

# IT Job Descriptions

## APPLICATIONS

### 1. Programmer Analyst

- Plans, develops, tests, and documents computer programs, applying knowledge of programming techniques and computer systems. Evaluates user request for new or modified program, such as for financial or human resource management systems, clinical research trial results, statistical study of traffic patterns, or analyzing and developing specifications for bridge design, to determine feasibility, cost and time required, compatibility with current system, and computer capabilities. Consults with user to identify current operating procedures and clarify program objectives. Formulates plan outlining steps required to develop program, using methodologies such as structured analysis and design or object-oriented development.
- Work involves assisting in analyzing systems outlines to develop programs for computer applications, writing solution programs, documenting the methods and procedures used in program development, and testing and correcting programs. Works under moderate supervision with limited latitude for the use of initiative and independent judgment. Develops block diagrams and machine logic flowcharts to represent operations and data flow for applications.
- Captures requirements using industry standard development frameworks and tools. Designs reports, forms and letters along with computer terminal screen displays to accomplish goals of user request. Reviews screens, reports, forms and letters designs with users. Converts project specifications, using industry standard tools, such as object-oriented tools and code generation, into sequence of detailed instructions and logical steps for coding into language processable by computer, applying knowledge of computer programming techniques and computer languages.
- Enters program codes into computer system. Enters commands into computer to run and test program. Reads computer printouts or observes display screen to detect syntax or logic errors during program test, or uses diagnostic software to detect errors. Replaces, deletes, or modifies codes to correct errors. Analyzes, reviews and alters program to increase operating efficiency or adapt to new requirements. Writes documentation to describe program development, logic, coding, and corrections. Writes manual for users to describe installation and operating procedures. Assists users to solve operating problems. Recreates steps taken by user to locate source of problem and rewrites program to correct errors. May use computer-aided software tools in each stage of system development. May train users to use program. May oversee installation of hardware and software. May provide technical assistance to program users. May install and test program at user site. May monitor performance of program after implementation. May specialize in developing programs for business or technical applications.

Programmer Analyst 1	
Years of Experience	1 to 3 years of experience in the field or in a related area
Job Description	Has knowledge of commonly used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Primary job functions do not typically require exercising independent judgment

Programmer Analyst 2	
Years of Experience	4-7 years of experience in the field or in a related area.
Job Description	Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. A certain degree of creativity and latitude is required. Works under limited supervision with considerable latitude for the use of initiative and independent judgment.

Programmer Analyst 3	
Years of Experience	8 or more years of experience in the field
Job Description	Relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, may lead and direct the work of others, a wide degree of creativity and latitude is expected.

## 2. Programmer

- Converts data from project specifications and statements of problems and procedures to create or modify computer programs. Prepares, or receives detailed specifications to describe sequence of steps that program must follow and input, output, and logical operations involved. Analyzes specifications, applying knowledge of computer capabilities, subject matter, and symbolic logic. Confers with supervisor and representatives of departments concerned with program to resolve questions of program intent, data input, output requirements, and inclusion of internal checks and controls. Converts detailed specifications to language processable by computer. Enters program codes into computer system. Inputs test data into computer. Observes computer monitor screen to interpret program operating codes. Corrects program errors, using methods such as modifying program or altering sequence of program steps. May prepare computer block diagrams and machine logic flowcharts for detailed coding of problems, and provides for the documentation of programming work.
- Writes instructions to guide operating personnel during production runs. Analyzes, reviews, and rewrites programs to increase operating efficiency or to adapt program to new requirements. Compiles and writes documentation of program development and subsequent revisions. May assist computer operator to resolve problems in running computer program. May work with System Analyst to obtain and analyze project specifications. May direct and coordinate work of others to write, test, and modify computer programs. Work involves writing programs to solve problems, documenting the methods and procedures used in program development, and testing and correcting programs. Work involves analyzing system outlines to develop programs for computer applications; writing solution programs; May train others. Works under general supervision with limited latitude for the use of initiative and independent judgment. Analyzes proposed computer applications in terms of equipment requirements and capabilities. Assists in developing solutions to software-related problems. May assist in the generation or installation of systems software.
- Prepares test data. May assist in writing and maintaining functional and technical specifications. Experience in computer programming work. Knowledge of the principles, practices, and techniques of computer programming and systems analysis, of computer operations procedures and systems, and of computer programming languages. Skill in the use of computer equipment. Ability to design programs and systems architecture; to prepare program specifications; to code, test, and debug computer programs; to interpret technical information relating to computer programming and other areas of data processing; and to communicate effectively.

Programmer 1	
Years of Experience	1 to 3 years of experience in the field or in a related area
Job Description	Has knowledge of commonly used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Primary job functions do not typically require exercising independent judgment.

Programmer 2	
Years of Experience	4-7 years of experience in the field or in a related area.
Job Description	Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. A certain degree of creativity and latitude is required. Works under limited supervision with considerable latitude for the use of initiative and independent judgment.

Programmer 3	
Years of Experience	8 or more years of experience in the field
Job Description	Relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, a wide degree of creativity and latitude is expected.

### 3. Software Test Analyst

- Develops, publishes, and implements test plans. Writes and maintains test automation. Evaluates, recommends, and implements automated test tools and strategies. Develops, maintains, and upgrades automated test scripts and architectures for application products. Also writes, implements, and reports status for system test cases for testing. Analyzes test cases and provides regular progress reports. Participates in the testing process through test review and analysis, test witnessing and certification of software.

Software Test Analyst 1	
Years of Experience	1 to 3 years of experience in the field or in a related area
Job Description	Has knowledge of commonly used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Primary job functions do not typically require exercising independent judgment.

Software Test Analyst 2	
Years of Experience	4-7 years of experience in the field or in a related area.
Job Description	Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. A certain degree of creativity and latitude is required. Works under limited supervision with considerable latitude for the use of initiative and independent judgment.

Software Test Analyst 3	
Years of Experience	8 or more years of experience in the field
Job Description	Relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, a wide degree of creativity and latitude is expected.

### 4. Technical Writer

- Develops and maintains user and technical documentation and project process documentation for Application Teams. Understands the user's view of applications and /or technology and is able to put procedures in a logical sequence. Provides expertise on technical concepts of applications and /or user groups and structuring procedures in a logical sequence, due to a broad understanding of the applications. Writes a variety of technical articles, reports, brochures, and/or manuals for documentation for a wide range of uses. May be responsible for coordinating the display of graphics and the production of the document.
- Develop, enhance, and maintain user documentation for multiple applications including documentation required for the operations provider. Develop on-line source documentation as appropriate. Maintain documentation libraries and subscription lists. Identify, create, revise, and maintain documentation and

templates. Ensure appropriate control access/use of documentation materials. Maintain application and user documentation. Ensure messages and terminology is consistent across all written materials. Research and complete documentation service requests. Communicate accurate and useful status updates. Manage and report time spent on all work activities. Follow quality standards. Ability to work in a team environment. Strong communication skills; both written and spoken.

