JOB TIERS & MINIMUM PAY SCALES: 2022-23

Tier	A Scale (Weekly)	A Scale (Annual)	B Scale (Weekly)	B Scale (Annual)	C Scale (Weekly)	C Scale (Annual)	D Scale (Weekly)	D Scale (Annual)	E Scale (Weekly)	E Scale (Annual)*	F Scale (Weekly)	F Scale (Annual)*
1	538	27,976	565	29,380	594	30,888	623	32,396	0	0	0	0
2	686	35,672	722	37,544	778	40,456	840	43,680	0	0	0	0
3	739	38,428	773	40,196	838	43,576	905	47,060	0	0	0	0
4	805	41,860	843	43,836	912	47,424	982	51,064	0	0	0	0
5	867	45,084	912	47,424	982	51,064	1,062	55,224	1,127	58,604	1,193	62,036
6	1,012	52,624	1,062	55,224	1,149	59,748	1,241	64,532	1,323	68,796	1,401	72,852
7	1,071	55,692	1,125	58,500	1,215	63,180	1,312	68,224	1,404	73,008	0	0
8	1,267	65,884	1,331	69,212	1,395	72,540	1,467	76,284	1,540	80,080	0	0
9	1,543	80,236	1,619	84,188	1,701	88,452	1,786	92,872	0	0	0	0
10	1,821	94,692	1,912	99,424	2,008	104,416	2,109	109,668	0	0	0	0
Reporter	1,219	63,388	1,279	66,508	1,360	70,720	1,453	75,556	1,526	79,352	1,602	83,304

* E and F scales apply only to the job titles listed with those scale steps

Tier	A Scale (Weekly)	A Scale (Annual)	B Scale (Weekly)	B Scale (Annual)	C Scale (Weekly)	C Scale (Annual)	D Scale (Weekly)	D Scale (Annual)
1A	749	38,948	787	40,924	826	42,952	868	45,136
1	927	48,204	973	50,596	1,022	53,144	1,073	55,796
2	1,144	59,488	1,200	62,400	1,261	65,572	1,324	68,848
3	1,478	76,856	1,552	80,704	1,630	84,760	1,712	89,024
4	1,774	92,248	1,862	96,824	1,956	101,712	2,055	106,860

IAPE Non-IT Job Tiers and Scales Effective July 1, 2022 - June 30, 2023

* E and F scales apply only to the job titles listed with those scale steps

Tier	Title	A Scale	B Scale	C Scale	D Scale	E Scale*	F Scale*
1	Circulation Clerk	27,976	29,380	30,888	32,396		
	Clerk	27,976	29,380	30,888	32,396		
	Customer Service Administrator	27,976	29,380	30,888	32,396		
	Intern	27,976	29,380	30,888	32,396		
	Office Assistant	27,976	29,380	30,888	32,396		
	Receptionist	27,976	29,380	30,888	32,396		
	Specialist, GREF, Mailroom	27,976	29,380	30,888	32,396		
2	Class Mktg Asst	35,672	37,544	40,456	43,680		
	Clerk Senior	35,672	37,544	40,456	43,680		
	Comp Equip Operator/Print Plnt	35,672	37,544	40,456	43,680		
	Interactive News Indexer	35,672	37,544	40,456	43,680		
	News Asst I	35,672	37,544	40,456	43,680		
	Printing Plant Assistant	35,672	37,544	40,456	43,680		
	Research Assistant	35,672	37,544	40,456	43,680		
	Rotation Associate	35,672	37,544	40,456	43,680		
	Secretary	35,672	37,544	40,456	43,680		
	Specialist, GREF Maintenance	35,672	37,544	40,456	43,680		
	Staff Assistant I	35,672	37,544	40,456	43,680		
	System Support Operator	35,672	37,544	40,456	43,680		
3	Account Services Rep	38,428	40,196	43,576	47,060		
	Adv Customer Svc Assoc	38,428	40,196	43,576	47,060		
	Adv Processing Assoc	38,428	40,196	43,576	47,060		
	Advertising Coordinator	38,428	40,196	43,576	47,060		
	Circulation Field Rep	38,428	40,196	43,576	47,060		
	Class Adv Sls Acct Coord	38,428	40,196	43,576	47,060		
	Customer Service Associate	38,428	40,196	43,576	47,060		
	Cust Service Exec	38,428	40,196	43,576	47,060		
	Data Base Editorial Assistant	38,428	40,196	43,576	47,060		
	Interactive News Assistant	38,428	40,196	43,576	47,060		
	News Asst II	38,428	40,196	43,576	47,060		
	Retail Checker	38,428	40,196	43,576	47,060		
	Sales Coordinator	38,428	40,196	43,576	47,060		
	Service Performance Analyst	38,428	40,196	43,576	47,060		
	Service Team Specialist	38,428	40,196	43,576	47,060		
4	Account Coordinator	41,860	43,836	47,424	51,064		
	Account Manager, Inside Media Sales	41,860	43,836	47,424	51,064		
	Adv Processing Assoc, Sr	41,860	43,836	47,424	51,064		
	Adv Q/A Associate	41,860	43,836	47,424	51,064		
	Adv Svcs Bureau Associate	41,860	43,836	47,424	51,064		
	Channel Coordinator	41,860	43,836	47,424	51,064		
	Class Adv Sls Acct Coord, Sr	41,860	43,836	47,424	51,064		

