

## **Task Descriptions –**

### **ADMINISTRATIVE SUPPORT**

#### **General Summary**

Provides administrative-type support to technical and management-level personnel. This includes, but is not limited to, documentation planning and support, project administration, general office support, executive secretarial support, human resource planning, event planning and administration, office relocation planning, etc.

#### **Principal Duties and Responsibilities**

1. Specializes in coordinating and planning office administration and support.
2. May report directly to a client, usually at the client location, to support its operations as required.
3. Understands and provides documentation planning and support, project administration, general office support, executive secretarial support, human resource planning, event planning and administration, office relocation planning, etc. required in changing office environments.
4. May perform other duties as assigned.

#### **Job Specifications**

High School Diploma or G.E.D. or other equivalent degree program.

### **APPLICATION ENGINEER I**

#### **General Summary**

Under supervision, formulates and defines requirements and objectives to develop moderately complex information systems. Prepares detailed specifications from which applications will be written. Analyzes and revises existing application logic and documentation as necessary.

#### **Principal Duties and Responsibilities**

1. Determines application scope through research, fact finding and end user interactions.
2. Documents business functional areas and processes.
3. Supports an Application Engineer II, as required.
4. Analyzes and develops technical documentation detailing the integration and system performance.
5. May perform other duties as assigned.

#### **Job Specifications**

Bachelor's Degree or equivalent, and 2 years of general experience. Six (6) years of general experience is considered equivalent to a Bachelor's Degree. With a Master's Degree, no experience is required.

### **APPLICATION ENGINEER II**

#### **General Summary**

Under general supervision, formulates and defines requirements and objectives to develop moderately complex information systems. Prepares detailed specifications from which applications will be written. Analyzes and revises existing application logic and documentation as necessary.

#### **Principal Duties and Responsibilities**

1. Determines application scope through research, fact finding and end user interactions.
2. Documents business functional areas and processes.
3. Supports an Application Engineer III, as required.
4. Analyzes and develops technical documentation detailing the integration and system performance.
5. May perform other duties as assigned.

#### **Job Specifications**

Bachelor's Degree or equivalent, and 5 years of general experience. Six (6) years of general experience is considered equivalent to a Bachelor's Degree. With a Master's Degree, three (3) years of general experience is required.

### **APPLICATION ENGINEER III**

#### **General Summary**

Acts as a lead in defining and executing application engineering activities. Formulates and defines requirements and objectives to develop highly complex information systems. Oversees the preparation of detailed specifications from which applications will be written. Directs and reviews modifications to application logic and documentation as necessary.

#### **Principal Duties and Responsibilities**

1. Defines application scope through research, fact finding and end user interactions.
2. Reviews business functional areas and processes.
3. Coordinates the activities of Application Engineer (I, II) as assigned.
4. Reviews technical documentation detailing the integration and system performance.
5. May perform other duties as assigned.

#### **Job Specifications**

Bachelor's Degree or equivalent, and 8 years of general experience. Six (6) years of general experience is considered equivalent to a Bachelor's Degree. With a Master's Degree, six (6) years of general experience is required. With a PhD, 4 years of general experience is required.

### **DATABASE SPECIALIST I**

#### **General Summary**

Under supervision, performs logical and physical database design. Supports the installation of relational database management software. Possesses troubleshooting skills to assist Database Specialists II in monitoring database performance, objects, and processes. Able to implement basic database security rules and policies.

#### **Principal Duties and Responsibilities**

1. Performs analysis of database performance and objects.
2. Supports a Database Specialist II, as required.
3. Provides technical support to development teams and end users.
4. Develops technical documentation detailing common database practices and procedures.
5. May perform other duties, as assigned.

#### **Job Specifications**

Bachelor's degree or equivalent, and 1 year of general experience. Six (6) years of general experience is considered equivalent to a Bachelor's degree.

### **DATABASE SPECIALIST II**

#### **General Summary**

Under general supervision, performs logical and physical database design. Performs installation of relational database management software. Performs database monitoring focusing on performance, objects, and processes. Able to define database security rules and policies. Has ability to adapt to new situations and environments. Possesses keen troubleshooting skills to assist Database Specialist III.