- Composes technical documents, manuals, bulletins, brochures, publications, training manuals, and special reports. Organizes and coordinates the composition of material and drafting of forms suitable for reproduction. Reviews and edits prepared material and illustrations. Develops and refines material for publication in journals and periodicals. Prepares informational material for release to the mass media. Works with agency staff in the development of formats, graphics, and the layout of publications. Assists agency staff in preparing and refining material for speeches and other public presentations. May research product design, capabilities, and compatibility ranges.
- May oversee the writing, editing, publishing, and distribution of specification documents. May review various resources and prepare analyses or summaries. May train others. Experience in technical writing, journalism, or communications work. Knowledge of the techniques and methods of planning, organizing, and writing various types of materials; of research methodology; and of departmental policies, procedures, and regulations. Skill in the use of office equipment. Ability to conduct research; to compose, review, illustrate, and edit technical documents, materials, and reports; to communicate effectively; and to train others.

Technical Writer 1	
Years of Experience	1 to 3 years of experience in the field or in a related area
Job Description	Has knowledge of commonly used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Primary job functions do not typically require exercising independent judgment.

Technical Writer 2	
Years of Experience	4-7 years of experience in the field or in a related area.
Job Description	Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. A certain degree of creativity and latitude is required. Works under limited supervision with considerable latitude for the use of initiative and independent judgment.

Technical Writer 3	
Years of Experience	8 or more years of experience in the field
Job Description	Relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, a wide degree of creativity and latitude is expected.

## 5. Business Analyst

- Reviews, analyzes, and evaluates business systems and user needs. Formulates systems to parallel overall business strategies. Experienced with business process reengineering and identifying new applications of technology to business problems to make business more effective. Familiar with industry standard (including Legacy, Core, and Emerging technologies), business process mapping, and reengineering. Prepares solution options, risk identification, and financial analyses such as cost/benefit, ROI, buy/build, etc. Writes detailed description of user needs, program functions, and steps required to develop or modify computer programs.
- Prepare and document Functional and Technical Specifications for reporting and data warehouse work. Assist with business warehouse/intelligence support and enhancements. Develops RFPs. Assist in

deployment and management of end-user reporting tools and platforms. Work with IT and business project teams to understand reporting and data warehousing requirements and propose solutions. Document and provide knowledge transfer to the rest of the Enterprise Reporting Team for all solutions.

- Reviews, analyzes, and evaluates business systems and user needs. Formulates systems to parallel overall business strategies. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Familiar with relational database concepts, and client-server concepts. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision; typically reports to a project leader or manager. A certain degree of creativity and latitude is required.

Business Analyst 1	
Years of Experience	1 to 3 years of experience in the field or in a related area
Job Description	Has knowledge of commonly used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Primary job functions do not typically require exercising independent judgment.

Business Analyst 2	
Years of Experience	4-7 years of experience in the field or in a related area.
Job Description	Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. A certain degree of creativity and latitude is required. Works under limited supervision with considerable latitude for the use of initiative and independent judgment.

Business Analyst 3	
Years of Experience	8 or more years of experience in the field
Job Description	Relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, a wide degree of creativity and latitude is expected.

## 6. System Analyst

- Understands business objectives and problems, identifies alternative solutions, performs studies and cost/benefit analysis of alternatives. Analyzes user requirements, procedures, and problems to automate processing or to improve existing computer system: Confers with personnel of organizational units involved to analyze current operational procedures, identify problems, and learn specific input and output requirements, such as forms of data input, how data is to be summarized, and formats for reports. Writes detailed description of user needs, program functions, and steps required to develop or modify computer program. Reviews computer system capabilities, specifications, and scheduling limitations to determine if requested program or program change is possible within existing system.
- Studies existing information processing systems to evaluate effectiveness and develops new systems to improve production or specifications as required. Prepares specifications to detail operations to be performed by equipment and computer programs and operations to be performed by personnel in system. Conducts studies pertaining to development of new information systems to meet current and projected needs. Plans and prepares technical reports, memoranda, and instructional manuals as documentation of program development. Upgrades system and corrects errors to maintain system after implementation. May assist computer programmer in resolution of work problems related to project specifications, or programming. May direct and coordinate work of others to develop, test, install, and modify programs.
- Provides technical assistance and support for applications and hardware problems and for information sharing with external entities in a customer service environment. Provides field coordination and planning for the effective use of management information systems. Determines operational, technical, and support requirements for the location, installation, operation, and maintenance of various office equipment and

systems. Prepares charts, diagrams, tables, and flowcharts. Details input and output record formats for computer programs. Assists in formulating logical descriptions of problems and devising optimum solutions. Assists in the design, development, and maintenance of various computer applications. May provide support and make recommendations for information technology systems processes associated with software technology planning, development, implementation, system security, and interfaces.

- Graduation from an accredited four-year college or university with major course work in computer science, computer information systems, or management information systems is generally preferred. Knowledge of the limitations and capabilities of computer systems and of the techniques used in the design of non-automated systems, of information technology equipment, of applicable programming languages, of computer hardware and software, of computer operating systems, of writing program code, and of automated mapping. Ability to analyze systems and procedures, to write and revise standards and procedures, to communicate effectively, and to train others.

System Analyst 1	
Years of Experience	1 to 3 years of experience in the field or in a related area
Job Description	Has knowledge of commonly used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Primary job functions do not typically require exercising independent judgment.

System Analyst 2	
Years of Experience	4-7 years of experience in the field or in a related area.
Job Description	Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. A certain degree of creativity and latitude is required. Works under limited supervision with considerable latitude for the use of initiative and independent judgment.

System Analyst 3	
Years of Experience	8 or more years of experience in the field
Job Description	Relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, a wide degree of creativity and latitude is expected.

## 7. Software Solutions Architect

Solutions Architect	
Years of Experience	5 or more years of experience in the field
Job Description	Lead and manage the design, implementation and delivery of system and software architecture designs, strategies and quality assurance plans. Design, prototype, develop and implement to achieve business results for the client. Experienced expert able to lead and deliver solutions using object-oriented, service-oriented architecture, and n-tier architectures. Adopt, develop, and execute a robust software development lifecycle, using industry best practices. Follows both the Commonwealth and industry best practices for software engineering. Leads in the development of long term technology strategy and planning for the entire organization leveraging existing and acquiring new resources. Leads and actively participates on project teams, clarifying business needs and requirements, performing analysis, design, development, integration, and maintenance of systems across the enterprise. Willing and able to engage with other internal organizations to maximize delivery capabilities and provide value to clients. Participates and leads the development of delivery approach, and labor and cost estimates. Manage projects or tasks using the Commonwealth and industry project delivery methodologies and best practices. Relies on

	experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, a wide degree of creativity and latitude is expected.
--	--