	Class Telemarketing Sales Rep	41,860	43,836	47,424	51,064		
	Customer Service Associate, Senior	41,860	43,836	47,424	51,064		
	Customer Service Executive, Senior	41,860	43,836	47,424	51,064		
	Events Coordinator	41,860	43,836	47,424	51,064		
	Graphic Artist Assistant	41,860	43,836	47,424	51,064		
	Inside Sales Rep	41,860	43,836	47,424	51,064		
	Interactive Production Artist	41,860	43,836	47,424	51,064		
	Marketing Coordinator	41,860	43,836	47,424	51,064		
	Product Testing Analyst	41,860	43,836	47,424	51,064		
	Product Training Specialist	41,860	43,836	47,424	51,064		
	Production Coordinator	41,860	43,836	47,424	51,064		
	Regional Sales Coordinator	41,860	43,836	47,424	51,064		
	Reporting Assistant	41,860	43,836	47,424	51,064		
5	Account Specialist	45,084	47,424	51,064	55,224		
	Adv Q/A Assoc,Sr	45,084	47,424	51,064	55,224		
	Analyst, GFO, AP	45,084	47,424	51,064	55,224		
	Analyst, GFO, AR	45,084	47,424	51,064	55,224		
	Analyst, GFO, Billing	45,084	47,424	51,064	55,224		
	Analyst, GFO, Collections	45,084	47,424	51,064	55,224		
	Analyst, GFO, Dispute	45,084	47,424	51,064	55,224		
	Analyst, GFO, Global Travel Services	45,084	47,424	51,064	55,224		
	Analyst, GFO, Incentives	45,084	47,424	51,064	55,224		
	Analyst, GFO, Internal Controls/Compliance	45,084	47,424	51,064	55,224		
	Analyst, GFO, Metrics	45,084	47,424	51,064	55,224		
	Analyst, GFO, Order Processing	45,084	47,424	51,064	55,224		
	Analyst, GFO, Payroll	45,084	47,424	51,064	55,224		
	Analyst, GFO, Purchasing	45,084	47,424	51,064	55,224		
	Analyst, GFO, Royalties	45,084	47,424	51,064	55,224		
	Analyst, GFO, Special Projects	45,084	47,424	51,064	55,224		
	Analyst, GFO, Treasury	45,084	47,424	51,064	55,224		
	Associate Media Sales Planner	45,084	47,424	51,064	55,224		
	Classified Advertising Sales Rep	45,084	47,424	51,064	55,224		
	Client Associate	45,084	47,424	51,064	55,224		
	Customer Development Executive	45,084	47,424	51,064	55,224		
	Data Base Statistician	45,084	47,424	51,064	55,224		
	Database Marketing Spec	45,084	47,424	51,064	55,224		
	Graphic Artist	**45,084**	**47,424**	**51,064**	**55,224**	**58,604**	
	Interactive News Indexer, Sr	**45,084**	**47,424**	**51,064**	**55,224**	**58,604**	**62,036**
	Market Research Analyst	45,084	47,424	51,064	55,224		
	Marketing Associate	45,084	47,424	51,064	55,224		
	Media Sales Planner, Associate	45,084	47,424	51,064	55,224		
	Pagination Coordinator	45,084	47,424	51,064	55,224		
	Pre-Press Coordinator	45,084	47,424	51,064	55,224		
	Product Specialist	45,084	47,424	51,064	55,224		
	Researcher	45,084	47,424	51,064	55,224		