#### **Principal Duties and Responsibilities**

1. Performs analysis of database performance and objects.
2. Supports a Database Specialist III, as required.
3. Provides technical support to development teams and end users.
4. Develops technical documentation detailing specialized database practices and procedures.
5. May perform other duties, as assigned.

### **Job Specifications**

Bachelor's degree or equivalent, and 5 year of general experience. Six (6) years of general experience is considered equivalent to a Bachelor's degree. With a Master's Degree, three (3) years of general experience is acceptable.

## **DATABASE SPECIALIST III**

### **General Summary**

Acts as a lead in performing logical and physical database design. Oversees the overall installation and integration of relational database management software. Oversees database monitoring focusing on performance, objects, and processes. Has ability to adapt to new situations and environments. Evaluates latest versions and upgrade patches of database software. Possesses expert troubleshooting skills.

### **Principal Duties and Responsibilities**

1. Performs analysis of database performance and objects.
2. Directs a Database Specialist I, II and III, as required.
3. Overseas technical support to development teams and end users.
4. Analyzes and develops technical documentation detailing specialized database practices and procedures.
5. May perform other duties, as assigned.

### **Job Specifications**

Bachelor's Degree or equivalent, and 8 years of general experience. Six (6) years of general experience is considered equivalent to a Bachelor's Degree. With a Master's Degree, six (6) years of general experience is acceptable. With a PhD, 4 years of general experience is required.

## **INTERNET/INTRANET SPECIALIST I**

### **General Summary**

Under supervision, performs system analysis, design and development for Internet or Intranet development, which may include HyperText Markup Language (HTML), HyperText Transfer Protocol (HTTP), Common Gateway Interface (CGI), and Cascading Stylesheets (CSS).

### **Principal Duties and Responsibilities**

1. Supports an Internet/Intranet Specialist II, as required.
2. Provides technical support to development teams and end users.
3. Develops technical documentation detailing design practices and procedures.
4. Develops web-enabled modules and functions.
5. May perform other duties, as assigned.

### **Job Specifications**

Bachelor's degree or equivalent, and 1 year of general experience. Six (6) years of general experience is considered equivalent to a Bachelor's degree. With a Master's degree, no experience is required.

## **INTERNET/INTRANET SPECIALIST II**

### **General Summary**

Under general supervision, performs system analysis, design and development for Internet or Intranet development and distribution to remote sites using various technologies, which may include HyperText Markup Language (HTML), HyperText Transfer Protocol (HTTP), Common Gateway Interface (CGI), Cascading Stylesheets (CSS), HTML Editors (e.g. FrontPage), Web Services (XML/XSLT) and Web Server software (e.g. Netscape, Apache, etc.).

### **Principal Duties and Responsibilities**

1. Develops and applies organization-wide information models for use in designing and building integrated, web-enabled systems.

2. Supports an Internet/Intranet Specialist III, as required.
3. Provides technical support to development teams.
4. Develops technical documentation detailing coding practices and procedures.
5. Develops complex web-enabled modules and functions.
6. May perform other duties, as assigned.

**Job Specifications**

Bachelor's degree or equivalent, and 3 years of general experience. Six (6) years of general experience is considered equivalent to a Bachelor's degree. With a Master's degree, 1 year of general experience is required.

**INTERNET/INTRANET SPECIALIST III**

**General Summary**

Acts as a lead in performing system analysis, design and development for Internet or Intranet development and distribution to remote sites using various technologies, which may include HyperText Markup Language (HTML), HyperText Transfer Protocol (HTTP), Common Gateway Interface (CGI), Cascading Stylesheets (CSS), HTML Editors (e.g. FrontPage), Web Services (XML/XSLT), Security and Encryption (PKI/SSL), and Web Server software (e.g. Netscape, Apache, etc.).