### 8. Intelligent Transportation Systems Specialist

Intelligent Transportation Systems (ITS) Specialist	
Years of Experience	5 or more years of experience in the field
Job Description	<p>Design, plan, manage, and implement, and review Intelligent Transportation Systems (ITS ) and Transportation/Traffic Management Centers. Participate in the design, layout, modification, and fabrication of the ITS components used in the Commonwealth transportation infrastructure; recommend ITS equipment specifications; assist in developing operating procedures for ITS devices; read diagrams, blueprints, manuals, and specifications for new installations and continual maintenance of ITS devices; make corrections to schematics and blueprints; assist contractors and other agencies with installation of new devices and system expansion.</p> <p>Make independent technical decisions in the course of day to day activities.</p> <p>Design, lead and participate in complex field and bench testing procedures on a variety of ITS equipment, such as closed circuit television systems, traffic system control units, trailblazer signs, dynamic message signs, radio communication facilities, conflict monitors, incident detection systems, load switches, inductive vehicle detection systems, power service assemblies, and others; test, troubleshoot, and repair ITS equipment to component level of micro processing systems; maintain and service a variety of test and repair equipment.</p> <p>Train assigned staff in proper work methods and techniques and in the set up and use of equipment.</p> <p>Document all ITS devices in the freeway and arterial infrastructure.</p> <p>Assist Traffic Management Center staff within the center as needed with the operation of the ITS facilities.</p>

### 9. Geospatial Projects Manager

Geospatial Projects Manager	
Years of Experience	A minimum of three years of professional experience is required in Geographical Information System (GIS), cartography, CADD, or a related field. A minimum of three years of professional experience as a project manager for geospatial projects is required.
Job Description	<p>Lead and direct cross-functional teams to deliver complex geospatial projects within the constraints of schedule, budget and scope. Assess desired outcomes and identify user requirements and needs. Design geospatial solutions, including geo-database schema, system requirements, system configuration and application functional requirements. Develop and obtain approval of project plans according to accepted practices and procedures. Integrate resources and develop additional resources to facilitate, manage and execute geospatial projects. Facilitate stakeholder communications, project reporting, and project oversight. Manage project closeout and the development of operations and support plans for geospatial data and application maintenance. Provide technical oversight and develop standards for geospatial data and applications.</p>

## 10. Geographic Information System Analyst

Geographic Information System Analyst	
Years of Experience	A minimum of two years of professional experience is required in GIS, cartography, CADD, or a related field.
Job Description	Write programs and develop user interfaces, menus, and macro-level commands to meet user needs in addition to performing complex spatial analyses and producing reports according to customer specifications. Assist in the development of geographic information systems that create, maintain, or leverage geospatial basemap information. Conduct geographic information system (GIS) program activities, utilizing GIS hardware and software to produce maps, spatial databases and thematic data (such as wetlands, road centerlines, cadastre, and historic sites). Create, adjust, correct, convert and distribute base maps and thematic data. Digitize and maintain spatial databases; document procedures, validate data for accuracy and completeness, complete approved metadata forms and produce maps of the resulting information. Evaluate information and data from outside sources to determine the quality of the data. Act as a “consultant” to internal customers during their use, development and quality assessment of spatial databases.

## 11. Geographic Information System Specialist

Geographic Information System Specialist	
Years of Experience	Two (2) years of professional experience is required in GIS, cartography, CADD, or a related field
Job Description	Conduct geographic information system (GIS) program activities, utilizing GIS hardware and software to produce maps, spatial databases and thematic data (such as wetlands, road centerlines, cadastre, and historic sites) in addition to performing simple spatial analyses. Assist in the development of geographic information systems that create, maintain, or leverage geospatial base-map information. Create, adjust, correct, convert and distribute base maps and thematic data. Digitize and maintain spatial databases; document procedures, validate data for accuracy and completeness, complete approved metadata forms and produce maps of the resulting information. Evaluate information and data from outside sources to determine the quality of the data. Act as a “consultant” to internal customers during their use, development and quality assessment of spatial databases.

## 12. Geographic Information System Technician Trainee

Geographic Information System Trainee	
Years of Experience	One year of professional experience related to GIS, cartography, CADD, or a related field, or a minimum of six undergraduate credit hours in GIS, cartography or CADD.
Job Description	Conduct geographic information system (GIS) program activities, utilizing GIS hardware and software to produce maps, spatial databases and thematic data (such as wetlands, road centerlines,

	cadastre, and historic sites). Create, adjust, correct, convert and distribute base maps and thematic data. Digitize and maintain spatial databases; document procedures, validate data for accuracy and completeness, complete approved metadata forms and produce maps of the resulting information. Evaluate information and data from outside sources to determine the quality of the data.
--	---

### 13. Geographic Information System Technician I

Geographic Information System Technician I	
Years of Experience	A minimum of two (2) years of successful experience at the equivalent of the GIS Trainee level.
Job Description	Conduct geographic information system (GIS) program activities, utilizing GIS hardware and software to produce maps, spatial databases and thematic data (such as wetlands, road centerlines, cadastre, and historic sites). Create, adjust, correct, convert and distribute base maps and thematic data. Digitize and maintain spatial databases; document procedures, validate data for accuracy and completeness, complete approved metadata and produce maps of the resulting information. Evaluate information and data from outside sources to determine the quality of the data.

### 14. Geographic Information System Technician II

Geographic Information System Technician II	
Years of Experience	A minimum of three (3) years of professional experience in GIS, cartography, CADD, or a related field.
Job Description	Perform specialized technical work in support of complex GIS applications. Implement geo-databases, establish recovery plans, and monitor geo-database performance. Write programs and develop user interfaces, menus, and macro-level commands to meet user needs in addition to performing simple spatial analyses and producing reports according to customer specifications. Assist in the development of geographic information systems that create, maintain, or leverage geospatial base-map information. Conduct geographic information system (GIS) program activities, utilizing GIS hardware and software to produce maps, spatial databases and thematic data (such as wetlands, road centerlines, cadastre, and historic sites). Create, adjust, correct, convert and distribute base maps and thematic data. Digitize and maintain spatial databases; document procedures, validate data for accuracy and completeness, complete approved metadata and produce maps of the resulting information. Evaluate information and data from outside sources to determine the quality of the data. Act as a “consultant” to internal customers during their use, development and quality assessment of spatial databases.

# DATA MANAGEMENT

## 15. Database Architect

- Designs and builds relational databases. Develops strategies for data acquisitions, archive recovery, and implementation of a database. Must be able to design, develop and manipulate database management systems, data warehouses and multidimensional databases. Requires a depth and breadth of database knowledge that shall help with formal design of relational databases and provides insight into strategic data manipulation. Responsible for making sure an organization's strategic goals are optimized through the use of enterprise data standards. This frequently involves creating and maintaining a centralized registry of metadata. Capable of performing the role of a database administrator, if needed.

Database Architect 1	
Years of Experience	1 to 3 years of experience in the field or in a related area
Job Description	Has knowledge of commonly used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Primary job functions do not typically require exercising independent judgment.

Database Architect 2	
Years of Experience	4-7 years of experience in the field or in a related area.
Job Description	Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. A certain degree of creativity and latitude is required. Works under limited supervision with considerable latitude for the use of initiative and independent judgment.

Database Architect 3	
Years of Experience	8 or more years of experience in the field
Job Description	Relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, a wide degree of creativity and latitude is expected.