	Sales Associate	45,084	47,424	51,064	55,224		
	Sales Development Rep	45,084	47,424	51,064	55,224		
	Sales Planner	45,084	47,424	51,064	55,224		
	Staff Assistant II	45,084	47,424	51,064	55,224		
	Symbology And Coding Analyst	45,084	47,424	51,064	55,224		
6	Account Executive	52,624	55,224	59,748	64,532		
	Account Manager - Direct Sales	52,624	55,224	59,748	64,532		
	Account Manager - Membership	52,624	55,224	59,748	64,532		
	Ad Services Coordinator	52,624	55,224	59,748	64,532		
	Associate Client Partner	52,624	55,224	59,748	64,532		
	Associate Graphics Reporter	52,624	55,224	59,748	64,532		
	Audience Development Analyst	52,624	55,224	59,748	64,532		
	Campaign Performance Analyst	52,624	55,224	59,748	64,532		
	Circulation Sales Rep	52,624	55,224	59,748	64,532		
	Classified Advertising Sales Rep, Sr.	52,624	55,224	59,748	64,532		
	Client Engagement Specialist	52,624	55,224	59,748	64,532		
	Content Analyst	52,624	55,224	59,748	64,532		
	Content Autocoding Specialist	52,624	55,224	59,748	64,532		
	Content Information Specialist	52,624	55,224	59,748	64,532		
	Content Licensing Specialist	52,624	55,224	59,748	64,532		
	Content Ops Specialist	52,624	55,224	59,748	64,532		
	Content Quality Analyst	52,624	55,224	59,748	64,532		
	Data Analyst, Jr.	52,624	55,224	59,748	64,532		
	Data Integrity Analyst	52,624	55,224	59,748	64,532		
	Digital Operations Specialist	52,624	55,224	59,748	64,532		
	Editor, Multimedia	**52,624**	**55,224**	**59,748**	**64,532**	**68,796**	**72,852**
	Engagement Associate	52,624	55,224	59,748	64,532		
	Global Layout Coordinator	52,624	55,224	59,748	64,532		
	Graphic Illustrator	**52,624**	**55,224**	**59,748**	**64,532**	**68,796**	**72,852**
	Information Graphics Artist	52,624	55,224	59,748	64,532		
	Integrated Marketing Specialist	52,624	55,224	59,748	64,532		
	Interactive News Reader	**52,624**	**55,224**	**59,748**	**64,532**	**68,796**	**72,852**
	Media Sales Planner	52,624	55,224	59,748	64,532		
	New Business Sales Executive	52,624	55,224	59,748	64,532		
	Photoshop Specialist	52,624	55,224	59,748	64,532		
	Product Testing Analyst, Sr	52,624	55,224	59,748	64,532		
	Reporter/Tape Editor	**52,624**	**55,224**	**59,748**	**64,532**	**68,796**	**72,852**
	Research Analyst	52,624	55,224	59,748	64,532		
	Research Editor	52,624	55,224	59,748	64,532		
	Research Specialist	52,624	55,224	59,748	64,532		
	Sales Executive	52,624	55,224	59,748	64,532		
	Social Media Associate	52,624	55,224	59,748	64,532		
	Sr. Analyst, FMA, Accounting	52,624	55,224	59,748	64,532		
	Sr. Analyst, FMA, MIG	52,624	55,224	59,748	64,532		
	Sr. Analyst, GFO, Billing Systems	52,624	55,224	59,748	64,532		