**Principal Duties and Responsibilities**

1. Establishes system information requirements, using analysis of the information exchange technologies, in the development of enterprise-wide or large-scale information systems.
2. Designs architecture to include the software, hardware, and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces.
3. Works with the Lightweight Directory Access Protocol (LDAP) to implement a single sign-on authentication environment.
4. Works with Java Servlets and JSP/ASP modules to implement dynamic data environments.
5. Directs an Internet/Intranet Specialist I, II and III, as required.
6. Develops highly complex web-enabled modules and functions.
7. May perform other duties, as assigned.

**Job Specifications**

Bachelor's degree or equivalent, and 5 years of general experience. Six (6) years of general experience is equivalent to a Bachelor's degree. With a Master's degree, 3 years of general experience is required.

**INTERNET/INTRANET SPECIALIST IV**

**General Summary**

Performs an enterprise-wide set of disciplines for planning, analysis, design, and construction of information systems on an enterprise-wide basis or across a major sector of the enterprise. Performs system analysis, design and development for Internet or Intranet development and distribution to remote sites using various technologies, which may include HyperText Markup Language (HTML), HyperText Transfer Protocol (HTTP), Common Gateway Interface (CGI), Cascading Stylesheets (CSS), HTML Editors (e.g. FrontPage), Web Services (XML/XSLT), Security and Encryption (PKI/SSL), and Web Server software (e.g. Netscape, Apache, etc.).

**Principal Duties and Responsibilities**

1. Establishes system information requirements, using analysis of the information exchange technologies, in the development of enterprise-wide or large-scale information systems.
2. Designs architecture to include the software, hardware, and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces.

3. Works with the Lightweight Directory Access Protocol (LDAP) to implement a single authentication environment.
4. Works with Java Servlets and JSP/ASP modules to implement dynamic data environments.
5. Utilizes XML/XSLT to develop a dynamic data-publishing environment.
6. Directs an Internet/Intranet Specialist I, II and III, as required.
7. Provides daily supervision and direction to staff.

#### **Job Specifications**

Bachelor's degree or equivalent, and 7 years of general experience. Six (6) years of general experience is equivalent to a Bachelor's degree. With a Master's degree, 5 years of general experience is required.

### **PROJECT MANAGER**

#### **General Summary**

Directs the performance of a variety of related tasks, which may be organized by technology, area, or client. Oversees the technology development and resource allocation within project base. Project areas may represent multiple functional areas that may include engineering, systems analysis, quality control, software control, administration, etc.

#### **Principal Duties and Responsibilities**

1. Responsible for the effective management of technical resources and personnel, and is accountable for the quality and timely delivery of contractual items.
2. Operates within client guidance, contractual limitations, and policy directives.
3. Serves as focal point-of-contact with client regarding project activities.
4. Ensures that all required resources including manpower, production standards, computer time, and facilities are available for project implementation.
5. Manages projects consisting of multiple tasks including task identification, design, development, and delivery.
6. Confers with project team members to provide technical advice and to assist with problem resolution.
7. May perform other duties as assigned.

#### **Job Specifications**

Bachelor's Degree or equivalent, and 6 years of general experience. Six (6) years of general experience is equivalent to a Bachelor's Degree. With a Master's Degree, four (4) years of general experience is acceptable.

### **PROGRAMMER ANALYST I**

#### **General Summary**

Under supervision, analyzes business processes and design specifications for functional activities, developing business process flow using standard diagramming techniques. Translates detail design into application software module specifications. Assists in software coding, testing, and debugging to ensure the documented specifications are achieved. Produces a broad range of program and user documentation.

#### **Principal Duties and Responsibilities**

1. Performs systems analysis of business processes and design specifications.
2. Supports a Programmer Analyst II, as required.
3. Develops business process flow diagrams.
4. Assists in Software Development Life Cycle.
5. Develops technical documentation including program and user level procedures.
6. May perform other duties, as assigned.

#### **Job Specifications**

Bachelor's Degree or equivalent, and 2 years of general experience. Six (6) years of general experience is considered equivalent to a Bachelor's Degree. With a Master's Degree, no experience is required.