## 16. Data Warehouse Architect

- Designs, implements and supports data warehousing. Implements business rules via stored procedures, middleware, or other technologies. Defines user interfaces and functional specifications. Responsible for verifying accuracy of data, and the maintenance and support of the data warehouse. Knowledge of data warehouse end-to-end implementation processes, from business requirement logical modeling, physical database design, ETL, end-user tools, database, SQL, performance tuning. Demonstrated problem resolution skills with team of persons, and strong leadership with implementation team Experience in data warehouse design and data modeling (both relational and dimensional) and development and maintenance of multi-dimensional data models. Development experience in implementation of data warehousing utilizing RDBMS. Understanding of data warehouse Metadata concepts, tools and different data warehouse methodologies. Expertise in SQL and proficiency in database tuning techniques. Responsible for the ongoing architecture and design of the data warehouse, data mart, and reporting environments. Develop strategies for flexibility and scalability, and define the future technical architecture direction for the business intelligence reporting physical environment.
- Responsible for proper selection of appropriate hardware, software, tools and system lifecycle techniques for the different components of the end-to-end data warehouse architecture including ETL, metadata, data profiling software, database platform, performance monitoring, reporting and analytic tools. Defining and documenting the technical architecture of the data warehouse, including the physical components and their

functionality. Setting or enforcing standards and overall architecture for data warehouse systems. Monitoring the data warehousing industry and assisting in establishing the organization's data warehousing strategy and selection of strategic warehousing tools and techniques. Ensuring compatibility of the different components of the DW architecture and ensuring alignment with broader IT strategies and goals. Ability to educate the project teams on the standards and architecture of each component of the data warehouse architecture. Very strong written and oral communication skills, including some presentation skills.

Data Warehouse Architect 1	
Years of Experience	1 to 3 years of experience in the field or in a related area
Job Description	Has knowledge of commonly used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Primary job functions do not typically require exercising independent judgment.

Data Warehouse Architect 2	
Years of Experience	4-7 years of experience in the field or in a related area.
Job Description	Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. A certain degree of creativity and latitude is required. Works under limited supervision with considerable latitude for the use of initiative and independent judgment.

Data Warehouse Architect 3	
Years of Experience	8 or more years of experience in the field
Job Description	Relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, a wide degree of creativity and latitude is expected.

## 17. Database Administrator

- Responsible for data analysis and database management. Involved in maintenance, enhancement, designing of data dictionaries, physical and logical database models, and performance tuning. Knowledge of the utilities and production tools used for data storage management to support the Application Team. Coordinates physical changes to computer databases; codes, tests, and implements physical database, applying knowledge of data base management system. Designs logical and physical databases reviews description of changes to database design to understand how changes to be made affect physical data base (how data is stored in terms of physical characteristics, such as location, amount of space, and access method).
- Establishes physical database parameters. Uses structured query language (SQL) to define database objects using database definition language (DDL) and control access to database objects using data control language (DCL). Language descriptions and specifies identifiers of database to database management system or directs others in coding database descriptions. Calculates optimum values for database parameters, such as amount of computer memory to be used by database, following manuals and using calculator. Specifies user access level for each segment of one or more data items, such as insert, replace, retrieve, or delete data. Specifies which users can access data bases and what data can be accessed by user. Tests and corrects errors, and refines changes to database.
- Enters SQL to create production data base. Uses database utility programs and 3<sup>rd</sup> party utilities to monitor database performance, such as distribution of records and amount of available memory. Directs programmers and analysts to make changes to data base management system. Reviews and corrects programs. Answers user questions. Confers with coworkers to determine impact of data base changes on

other systems and staff cost for making changes to data base. Modifies data base programs to increase processing performance, referred to as performance tuning. Workers typically specialize in one or more types of data base management systems. Providing assistance in the planning, development, maintenance, and monitoring of integrated database systems, and ensuring that the conceptual and design phases of new applications are consistent with the structural parameters within the database environment.

- Evaluates users' requests for new data elements and systems, incorporates them into the existing shared data environment, and provides technical assistance. Coordinates the use of data to ensure data integrity and control redundancy, loads databases, and reorganizes as needed. Performs data modeling and prototyping. Performs logical and physical data modeling, designs relational database models, and creates physical data models from logical data models. Performs security recovery procedures. Determines and implements database search strategies and storage requirements. Maintains data dictionary ensuring uniformity of definitions and sets standards for use of data dictionary. Monitors database performance and recommends efficiency improvements. Creates test database environment for applications section, including the creation of necessary libraries and procedures.
- Executes the procedures necessary to save, retrieve, and recover databases from hardware and software failures within established procedures. Assists with determining, implementing, and enhancing standards on database security and with monitoring agency disaster recovery procedures and systems. Assists with the installation of database software and with analyzing, designing, and implementing databases. Assists in benchmarking and threshold testing of databases and with establishing and controlling necessary database security. Assists in the selection of database management software. Experience in computer systems analysis or computer programming work.
- Knowledge of the principles, practices, and techniques of computer programming and systems design; of computer operations, systems, and procedures; of project control and cost estimating techniques; of computer programming languages; of data processing flowcharting techniques; of database structures and theories; and of current database technologies.

Database Administrator 1	
Years of Experience	1 to 3 years of experience in the field or in a related area
Job Description	Has knowledge of commonly used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Primary job functions do not typically require exercising independent judgment.

Database Administrator 2	
Years of Experience	4-7 years of experience in the field or in a related area.
Job Description	Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. A certain degree of creativity and latitude is required. Works under limited supervision with considerable latitude for the use of initiative and independent judgment.

Database Administrator 3	
Years of Experience	8 or more years of experience in the field
Job Description	Relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, a wide degree of creativity and latitude is expected.

# PROJECT MANAGEMENT

## 18. Project Manager

- Designs, plans, and coordinates work teams. Follows standard project management industry practices such as the PMI's framework. Understands business and technical objectives of a project and works closely with project sponsor. Creates project charter and work plan and tracks budget and schedule progress via appropriate metrics. Establishes project organization and methodologies and defines roles and responsibilities. Documents risks and develops mitigation plans. Manages scope. Creates and implements a communication plan. Builds an effective team, assigns tasks to team members, and evaluates outcomes. Negotiates resources. Communicates to stakeholders and project sponsor. Identifies, tracks, and ensures resolution of issues and removal of barriers. Provides technical support to project team members. Handles complex application features and technical designs. Designs and implements the components required for complex application features. Generally manages a group of applications system analysts. Relies on experience and judgment to plan and accomplish goals. Professional certification is highly desirable.
- May require specific PC, workstation, operating system, application or platform skills. Provides overall direction to the formulation, development, implementation, and delivery of a project. Exercises management responsibility over the achievement of performance, revenue, and profit objectives of a project and its contracts. Ensures that the project plan maintains tasks, schedules, estimates, and status, and disseminates information to team members and customers. Creates a structure and organization for the management of a complex environment with emphasis on quality, productivity, and consistency. Directs corrective actions in any area where performance falls below objectives. Arranges for the assignment of responsibility to other supporting facilities, business areas, and support functions, and monitors their performance. Self-directed and independent. Responsible for the coordination and completion of projects. Oversees all aspects of projects. Sets deadlines, assigns responsibilities, and monitors and summarizes progress of project. Prepares reports for upper management regarding status of project.
- Project Managers are required to be qualified under the Commonwealth of Virginia Qualification Standards for IT Project Managers. <http://www.vita.virginia.gov/oversight/projects/default.aspx?id=589>

Project Manager 1	
Years of Experience	1 to 7 years of experience in the field or in a related area
Job Description	Has knowledge of commonly used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Primary job functions do not typically require exercising independent judgment.