	Sr. Analyst, GFO, Collections	52,624	55,224	59,748	64,532	
	Sr. Analyst, GFO, Disputes	52,624	55,224	59,748	64,532	
	Sr. Analyst, GFO, Incentives	52,624	55,224	59,748	64,532	
	Sr. Analyst, GFO, Internal Controls/Compliance	52,624	55,224	59,748	64,532	
	Sr. Analyst, GFO, Order Processing	52,624	55,224	59,748	64,532	
	Sr. Analyst, GFO, Payroll	52,624	55,224	59,748	64,532	
	Sr. Analyst, GFO, Purchasing	52,624	55,224	59,748	64,532	
	Sr. Analyst, GFO, Royalties	52,624	55,224	59,748	64,532	
	Sr. Analyst, GFO, Treasury	52,624	55,224	59,748	64,532	
	Sr. Analyst, Audit, Info Systems	52,624	55,224	59,748	64,532	
	Sr. Audience Development Analyst	52,624	55,224	59,748	64,532	
	Sr Data Base Statistician	52,624	55,224	59,748	64,532	
	Sr Marketing Coordinator	52,624	55,224	59,748	64,532	
	Sr Symbology And Coding Analyst	52,624	55,224	59,748	64,532	
	Yield Analyst	52,624	55,224	59,748	64,532	
7	Account Executive -- Digital	55,692	58,500	63,180	68,224	
	Account Executive -- Print	55,692	58,500	63,180	68,224	
	Account Development Executive	55,692	58,500	63,180	68,224	
	Account Manager, Media Sales	55,692	58,500	63,180	68,224	
	Client Advisor	55,692	58,500	63,180	68,224	
	Client Partner	55,692	58,500	63,180	68,224	
	Coding Editor	55,692	58,500	63,180	68,224	
	Customer Value Executive	55,692	58,500	63,180	68,224	
	Data Analyst	55,692	58,500	63,180	68,224	
	Data Editor	55,692	58,500	63,180	68,224	
	Experimentation Associate, Jr.	55,692	58,500	63,180	68,224	
	Graphic Designer	**55,692**	**58,500**	**63,180**	**68,224**	**73,008**
	Graphics Reporter	55,692	58,500	63,180	68,224	
	Information Graphics Designer	55,692	58,500	63,180	68,224	
	Interactive Designer	55,692	58,500	63,180	68,224	
	Knowledge Base Specialist	55,692	58,500	63,180	68,224	
	Market Data Analyst	55,692	58,500	63,180	68,224	
	Media Sales Planner, Sr.	55,692	58,500	63,180	68,224	
	Mobile Producer	55,692	58,500	63,180	68,224	
	Moderator	55,692	58,500	63,180	68,224	
	Multimedia Producer	55,692	58,500	63,180	68,224	
	Pagination Coordinator, Sr	55,692	58,500	63,180	68,224	
	Relationship Manager	55,692	58,500	63,180	68,224	
	Sr Data Integrity Analyst	55,692	58,500	63,180	68,224	
	Technical Analyst	55,692	58,500	63,180	68,224	
	Translation Editor	55,692	58,500	63,180	68,224	
	Translator	55,692	58,500	63,180	68,224	
	Video Journalist	55,692	58,500	63,180	68,224	
	UX Researcher, Jr.	55,692	58,500	63,180	68,224	
8	Copy Editor	65,884	69,212	72,540	76,284	

	Title					
	Digital Producer	65,884	69,212	72,540	76,284	
	Editions Coordinator	65,884	69,212	72,540	76,284	
	Experimentation Associate	65,884	69,212	72,540	76,284	
	Graphic Coord	**65,884**	**69,212**	**72,540**	**76,284**	**80,080**
	Information Graphics Coord	65,884	69,212	72,540	76,284	
	Interactive News Writer	**65,884**	**69,212**	**72,540**	**76,284**	**80,080**
	Market Data Symbology And Coding Analyst	65,884	69,212	72,540	76,284	
	Media Consultant	65,884	69,212	72,540	76,284	
	Newscaster/ Prod Assoc-Podcast	65,884	69,212	72,540	76,284	
	Newsletter Editor	65,884	69,212	72,540	76,284	
	Product Development Specialist	65,884	69,212	72,540	76,284	
	Product Testing Analyst, Lead	65,884	69,212	72,540	76,284	
	Program Lead	65,884	69,212	72,540	76,284	
	Rewrite Editor	65,884	69,212	72,540	76,284	
	Senior Translator	65,884	69,212	72,540	76,284	
	Senior User Experience Architect	65,884	69,212	72,540	76,284	
	Social Media Editor	65,884	69,212	72,540	76,284	
	User Experience Designer	65,884	69,212	72,540	76,284	
	UX Researcher	65,884	69,212	72,540	76,284	
	Video Journalist, Sr.	65,884	69,212	72,540	76,284	
	Video Producer	65,884	69,212	72,540	76,284	
	Web Developer	65,884	69,212	72,540	76,284	
9	Audio Producer	80,236	84,188	88,452	92,872	
	Business Process Specialist	80,236	84,188	88,452	92,872	
	Client Solutions Specialist	80,236	84,188	88,452	92,872	
	Design Technologist	80,236	84,188	88,452	92,872	
	Experimentation Associate, Sr.	80,236	84,188	88,452	92,872	
	Global Accounts Executive	80,236	84,188	88,452	92,872	
	Interactive Designer, Senior	80,236	84,188	88,452	92,872	
	Newscaster/ Prod Assoc- M Show	80,236	84,188	88,452	92,872	
	Newscaster/Writer	80,236	84,188	88,452	92,872	
	Newsroom Developer	80,236	84,188	88,452	92,872	
	Page Designer	80,236	84,188	88,452	92,872	
	Platform Editor	80,236	84,188	88,452	92,872	
	Publishing Editor	80,236	84,188	88,452	92,872	
	Radio Correspondent	80,236	84,188	88,452	92,872	
	Relationship Manager, Senior	80,236	84,188	88,452	92,872	
	Sales Executive, Senior	80,236	84,188	88,452	92,872	
	Sales Specialist	80,236	84,188	88,452	92,872	
	Solution Architect	80,236	84,188	88,452	92,872	
	Sr. User Experience Designer	80,236	84,188	88,452	92,872	
	Special Writer	80,236	84,188	88,452	92,872	
	Special Writer/ News Desk	80,236	84,188	88,452	92,872	
	Staff Writer - Barron's	80,236	84,188	88,452	92,872	
	UX Researcher, Sr.	80,236	84,188	88,452	92,872	

