible for the planning and operational management of integration projects, including liaising between external and internal stakeholders. Develops plans for the operational management of push content such as consumer subscriptions programs.
807.288.354	Digital Media Graphic Designer - Experienced	Individual contributor that works under limited supervision. Applies subject matter knowledge; requires capacity to understand specific needs or requirements to apply skills/knowledge. Creates graphics for new media (i.e., wallpapers, animated screensavers, 3D wallpapers, cell phone menus, mobile game design, etc.). Conceptualizes new approaches for interactive experiences and opportunities for integration of wireless, TV, and the web. Creates the front-end design of websites for wireless content downloads.

807.288.355	Digital Media User Experience Designer - Experienced	Individual contributor that works under limited supervision and applies subject matter knowledge to design engaging and useful applications that serve a wide variety of online experiences --focused on how the product feels for end-users. Responsible for online user experience to maximize brand value, customer engagement and conversion across the web and online devices (e.g., smartphones, tablets, etc.). Interprets research of end-users perceived value and usability (i.e., ease of use and efficiency) to make design recommendations and develop prototypes. Possesses knowledge of prototyping and wireframe creation tools such as Axure, iRISE, Visio, etc.
808.784.220	Installation & Maintenance Manager	Responsible for overseeing the installation and/or maintenance of switch/cell/network equipment. Provide a second level management to a group of one or more teams, led by a supervisor/team leader. Plan and update preventive maintenance and installation of new equipment programs. Coordinate removal or movement of current equipment. Ensure that all regulatory procedures and/or requirements impacting the installation process are met. Assign responsibility to appropriate teams.
808.784.340	Installation & Maintenance Technician - Senior	Responsible for the installation and/or maintenance of switch/cell/network equipment. Work under general direction. Is involved in the quality assembly, integration, testing and installation of highly complex electronic and network products. Keep documentation, like test histories or configuration sheets, complete and up to date. Troubleshoot, isolate, and resolve all network problems. Demonstrate in-depth knowledge of electronic theory, board rework and repair skills. Assist junior level staff in carrying out complex assignments. Typically reports to the Installation & Maintenance Manager.
808.784.350	Installation & Maintenance Technician - Experienced	Responsible for the installation and/or maintenance of switch/cell/network equipment. Work under general supervision. Is involved in the quality assembly, integration, testing and installation of complex electronic and network products. Keep documentation, like test histories or configuration sheets, complete and up to date. Troubleshoot, isolate, and resolve moderately complex network problems. Demonstrate broad knowledge of electronic theory, rework and repair skills. Typically reports to the Installation & Maintenance Manager.
810.500.421	Cashier - Retail	Receives funds from customers and records monetary transactions incidental to the conduct of a retail sales business. Counts money to verify amounts and issues receipts for funds received using a cash register. May perform some or all of the following: prepares bank deposits, makes cash disbursements or prepares checks in payment of approved expenditures, and performs related clerical duties. May maintain appearance of store and/or restock merchandise.
922.104.221	Creative Traffic Manager	Managing teams with focus on policy and strategy implementation and control rather than development; short-term operational/tactical responsibilities. Lead and maintain the day-to-day flow of information on jobs in production for each phase of interactive/digital projects for the Digital Enterprise Creative Team. Responsible for all aspects of project management and liaise between the Digital Enterprise Creative team and internal clients and stakeholders: including scope of definition, work breakdown, status reporting, scheduling and timelines, cost management, quality, and resource commitments for project(s).