Project Manager 2	
Years of Experience	8 or more years of experience in the field or in a related area.
Job Description	Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. A certain degree of creativity and latitude is required. Works under limited supervision with considerable latitude for the use of initiative and independent judgment.

## 19. Project Lead

- The Project Lead shall have day to day responsibility for management of a project team, providing technical team leadership on complex projects. They are responsible for program design, coding, testing, debugging, documentation and support. They shall have full technical knowledge of all phases of applications systems analysis and programming. There may be multiple phases of the project for which they have responsibility. This person shall manage day-to-day execution of design, development, testing and implementation activities; actively encourage and facilitate communication between the business analysts, development, and QA teams; and ensure that system requirements are documented, complete, accurate and approved.

- This person shall ensure formal design reviews are held regularly for each iteration or code cycle and work with program leadership team to establish and manage the project iteration and release cycles and attend release planning meetings. This person shall manage development activities and coordinate technical and application components with other Commonwealth projects and applications; ensure that appropriate system support and maintenance documentation is complete, which includes support documentation for Help Desk support and maintenance staff. This person shall also review release notes for accuracy, and reports to the Project Manager and works with the Project Manager to determine project resource requirements.

Project Lead 1	
Years of Experience	1 to 7 years of experience in the field or in a related area
Job Description	Has knowledge of commonly used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Primary job functions do not typically require exercising independent judgment.

Project Lead 2	
Years of Experience	8 or more years of experience in the field or in a related area.
Job Description	Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. A certain degree of creativity and latitude is required. Works under limited supervision with considerable latitude for the use of initiative and independent judgment.

## 20. Project Coordinator

Project Coordinator	
Years of Experience	2 or more years of experience in the field or in a related area.
Job Description	The Project Coordinator shall provide day-to-day coordination of project tasks. The project coordinator maintains version control and provides administrative support for project management information system. Prior experience of large project administration. Ability to communicate at all levels of an organization and third parties. Experience with similar scale roles and organizations. The project coordinator is task focused. Works under the direction of the project manager or project lead and reports to a project manager or project lead.

## 21. Independent Verification & Validation (IV&V) Specialist

- Minimum of thirty-six (36) months experience performing the duties necessary to complete one or more phases (e.g., project management, planning, development, testing, implementation) of a full system, product or service development lifecycle.
- Minimum of twenty-four (24) months cumulative experience within the past seven (7) years performing audit level IV&V reviews.
- Must have a Project Management Professional (PMP) Certification.
- Previous engagement experience managing an IV&V review whose scope included meeting Federal or State administrative and technical regulations.
- At a more detailed level, the IV&V Team Members must collectively demonstrate the individual knowledge and experience to:
  - Analyze project management; work breakdown structure development and execution, schedule development and execution, resource planning and management, budget formulation and execution, workflow management and reporting, progress tracking.
  - Review and analyze project management planning documents; e.g., Project Plan Executive Summary, Project Performance Plan, Work Breakdown Structure, Resource Plan, Project

- Schedule, Budget Plan, Procurement Plan, Risk Management Plan, Communications Plan, Change and Configuration Management Plan, Quality Management Plan.
- Review and analyze project product development documents; e.g., Project Status Reports; Change Control Requests; Issue Log; and Issue management documentation.
  - Review and monitor development processes, procedures and practices to ensure they are being documented, implemented, and analyzed for improvement.
  - Assess the project's Configuration Management function by reviewing CM reports and making recommendations regarding appropriate processes and tools to manage product changes.
  - Assess the project's Quality Management function by reviewing QM reports and making recommendations regarding appropriate processes, procedures, practices and tools to assure product quality.
  - Assess the project's Risk Management function by reviewing RM reports and making recommendations regarding appropriate processes, procedures, practices and tools to manage product planning, development, and implementation risks.
  - Perform a detailed review of project deliverables and acceptance criteria for accuracy, completeness, and adherence to contractual and functional requirements.
  - Perform a detailed review of the product documentation (Requirements, Design, Training, Test, and Management Plans, etc.) for accuracy, completeness, and currency.
  - Perform a detailed review of the product architecture for feasibility, consistency, and adherence to industry, Federal or Commonwealth standards.
  - Inventory and review application software for completeness and adherence to programming standards for the project.
  - Analyze application, network, hardware and software operating platform performance characteristics relative to expected/anticipated/contractually guaranteed results and industry standards.
  - Review the processes, procedures and practices used within the project for tracking business and technical requirements to their source and review the processes, procedures and practices established during the planning phase for requirements traceability throughout the subsequent development and implementation phases.
  - Review the traceability of product requirements through the design, development, testing, and training tasks of the project.
  - Assess and recommend improvement, as needed, to assure the planned operations and maintenance performance of the product.
  - Assess and recommend improvement, as needed, to assure product testing is being performed adequately through review of test plans or other documentation and through direct observation of testing where appropriate.
  - Assess and recommend improvement, as needed, to assure appropriate user and developer training is planned for and carried out.
  - Review product hardware and software configurations and report on any compatibility and obsolescence issues.
  - Review and analyze product performance studies to determine if the product is performing as planned.
  - Effectively document IV&V review findings and recommendations.

IV&V Specialist	
Years of Experience	<ul style="list-style-type: none"> <li>● Each IV&amp;V Specialist has a minimum of one (1) full-technical (software and hardware) IV&amp;V review.</li> <li>● A minimum of 4,000 hours experience within the past ten (10) years in risk assessment and mitigation strategy/technique development. The hours of experience do not need to be continuous.</li> <li>● A minimum of 14,000 hours development experience within the past fifteen (15) years in the full system, product or service development lifecycle. The hours of experience do not need to be continuous.</li> <li>● Each IV&amp;V Team Member has a minimum of eighty-four (84) months experience performing the duties of a system analyst.</li> <li>● A minimum of eighty-four (84) months development experience in the full software development lifecycle.</li> <li>● A minimum of eighty-four (84) months experience performing the duties of a system</li> </ul>

	<p>analyst.</p> <ul style="list-style-type: none"><li>• A minimum of eighty-four (84) months Mainframe experience.</li><li>• A minimum of forty-eight (48) months experience in nTier development.</li><li>• A minimum of thirty-six (36) months database experience at both the conceptual and detail level. Including a minimum of one project of twelve months duration.</li><li>• A minimum of sixty (60) months client/server experience.</li></ul>
Job Description	<p>The IV&amp;V Specilaist will provide periodic, independent analyses of the IV&amp;V Review Areas for a major IT project. The Reviewer conducts analyses to identify, inform and educate the project team, and the various oversight agencies, committees and boards of any areas of weakness and risk to the project, as well as the proposed and recommended solutions for their remediation and/or mitigation.</p> <p>Has knowledge of commonly used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Primary job functions require expert independent judgment.</p>