Tier	Title			
10	Business Devt Specialist	94,692	99,424	104,416	109,668		
	Client Solutions Specialist, Senior	94,692	99,424	104,416	109,668		
	Columnist	94,692	99,424	104,416	109,668		
	Customer Solutions Engineer	94,692	99,424	104,416	109,668		
	Experimentation Lead	94,692	99,424	104,416	109,668		
	Sales Engr	94,692	99,424	104,416	109,668		
	Sales Specialist, Senior	94,692	99,424	104,416	109,668		
	Sr. Special Writer	94,692	99,424	104,416	109,668		
	UX Research Lead	94,692	99,424	104,416	109,668		
	Video Producer, Senior	94,692	99,424	104,416	109,668		
11	**Reporter**	**63,388**	**66,508**	**70,720**	**75,556**	**79,352**	**83,304**

* E and F scales apply only to the job titles listed with those scale steps

IAPE IT Job Tiers and Scales Effective July 1, 2022 - June 30, 2023

Tier	Title	A (annual)	B (annual)	C (annual)	D (annual)		
1A	Computer Operator	38,948	40,924	42,952	45,136		
	Data Center Specialist	38,948	40,924	42,952	45,136		
1	Application Programmer	48,204	50,596	53,144	55,796		
	Asset Management Analyst	48,204	50,596	53,144	55,796		
	Business Analyst	48,204	50,596	53,144	55,796		
	Computer Operator, Senior	48,204	50,596	53,144	55,796		
	Customer Service Analyst	48,204	50,596	53,144	55,796		
	Data Analyst	48,204	50,596	53,144	55,796		
	Data Warehouse Analyst	48,204	50,596	53,144	55,796		
	Experience Architect, Jr.	48,204	50,596	53,144	55,796		
	Experience Designer, Jr.	48,204	50,596	53,144	55,796		
	Network Operator	48,204	50,596	53,144	55,796		
	Project Associate	48,204	50,596	53,144	55,796		
	Quality Assurance Analyst	48,204	50,596	53,144	55,796		
	Service Desk Analyst	48,204	50,596	53,144	55,796		
	Systems Support Analyst	48,204	50,596	53,144	55,796		
	Systems Technician	48,204	50,596	53,144	55,796		
	Technical Support Analyst	48,204	50,596	53,144	55,796		
2	Analytical Engineer	59,488	62,400	65,572	68,848		
	Application Analyst	59,488	62,400	65,572	68,848		
	Application Developer	59,488	62,400	65,572	68,848		
	Associate Product Manager	59,488	62,400	65,572	68,848		
	Business Designer	59,488	62,400	65,572	68,848		
	Cloud Engineer	59,488	62,400	65,572	68,848		
	Customer Service Specialist	59,488	62,400	65,572	68,848		
	Data Engineer	59,488	62,400	65,572	68,848		
	Data Scientist	59,488	62,400	65,572	68,848		