## **PROGRAMMER ANALYST II**

### **General Summary**

Under general supervision, analyzes business processes and design specifications for functional activities, developing business process flow using standard diagramming techniques. Develops detail design specifications and translates design into application software module specifications. Assists in software coding, testing, and debugging to ensure the documented specifications are achieved. Produces a broad range of program and user documentation.

### **Principal Duties and Responsibilities**

1. Performs systems analysis of business processes and design specifications.
2. Supports a Programmer Analyst III, as required.
3. Develops business process flow diagrams.
4. Develops detail design specifications.
5. Assists in Software Development Life Cycle.
6. Develops technical documentation including program and user level procedures.
7. May perform other duties, as assigned.

### **Job Specifications**

Bachelor's Degree or equivalent, and 5 years of general experience. Six (6) years of general experience is considered equivalent to a Bachelor's Degree. With a Master's Degree, three (3) years of general experience is acceptable.

## **PROGRAMMER ANALYST III**

### **General Summary**

Acts as a lead in analyzing business processes and design specifications for functional activities, developing business process flow using standard diagramming techniques. Develops detail design specifications and translates design into application software module specifications. Assists in software coding, testing, and debugging to ensure the documented specifications are achieved. Produces a broad range of program and user documentation. Analyses application performance and develops specifications for application enhancements.

### **Principal Duties and Responsibilities**

1. Performs systems analysis of business processes and design specifications.
2. Directs other Programmer Analyst I, II and III, as required.
3. Develops business process flow diagrams.
4. Develops detail design specifications.
5. Determines application performance enhancements.
6. Assists in Software Development Life Cycle.
7. Develops technical documentation including program and user level procedures.
8. May perform other duties, as assigned.

### **Job Specifications**

Bachelor's Degree or equivalent, and 8 years of general experience. Six (6) years of general experience is considered equivalent to a Bachelor's Degree. With a Master's Degree, six (6) years of general experience is acceptable. With a PhD, 4 years of general experience is required.

## **SUBJECT MATTER EXPERT**

### **General Summary**

Performs a variety of Research and Development (R&D) tasks to analyze and prototype new, emerging and maturing technologies. Formulates recommendations and implementation

guidelines resulting in white papers, cases, diagrams and modules detailing specific technologies.  
Acts as mentor for integrating new technologies within existing enterprise environments.

**Principal Duties and Responsibilities**

1. Provides managerial counsel concerning implementation and integration of new, emerging, and maturing technologies.
2. Defines/solutions for highly complex technical/engineering issues.
3. Coordinates the activities of a team assigned to the implementation of new technologies.
4. Acts as mentor on various technical projects.
5. May perform other duties, as assigned.

**Job Specifications**

Master's Degree or equivalent, and 10 years of general experience. A Bachelor's Degree and 9 years of general experience is equivalent to a Master's Degree or a High School Diploma (or equivalent) and 15 years of general experience is considered equivalent to a Master's Degree. With a Doctorate, eight (8) years of general experience is acceptable.

**SYSTEMS ARCHITECT**

**General Summary**

Senior computer scientist who independently performs a variety of system design and engineering tasks, concerned with the design and implementation of major enterprise systems development and integration. Manages a diverse group of technical activities, and coordinates subordinate groups of technical personnel through project completion.

**Principal Duties and Responsibilities**

1. Plans and performs research, design development, and other assignments in conformance with system and network design, engineering, and customer specifications.
2. Supervises team of technical experts.
3. Responsible for highly complex technical/engineering projects.
4. Coordinates the activities of a team assigned to specific system and technical projects.
5. Is the lead technical authority on various technical projects.
6. May perform other duties, as assigned.

**Job Specifications**

Master's Degree or equivalent, and 10 years of general experience. A Bachelor's Degree and 9 years of general experience is equivalent to a Master's Degree or a High School Diploma (or equivalent) and 15 years of general experience is considered equivalent to a Master's Degree. With a Doctorate, eight (8) years of general experience is acceptable.