# TELECOMMUNICATIONS AND COMPUTER NETWORKING

## 22. Network Administrator

- Install, configure, and support an organization's local area network (LAN), wide area network (WAN), and Internet system or a segment of a network system. Maintain network hardware and software. Monitor network to ensure network availability to all system users and perform necessary maintenance to support network availability. May supervise other network support and client server specialists and plan, coordinate, and implement network security measures. Coordinate the development, implementation, and maintenance of a local area network or wide area network. Maintains the network's physical and logical structures, including network connections. Maintains network support software, analyzes user support statistics, and recommends appropriate measures. Installs, tests, and maintains network hardware and software. Prepares and analyzes statistics on network utilization and availability. Prepares training courses and provides user support and training in the use of available hardware, software, and utilities. Performs tuning and capacity planning activities to enhance the performance of the network resources.
- Assist in the development, implementation, maintenance, and monitoring of a local area network or wide area network. Works under close supervision with minimal latitude for the use of initiative and independent judgment. Performs procedures for backup, recovery, and archival of files stored on the network. Communicates with vendors, users, management, and network programming staff. Serves as contact for remote network locations to obtain clarification of problems and to identify solutions or corrective actions. Assists in preparing training courses and providing user support and training in the use of available hardware, software, and utilities. Assists in maintaining the local area network or wide area network, cable and hub installations, and inventories. Conducts product evaluations of upgraded or new hardware and software—identifying strengths, weaknesses, and potential benefits to the agency—and recommends enhancements to network facilities.
- Assists in maintaining the network's physical and logical structures and in installing and testing hardware and software. Assists in performance tuning and capacity planning activities to enhance the performance of the network resources and in maintaining network support software. Assists in or conducts product evaluations of upgraded or new hardware and software and identifies strengths, weaknesses, and potential benefits to the agency. Assists in maintaining the operating system and security software utilized on the network, including the addition of new users to the network and establishment of rights and privileges. Experience in local or wide area network work. Knowledge of network facilities and data processing techniques; of personal computer hardware and software; of network operating system and security software; and of performance monitoring and capacity management tools.

Network Administrator 1	
Years of Experience	1 to 3 years of experience in the field or in a related area
Job Description	Has knowledge of commonly used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Primary job functions do not typically require exercising independent judgment.

Network Administrator 2	
Years of Experience	4-7 years of experience in the field or in a related area.
Job Description	Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. A certain degree of creativity and latitude is required. Works under limited supervision with considerable latitude for the use of initiative and independent judgment.

Network Administrator 3	
Years of Experience	8 or more years of experience in the field
Job Description	Relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, a wide degree of creativity and latitude is expected.

### 23. Network Architect

- Participates in designing and developing the network to ensure that it is secure, reliable, and robust; implements and maintains network management servers that assist the agency in managing, monitoring, and securing the network.
- Develops and implements detection activities to test network vulnerability to intrusion by hostile individuals or groups; participates in detecting, investigating, documenting, and reporting actual or potential network security violations, intrusions, or other inappropriate use.
- Designs backbone infrastructure, network facilities, wide area networks, local area network, wireless and telecommunication networks to provide reliable Internet access, remote access to information technology services (ITS), network security, and high performance networking.
- Evaluates security products and tests security systems performance; assists in planning, implementing, and testing disaster recovery procedures; participates in making formal risk assessments related to network security.
- Certification in areas related to network management and security preferred (CNE, MCSE, MSCE+1, CISA, CCNA, CCNP, CCIE, CCSA, CCSE, CCSE-PLUS, Cisco Security Specialist).
- Requires experience in the technical services and support field as well as experience in network administration (DHCP, DNS, routers, firewall, etc.)

Network Architect 1	
Years of Experience	1 to 3 years of experience in the field or in a related area
Job Description	Has knowledge of commonly used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Primary job functions do not typically require exercising independent judgment.

Network Architect 2	
Years of Experience	4-7 years of experience in the field or in a related area.
Job Description	Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. A certain degree of creativity and latitude is required. Works under limited supervision with considerable latitude for the use of initiative and independent judgment.

Network Architect 3	
Years of Experience	8 or more years of experience in the field
Job Description	Relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, a wide degree of creativity and latitude is expected.

## 24. Network Engineer

- Responsible for installing networking technologies and supporting networks. Assesses existing network configurations and makes recommendations based on product specifications. Configures equipment and software to meet business needs, trains others on the solution, and documents the solution for ongoing support. Functions as part of a team on larger projects, or individually provides the services on support visits or smaller projects. Provides technical support and assists with the design of network solutions.
- Requires experience in the technical services and support field as well as experience in network administration (DHCP, DNS, routers, firewall, etc.)

Network Engineer 1	
Years of Experience	1 to 3 years of experience in the field or in a related area
Job Description	Has knowledge of commonly used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Primary job functions do not typically require exercising independent judgment.

Network Engineer 2	
Years of Experience	4-7 years of experience in the field or in a related area.
Job Description	Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. A certain degree of creativity and latitude is required. Works under limited supervision with considerable latitude for the use of initiative and independent judgment.

Network Engineer 3	
Years of Experience	8 or more years of experience in the field
Job Description	Relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, a wide degree of creativity and latitude is expected.

## 25. Public Safety Consultant

Public Safety Communications Consultant	
Years of Experience	Extensive knowledge of public safety communications and enhanced 9-1-1 systems. Knowledge of current 9-1-1 industry trends in technology architecture, microcomputers, networking, and the Internet/Worldwide Web.
Job Description	Performs systems analysis, design, documentation, and implementation of complex public safety communications projects. These projects may include needs analyses, staffing studies, consolidation plans, equipment assessments and planning, budget preparation and forecasting, performance reporting/analysis and other related supporting the operation of public safety answering points and first responders.

## 26. Radio Engineer

Radio Engineer	
Years of Experience	Considerable experience in voice, data and video systems. Training in electronics is required. Advanced technical experience in the design of voice, data, video and wireless/radio systems and services. FCC General Radio Telephone license or Amateur Radio License highly desirable. Certification in public procurement would be desirable. Advanced knowledge of complex communications systems; business management practices and principles.
Job Description	Conducts the review, analysis and design of current and proposed voice, data and video communications, both wire line and wireless, also develop engineering plans and networks for state agencies and institutions. Performs research to develop recommendations for enhancements, expansions and/or consolidations of voice, data and video communications, using wire line and wireless equipment, facilities and services. Engineer system/network migration details toward sharing of integrated services, while laying the foundation of Open System Interconnections. Assist in the coordination, engineering and processing of FCC licenses. Educate and keeps abreast of FCC Land Mobile Radio (LMR) rules, policies, legal rulings and ongoing spectrum issues--analyzes results and impacts.