	Position						
	Data Warehouse Designer	59,488	62,400	65,572	68,848		
	Database Administrator	59,488	62,400	65,572	68,848		
	DevOps Engineer	59,488	62,400	65,572	68,848		
	Disaster Recovery Engineer	59,488	62,400	65,572	68,848		
	Experience Architect	59,488	62,400	65,572	68,848		
	Experience Designer	59,488	62,400	65,572	68,848		
	InfraOps Engineer	59,488	62,400	65,572	68,848		
	Network Analyst	59,488	62,400	65,572	68,848		
	Network Engineer	59,488	62,400	65,572	68,848		
	Operation Analyst	59,488	62,400	65,572	68,848		
	Project Administrator	59,488	62,400	65,572	68,848		
	Quality Assurance Designer	59,488	62,400	65,572	68,848		
	Senior Data Analyst	59,488	62,400	65,572	68,848		
	Service Desk Analyst, Senior	59,488	62,400	65,572	68,848		
	Software Engineer	59,488	62,400	65,572	68,848		
	Systems Administrator	59,488	62,400	65,572	68,848		
	Systems Programmer	59,488	62,400	65,572	68,848		
	Technical Designer	59,488	62,400	65,572	68,848		
	Technical Support Analyst Sr.	59,488	62,400	65,572	68,848		
	Technical Support Engineer	59,488	62,400	65,572	68,848		
	Technical Support Executive (f/k/a System Support Specialist)	59,488	62,400	65,572	68,848		
	Technical Trainer	59,488	62,400	65,572	68,848		
	Technical Writer	59,488	62,400	65,572	68,848		
3	Application Development Consultant	76,856	80,704	84,760	89,024		
	Business Consultant	76,856	80,704	84,760	89,024		
	Customer Service Consultant	76,856	80,704	84,760	89,024		
	Data Scientist II	76,856	80,704	84,760	89,024		
	Data Warehouse Consultant	76,856	80,704	84,760	89,024		
	Database Administration Consultant	76,856	80,704	84,760	89,024		
	Developer Support Executive (f/k/a System Support Specialist, Senior)	76,856	80,704	84,760	89,024		
	DevOps Engineer, Senior	76,856	80,704	84,760	89,024		
	Disaster Recovery Consultant	76,856	80,704	84,760	89,024		
	Executive Support Engineer	76,856	80,704	84,760	89,024		
	Experience Architect, Sr.	76,856	80,704	84,760	89,024		
	Experience Designer, Sr.	76,856	80,704	84,760	89,024		
	Lead Data Analyst	76,856	80,704	84,760	89,024		
	Network Analyst, Senior	76,856	80,704	84,760	89,024		
	Network Engineer Senior	76,856	80,704	84,760	89,024		
	Operations Analyst, Senior	76,856	80,704	84,760	89,024		
	Project Coordinator	76,856	80,704	84,760	89,024		
	Quality Assurance Consultant	76,856	80,704	84,760	89,024		
	Senior Analytical Engineer	76,856	80,704	84,760	89,024		
	Senior Cloud Engineer	76,856	80,704	84,760	89,024		
	Senior Data Engineer	76,856	80,704	84,760	89,024		
	Senior Desktop Systems Engineer	76,856	80,704	84,760	89,024		

	Senior InfraOps Engineer		76,856	80,704	84,760	89,024		
	Senior Software Engineer		76,856	80,704	84,760	89,024		
	Senior Software Engineer (Quality)		76,856	80,704	84,760	89,024		
	Senior Solutions Engineer		76,856	80,704	84,760	89,024		
	Senior Systems Programmer		76,856	80,704	84,760	89,024		
	Systems Administration Consultant		76,856	80,704	84,760	89,024		
	Technical Consultant		76,856	80,704	84,760	89,024		
	Technical Design Consultant		76,856	80,704	84,760	89,024		
4	Application Architect		92,248	96,824	101,712	106,860		
	Customer Service Architect		92,248	96,824	101,712	106,860		
	Experience Architect, Lead		92,248	96,824	101,712	106,860		
	Experience Designer, Lead		92,248	96,824	101,712	106,860		
	Information Architect		92,248	96,824	101,712	106,860		
	Lead Analytical Engineer		92,248	96,824	101,712	106,860		
	Lead Cloud Engineer		92,248	96,824	101,712	106,860		
	Lead Data Engineer		92,248	96,824	101,712	106,860		
	Lead Data Scientist		92,248	96,824	101,712	106,860		
	Lead Infra Ops Engineer		92,248	96,824	101,712	106,860		
	Lead Software Engineer		92,248	96,824	101,712	106,860		
	Lead Solutions Engineer		92,248	96,824	101,712	106,860		
	Network Engineering Architect		92,248	96,824	101,712	106,860		
	Network Operations Architect		92,248	96,824	101,712	106,860		
	Technical Architect		92,248	96,824	101,712	106,860		

2022-2023

JOB DESCRIPTIONS, TIERS, AND MINIMUM PAY SCALES

AS AGREED TO BETWEEN

DOW JONES & COMPANY, INC.

