



SERVICE GROUP/JOB TITLE DEFINITIONS

Hourly Based Information Technology Services

Service Group 1. STANDARD TITLES	
Job Title	Definition
Business Analyst	- Manages small to medium-scale business analysis work or projects with distinct deliverables to a solution
Project Manager	- Overseeing projects comprised of multiple deliverables - Delegating and coordinating of tasks - Project status, meetings, scope changes, issues
Tester	- Develops and maintains user and technical documentation and project process documentation for Application Teams - Understand the user's view of applications and /or technology and are able to put procedures in a logical sequence
Programmer	- Analysis, design, coding, component and assembly testing of all application code owned by the Application Team - Maintenance (including production support), enhancement and development work - Write application software, data analysis, data access, data structures, data manipulation, databases, design, programming, testing and implementation, technical and user documentation, software conversions
Technical Architect	- Technical expert centered around a technology, technologies or a portfolio of applications - Designing and implementing Information Technology solutions
Technical Writer	- Translates technical information into clear, readable documents to be used by technical and non-technical personnel - Develop and/or maintain the following types of documentation: system documentation; user manuals; installation guides; computer operations and program maintenance manuals; plans for training, testing, quality assurance, and contingency operations; and backup, recovery and restart procedures; technical writing for proposals, presentations, standard operating procedures (SOP), policies and procedures as well as reports - Edits functional descriptions, system specifications, user manuals, special reports, or any other customer deliverables and documents
Specialist	- Experience in the usage and support of a collection of development platforms, technical architectures, or business applications and products that run on those platforms, beyond that of a Programmer - The Authorized User may seek Specialists in the following areas (list is not exhaustive): • Backup and Recovery • Security
System Administrator	- Server back up and security - Performance tuning and capacity planning - Operations and troubleshooting - Understanding of network and distributed computing concepts
Database Administrator	- Responsible for data analysis and database management - Maintenance, enhancement, designing of data dictionaries, physical and logical database models, and performance tuning

Service Group 2. SOFTWARE/HARDWARE SPECIFIC TITLES	
Job Title	Definition
Microsoft Specialty	
Technician V	Eight or more years demonstrated performance in related technology. Experienced in topics such as complex networks, messaging, cross-platform integration and large-scale, complex systems design and implementation. This individual will have been trained in one or more of the following areas: Microsoft Solutions Framework, product futures, and relevant Certified Training associated with Microsoft's products. • Participate in strategic planning sessions with Technical Project Manager and customer staff • Participate in delivering technical presentations to customer staff • Serve as Technical Project Manager • Analyze technical requirements and develop effective technical solutions • Lead role in conceiving architectural designs • Lead role in current environment assessment
Principal Consultant	Five or more years demonstrated performance in related technology. Experienced in topics such as complex networks, messaging, cross-platform integration and large-scale, complex systems and applications design and implementation. This individual will have been formally trained by Microsoft in one or more of the following areas: Microsoft Solutions Framework, product futures, and relevant Certified Training in infrastructure and/or development areas associated with Microsoft's products. • Contribute to review of customer tasks and development of MCS strategic approaches • Direct the activities of other Senior Consultants, Consultants and Associate Consultants • Lead role in delivering technical presentations to customer • Meet/interview customer to capture specific requirements in concise format • Participate in delivering technical presentations to customer staff • Participate in design of information systems • Participate in project staffing decisions • Participate in strategic planning sessions with MCS Technical Project Manager and customer staff • Perform Rapid Economic Justification (REJ) and Total Cost of Ownership (TCO) Analysis • Provide key personal link to Microsoft technology groups • Provide quality assurance review of engagement process and deliverables
IBM Specialty	
Technical Specialist 3	Assists with technical support of existing solutions and/or products. May install new products and assist in the migration to new releases or versions of products and provide related education. Area of expertise is usually related to a particular technology platform. In addition, a Technical Specialist may have programming skills and would be part of a project team. Minimum of 12 months experience.
Technical Specialist 4	Assists with technical support of existing solutions and/or products. May install new products and assist in the migration to new releases or versions of products and provide related education. Area of expertise is usually related to a particular technology platform. In addition, a Technical Specialist may have programming skills and would be part of a project team. Minimum of 24 months experience.
Technical Specialist 5	Assists with technical support of existing solutions and/or products. May install new products and assist in the migration to new releases or versions of products and provide related education. Area of expertise is usually related to a particular technology platform. In addition, a Technical Specialist may have programming skills and would be part of a project team. Minimum of 36 months experience.
Software Architect #1	A software architect is an individual that works closely with the IBM Software Group to plan, design, implement and integrate IBM software solutions. Possess in-depth skill in one or multiple IBM software products.
Software Architect #2	A software architect is an individual that works closely with the IBM Software Group to plan, design, implement and integrate IBM software solutions. Possess in-depth skill in multiple IBM software products. Minimum of 36 months experience.

Job Title	Definition
Unisys Specialty	
Architectural Specialist I	Architectural Specialist services provide expert knowledge on Unisys and/or third party architectures, platforms, applications, databases, networks, etc. An Architectural Specialist guides and advises the client in identification, administration, and implementation of specific solutions. Develops, administers, implements and supports specific technical or business application solutions from design specifications; may perform software upgrades and/or conversions, program coding, testing and/or debugging. Typically possess greater than 36 months experience.
Architectural Specialist II	Architectural Specialist services provide expert knowledge on Unisys and/or third party architectures, platforms, applications, databases, networks, etc. An Architectural Specialist guides and advises the client in identification, administration, and implementation of specific solutions. Develops, administers, implements and supports specific technical or business application solutions from design specifications; may perform software upgrades and/or conversions, program coding, testing and/or debugging. Typically possess greater than 18 months of experience.
Sr. Production Control Operator	Successful experience in the production control of large scale computer systems, including job scheduling, job fixing and automated job control languages. Typically possess a minimum of 24 months of experience.
Production Control Operator	Successful experience in the production control of large scale computer systems, including job scheduling, job fixing and automated job control languages. Typically possess a minimum of 12 months of experience.
Sr. Equipment Operator	Successful experience in the operation of automated equipment such as mail insertion machinery; tape libraries, large scale printers and other such automated equipment. Typically possess a minimum of 18 months of experience.
Equipment Operator	Successful experience in the operation of automated equipment such as mail insertion machinery; tape libraries, large scale printers and other such automated equipment. Typically possess a minimum of 12 months of experience.
Service Delivery Specialist I	Responsible for on-site installing, maintaining, repairing and supporting Unisys and multi-vendor systems that include hardware, software, and networking products as well as operating systems. Typically possess a minimum of 36 months of experience.
Service Delivery Specialist II	Responsible for on-site installing, maintaining, repairing and supporting Unisys and multi-vendor systems that include hardware and software and does basic networking server installations. Typically possess a minimum of 24 months of experience.