# CUSTOMER/TECHNICAL SUPPORT

## 27. Help Desk

- Provide technical assistance to computer system users on a variety of issues. Identifies, researches, and resolves technical problems. Responds to telephone calls, email and personnel requests for technical support. Documents, tracks, and monitors the problem to ensure a timely resolution. Has knowledge of commonly used concepts, practices, and procedures within a particular field. Answer questions or resolve computer problems for clients in person, via telephone or from remote location. May provide assistance concerning the use of computer hardware and software, including printing, installation, word processing, electronic mail, and operating systems.
- Provide service and preventive maintenance activities on terminals, printers, personal computers, etc. Basic knowledge of electrical/mechanical principles and basic electronics. Read and comprehend technical service manuals and publications. Knowledge of basic mathematics to read and understand various gauges, meters, and measurement devices. Able to diagnose and repair products by replacing worn or broken parts, and making technical adjustments. Makes appropriate use of reference publications and diagnostic aids in resolving technical problems. Strong communication skills.
- Assist in coordination of changes, upgrades and new products, ensuring systems shall operate correctly in current and future environment. Provide accurate and complete answers to general use and administrative environment questions in a timely manner. Implement shared software, such as operating systems, configuration management tools, application and development tools, testing tools, compilers, and code editors. Communicate accurate and useful status updates. Manage and report time spent on all work activities. Ability to work in a team environment.

Help Desk 1	
Years of Experience	1 to 3 years of experience in the field or in a related area
Job Description	Has knowledge of commonly used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Primary job functions do not typically require exercising independent judgment.

Help Desk 2	
Years of Experience	4-7 years of experience in the field or in a related area.
Job Description	Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. A certain degree of creativity and latitude is required. Works under limited supervision with considerable latitude for the use of initiative and independent judgment.

Help Desk 3	
Years of Experience	8 or more years of experience in the field
Job Description	Relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, a wide degree of creativity and latitude is expected.

## 28. Technical Support

- Maintains, analyzes, troubleshoots, and repairs computer systems, hardware, and computer peripherals. Documents, maintains, upgrades or replaces hardware and software systems. Supports and maintains user account information including rights, security, and systems groups. Performs basic operation, monitoring, installation, trouble shooting, relocations, or maintenance of communications equipment. Identifies and resolves basic communications problems. Prepares or assists in the preparation of service

record documentation. Shows awareness of standards and regulatory requirements related to assigned tasks.

- Assists in monitoring and providing assistance on the use and interface of systems, subsystems, and software applications. May be responsible for accessing data from and transferring data to various local, state, or federal databases. May assist in the review and recommendation of the procurement and inventory of information resources hardware or software. May write and update personal computer and mainframe application programs. Experience in automated data processing systems. Knowledge of the practices, principles, and techniques of computer operations, of information systems, of computer software and hardware, and of information security policies and procedures. Skill in the use and support of personal computers, in the use of applicable programs and systems, and in troubleshooting information systems. Ability to operate information technology systems, to communicate effectively, and to train others.
- Provides assistance in the design, development, and maintenance of various system applications. Provides technical assistance and support for applications and hardware problems. Installs, maintains, moves, and assists in testing and upgrading new and existing hardware/software. Reviews and recommends procurement of information technology equipment. Maintains the necessary security controls over software. Makes presentations and briefings for training sessions. Prepares briefings, reports, and evaluations on system efficiency and utilization. May be responsible for accessing data from and transferring data to various local, state, or federal databases.
- Installs, maintains, moves, and assists in testing and upgrading new and existing hardware and software. Reviews and recommends procurement of information technology equipment. Maintains the necessary security controls over software. Develops procedure manuals. Develops and makes presentations and briefings for training sessions. Prepares briefings, reports, and evaluations on systems efficiency and utilization. May supervise the work of others.

Technical Support 1	
Years of Experience	1 to 3 years of experience in the field or in a related area
Job Description	Has knowledge of commonly used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Primary job functions do not typically require exercising independent judgment.

Technical Support 2	
Years of Experience	4-7 years of experience in the field or in a related area.
Job Description	Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. A certain degree of creativity and latitude is required. Works under limited supervision with considerable latitude for the use of initiative and independent judgment.

Technical Support 3	
Years of Experience	8 or more years of experience in the field
Job Description	Relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, a wide degree of creativity and latitude is expected.

## 29. Infrastructure Solutions Architect

- Must be proficient at the techniques that go into the formulation of architectures, including requirements discovery and analysis, application of abstraction, formulation of solution context, solution alternatives identification and assessment, technology selection, and architectural configuration. Extensive understanding and experience in technology areas for Mainframe and Distributed platforms, networking, databases, High Availability/Disaster Recovery, and IT security.

- Ability to work closely with client/application architects, senior managers, and project managers to design and assist with the implementation of the solutions infrastructure related components. Demonstrated ability to work independently and complete assigned project responsibilities under limited supervision. Experience and skills in prevailing industry architecture and engineering methodologies such as ITIL. Knowledge of and experience with a broad range of application servers, web servers, messaging servers, database servers, and related technologies. Able to analyze business requirements and define solutions to address complex business needs. Experience in web infrastructure design and operations including IP, HTTP, HTTPS, FTP, load balancing, clustering, failover, monitoring, diagnostics, performance tuning, etc. Possess high aptitude for problem-solving and trouble-shooting.

Infrastructure Architect 1	
Years of Experience	1 to 3 years of experience in the field or in a related area
Job Description	Has knowledge of commonly used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Primary job functions do not typically require exercising independent judgment.

Infrastructure Architect 2	
Years of Experience	4-7 years of experience in the field or in a related area.
Job Description	Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. A certain degree of creativity and latitude is required. Works under limited supervision with considerable latitude for the use of initiative and independent judgment.

Infrastructure Architect 3	
Years of Experience	8 or more years of experience in the field
Job Description	Relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, a wide degree of creativity and latitude is expected.

### 30. System Administrator

- The System Administrator (SA) is responsible for effective provisioning, installation/configuration, operation, and maintenance of computer hardware and software and related infrastructure. This individual participates in technical research and development to enable continuing innovation within the infrastructure. This individual ensures that system hardware, operating systems, software systems, and related procedures adhere to Commonwealth policies, standards, and guidelines. Responsibilities include systems administration engineering and provisioning, operations and support, maintenance and research and development to ensure continual innovation. Install new / rebuild existing servers and configure hardware, peripherals, services, settings, directories, storage, etc. in accordance with standards and project/operational requirements. Perform daily system monitoring, verifying the integrity and availability of all hardware, server resources, systems and key processes, reviewing system and application logs, and verifying completion of scheduled jobs such as backups. Perform regular security monitoring to identify any possible intrusions. Perform daily backup operations, ensuring all required file systems and system data are successfully backed up to the appropriate media, recovery tapes or disks are created, and media is recycled and sent off site as necessary. Perform regular file archival and purge as necessary. Create, change, and delete user accounts per request. Provide Tier III/other support per request from various constituencies. Investigate and troubleshoot issues. Diagnose and recover from hardware or software failures. Coordinate and communicate with impacted constituencies. Apply OS patches and upgrades on a regular basis, and upgrade administrative tools and utilities. Configure / add new services as necessary. Upgrade and configure system software that supports GIS infrastructure applications or Asset Management applications per project or operational needs. Maintain operational, configuration, or other procedures.