AND

IAPE/THE NEWS GUILD-CWA LOCAL 1096

EFFECTIVE JULY 1, 2022 THROUGH JUNE 30, 2023
(REVISED 10.4.22)

JOB DESCRIPTIONS

ACCOUNT COORDINATOR [THE TRUST]   **[Tier 4]**

Under general supervision, will provide administrative support to the Account Management team. Responsible for coordinating internal and external meetings, writing recaps and following-up on issues. Will prepare and update SOWs and client contracts. Responsible for pulling status reports and sending reminders to clients for upcoming events or webinar sessions. Analyzes and troubleshoots any emerging issues. Assists with organizing and promoting events. Prepares and delivers weekly status reports and tracks project status. Compiles campaign screenshots and develops recap decks.

ACCOUNT DEVELOPMENT EXECUTIVE   **[TIER 7]**

Under minimal supervision, the Account Development Executive (ADE) is responsible for generating new sales and increasing sales penetration to existing customers primarily through face-to-face meetings as well telephone and email. The ADE will participate in sales presentations and assist Account Executives with sales presentations as well as coordinate efforts across the sales team. Must have a full understanding of all products and a full understanding of the customer's needs and business requirements, developed through the cultivation of strong business relationships with customers. An ADE is responsible for ensuring that customers are getting the best possible value from their investment in Dow Jones services, up-selling current products, and making sales presentations on new products and services to existing customers. The ADE must lead other members of the sales team on client education initiatives, driving roll out and adoption new services, and identifying and qualifying new sales opportunities within existing customers. ADEs are responsible for providing guidance on best practices to existing customers to ensure continued adoption and use of services resulting in revenue retention. [Exempt.]

ACCOUNT EXECUTIVE   **[TIER 6]**

Responsible for selling Dow Jones products and services to significant corporate clients within a defined geographic region. Responsibilities include prospecting, demonstrations, account planning/management, negotiations and development of relationships. Also responsible for expanding new opportunities within existing accounts. Requires face-to-face selling skills.

ACCOUNT EXECUTIVE - DIGITAL   **[TIER 7]**

Working independently, responsible for the WSJ Digital Network. Responsible for partnering with print sales teams on integrated programs. Requires consistent achievement of quarterly sales goals and active management of and prospecting for new clients. Oversees work of Sales Associate and Sales Coordinator. Responsible for RFP direction and final delivery and sell through. Responsibilities include:

- Building relationships and developing agencies and advertisers through cold calls, leads generated by Sales Associate (SA), trade networking events, etc.
- Positioning and selling WSJDN's unique products and services to clients by combining editorial packages with WSJDN's innovative ad solutions.
- Developing proposals, meeting and presenting to clients and closing accounts.
- Maintaining a spreadsheet of active accounts and revenue forecasts.
- Negotiating pricing and placement for sales campaigns. Obtaining credit applications and T&C from clients for internal review and approval.
- Overseeing and developing SA to prioritize tasks, produce consistent deliverables and leverage resources to maximize sales.
- Developing industry expertise and providing sales team with updates on current trends, news, competitive analysis and advertising opportunities.

ACCOUNT EXECUTIVE - PRINT   **[TIER 7]**

Works independently to sell display advertising in The Wall Street Journal. In addition to selling high impact print campaigns, will also work closely with the digital teams for WSJ.com and Marketwatch.com to craft integrated advertising programs. Requires consistent achievement of quarterly sales goals and active management of existing clients and prospecting for new clients. Oversees work of Sales Associate and Sales Coordinator. Responsible for RFP direction and final delivery and sell through.

Responsibilities include:

- Building relationships and developing agencies and advertisers through cold calls, leads generated by Sales Associate (SA) or Sales Coordinator (SC), trade networking events, etc.
- Positioning and selling WSJ products and services to clients by combining editorial packages with WSJDN's innovative ad solutions.
- Developing proposals, meeting and presenting to clients and closing accounts.
- Maintaining a spreadsheet of active accounts and revenue forecasts.
- Negotiating pricing and placement for sales campaigns.
- Overseeing and developing SA/SC to prioritize tasks, produce consistent deliverables and leverage resources to maximize sales.
- Developing industry expertise and providing sales team with updates on current trends, news, competitive analysis and advertising opportunities.