Perform periodic performance reporting to support capacity planning. Perform ongoing performance tuning, hardware upgrades, and resource optimization as required. Configure CPU, memory, and disk partitions as required. Maintain data center environmental and monitoring equipment. Apply OS patches and upgrades on a regular basis, and upgrade administrative tools and utilities. Configure / add new services as necessary. Upgrade and configure system software or Asset Management applications per project or operational needs. Maintain operational, configuration, or other procedures. Perform periodic performance reporting to support capacity planning. Perform ongoing performance tuning, hardware upgrades, and resource optimization as required. Configure CPU, memory, and disk partitions as required.

System Administrator 1	
Years of Experience	1 to 3 years of experience in the field or in a related area
Job Description	Has knowledge of commonly used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Primary job functions do not typically require exercising independent judgment.

System Administrator 2	
Years of Experience	4-7 years of experience in the field or in a related area.
Job Description	Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. A certain degree of creativity and latitude is required. Works under limited supervision with considerable latitude for the use of initiative and independent judgment.

System Administrator 3	
Years of Experience	8 or more years of experience in the field
Job Description	Relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, a wide degree of creativity and latitude is expected.

# IT SECURITY

## 31. IT Security Analyst

- Monitor and advise on information security issues related to the systems and workflow at an agency to ensure the internal IT security controls for an agency are appropriate and operating as intended. Coordinate and execute IT security related projects for the agency. Coordinate response to information security incidents. Develop and publish Information Security policies, procedures, standards and guidelines based on knowledge of best practices and compliance with Commonwealth IT Security policies, standards, and guidelines..
- Conduct campus-wide data classification assessment and security audits and manage remediation plans. Collaborate with IT management, Internal Audit, and VITA to manage security vulnerabilities. Create, manage and maintain user security awareness. Conduct security research and keeps abreast of latest security issues.
- Prepares IT security documentation, including department policies and procedures, agency notifications, Web content, and alerts.

IT Security Analyst 1	
Years of Experience	1 to 3 years of experience in the field or in a related area
Job Description	Has knowledge of commonly used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Primary job functions do not typically require exercising independent judgment.

IT Security Analyst 2	
Years of Experience	4-7 years of experience in the field or in a related area.
Job Description	Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. A certain degree of creativity and latitude is required. Works under limited supervision with considerable latitude for the use of initiative and independent judgment.

IT Security Analyst 3	
Years of Experience	8 or more years of experience in the field
Job Description	Relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, a wide degree of creativity and latitude is expected.

## 32. IT Security Architect

IT Security Architect	
Years of Experience	3+ years of experience in security architecture 9+ years of experience in information security 9+ years of experience working with computer systems 9+ years of experience working with network software and hardware, data or voice as well as experience with open and proprietary software and hardware
Job Description	Establish the target security/infrastructure architecture. Author corresponding requirements, including definition of dependencies on infrastructure consolidation efforts. Define Security/Information Assurance requirements (and dependencies). Specify key architectural

	<p>aspects of the architecture view, and identify other aspects that need definition. Other duties include researching best practices for reuse, applying Commonwealth IT Security and industry standards, and defining the transformation approach that transitions the current architecture to the target architecture.</p> <p>Experience working with current and emerging information security technologies and development methodologies. Bachelor's degree in computer science, management information systems, or related field preferred. Good analytical and creative problem solving skills.</p> <p>Relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, a wide degree of creativity and latitude is expected.</p>
--	--

## IT MANAGEMENT SERVICES

### 33. Business Continuity Planner

Business Continuity Planner	
Years of Experience	5 or more years
Job Description	<p>Provides specialized expertise in business continuity planning, project management and problem analysis and resolution. Participates in major project assignments to: assist business partners in resolving business issues related to work area (business function), recovery planning and recovery plan development / enhancements. Capitalizes on business opportunities to refine processes to mitigate exposure during disruptions of service, and possibly, improve day-to-day operations. Facilitates and coordinates the development of work area (business function) business continuity plans for business units. Responsibilities include, but are not limited to, the following: assist business units with assessment of potential business impact, definition of critical, time-sensitive functions, design, development, and documentation of business continuity plans, recommend recovery strategies and options, and assist with the implementation of recovery solutions, coordinate business continuity plan exercises, develop schedules for training / awareness for business partner associates, coordinate development of business unit schedules for annual business continuity documentation maintenance and update, exercises, and independent review and validation, report the business continuity status of business units to senior management, provide expertise and support to management and business functional areas, as requested, when a disruption occurs.</p>

### 34. Business Process Reengineering

Business Continuity Planner	
Years of Experience	5 or more years
Job Description	<p>This position applies process improvement and re-engineering methodologies and principles to conduct process modernization projects. Additional duties may include activity and data modeling, developing modern business methods, identifying best practices, and creating and assessing performance measurements. Providing group facilitation, interviewing, training, and provides additional forms of knowledge transfer. Serves as a key coordinator between multiple project teams to ensure enterprise wide integration of re engineering efforts.</p> <p>Additional Responsibilities: Design workflow for purchasing software, collect and analyze statistics/metrics for software purchases, identify gaps in all associated processes and risks, establish memorandum of understanding (MOU's) where required, maintain SOP's for all processes, and support the client at customer meetings</p>

### 35. Enterprise Architect

Enterprise Architect	
Years of Experience	5 or more years
Job Description	<p>This position works across Application Development, Service Delivery and Infrastructure to identify, research, discuss, design, and implement key enterprise architecture standards. Other responsibilities include: Research, design, document, build, and pilot prioritized topics for standards. Manage the list of potential standards and work with the application development management to prioritize efforts. Work closely with Development, Infrastructure, and Service Delivery teams to understand their needs and ensure the best enterprise standard is implemented. Work closely with development teams to pilot and prove out the standard. Drive the identification, development and implementation of key new standards in areas such as: Performance Testing, Security, Event Management, Web UI Framework, .NET Design Standards, Application To Application Communication, Caching, etc. Propose new enterprise standards based on business need, IT need and technology advances. Assist development teams to implement the standards into business applications. Investigate new technology and techniques that should be developed into an agency enterprise architecture standard.</p> <p>Lead key enterprise architectural design projects as necessary. Operate as business savvy technical leader across the organization. Influence development teams to design high-quality technical solutions that fit the Enterprise Architecture and standards. Educate application development managers, developers, and business analyst on Commonwealth Enterprise Architecture Standards.</p>

### 36. IT Strategist

IT Strategist	
Years of Experience	5 or more years
Job Description	<p>Supports top management in IT strategy formulation, IT strategic plans execution, strategic process improvements, and communication of IT strategies to all stakeholders. Analyze business performance, industry trends, existing or new regulatory requirements and their impact on IT operations; make recommendations on alternative courses of action, including risk assessment, capital investment, and acquisitions needed to align IT strategy with agency strategic plan. Requires advanced knowledge of strategic planning concepts and frameworks, business issues and concepts, research methodology, general management and financial analysis. Additionally, requires good interaction skills with senior management, with ability to articulate and defend recommendations made.</p>