ACCOUNT MANAGER – DIRECT SALES   [TIER 6]

Under general supervision, the Account Manager – Direct Sales is responsible for managing all aspects of the relationship with a defined set of customers. The Account Manager – Direct Sales is responsible for retaining and growing the existing contract revenue (in existing buying centers) and will also initiate sales activity with new buying centers, either independently, or working with Sales Specialists and/or Senior Sales Executives. Responsible for all areas of account management, including the development of good account understanding, clients' businesses and resolving issues in a timely manner; understand competitor solutions the client is using and the client's current and developing needs. The AM-Direct Sales is responsible for ensuring appropriate levels of customer training and awareness. Must identify opportunities for increased revenue within the set of accounts (up-selling and possibly cross-selling) and work with other members of the sales team to follow through on such opportunities. Must maintain accurate and appropriate client records within the Company's CRM. Ideally, the Account Manager – Direct Sales has a strong understanding of the industries and businesses within the set of customers. The Account Manager – Direct Sales will communicate with clients mainly through telephone and email.

ACCOUNT MANAGER, INSIDE MEDIA SALES   [TIER 4]

The Account Manager, Inside Media Sales will work to sell print and digital advertising programs across all Dow Jones publications. This role will combine intuition and research to find and qualify leads in order to close revenue generating business at high volumes.

ACCOUNT MANAGER, MEDIA SALES   [TIER 7]

The Account Manager, Media Sales will manage both the relationship and sale of high-volume and high-frequency clients (both agencies and direct customers) within the Dow Jones media sales business. This position requires consistent achievement of quarterly sales goals and active management of and prospecting for new client.

ACCOUNT MANAGER, MEMBERSHIP   [TIER 6]

Working independently, the Account Manager, Membership is responsible for generating revenue and increasing circulation through sales of print and digital group subscriptions to The Wall Street Journal, Barron's and other Dow Jones consumer products within a designated territory. Will maintain, build and grow existing customer relationships to ensure customers satisfaction, recognize opportunities to expand relationships, and renew accounts. Will complete market analysis to identify good potential new-to-company target customers and the relevant individuals to be prospected and, where genuine opportunities exist, move these to the next stage of the sales process. Responsible for researching the business issues affecting target customers and utilizes this knowledge as well as deep knowledge of Dow Jones's products and solutions to identify and address the prospect's business needs. Also will manage Sales Forecasts and a new business Pipeline to ensure accurate recording of prospecting activity, conversion success, active sales opportunities at each stage of the sales process, and

forthcoming new business revenue. Responsible for keeping accurate and clear records within the global CRM system to provide a solid deal history, showing clearly the steps taken to reach closure on new business deals.

ACCOUNT SERVICES REPRESENTATIVE   [TIER 3]

Under general supervision, initiates new accounts and assists prospects and customers with inquiries concerning Dow Jones Interactive Publishing products and services via telephone, electronic mail and facsimile. Qualifies and recommends information solutions to prospective consumer and corporate customers. Establishes account profiles and performs account maintenance and updates to subscriber information, assists with promotional efforts and responds to requests for general product information, pricing, account cancellation and other account-related issues both verbally and in writing. Performs clerical work as required using order entry systems, personal computer and standard office application software.

ACCOUNT SPECIALIST   [TIER 5]

Provides support to key customers by ensuring proper protocol is followed when accounts are being renewed and new business has been acquired. Creates new trial and sales accounts and coordinates and implements bulk load registrations. Controls the billing process including account creation, modification and cancellation and updates records as appropriate.

ADVERTISING COORDINATOR   [TIER 3]

Under minimum supervision, answers the telephone and gives information to callers. Greets visitors, schedules appointments. Opens, reads and routes mail. Takes advertising space orders over the phone or by mail and inputs them into linage control system. Handles customer inquiries concerning Dow Jones products, advertising rates, production requirements, acceptance requirements and space availabilities. May be requested to make outgoing calls to clients. Operates News Retrieval and linage control systems. Identifies and assembles appropriate materials necessary for sales calls and presentations. Will be required to perform secretarial or clerical duties.

ADVERTISING CUSTOMER SERVICE ASSOCIATE   [TIER 3]

Under supervision, communicates with internal and external customers assisting in answering inquiries. Processes contracts, adjustments and updates billing and customer records in our business systems. Additionally processes affidavits, performs research as requested and files and maintains all archival records. May be asked to populate reports and perform related tasks. May provide task-based training for new or existing employees and other related duties as assigned.

ADVERTISING PROCESSING ASSOCIATE   [TIER 3]

Under supervision, accurately processes advertising orders and materials for Dow Jones publications. May typeset and proofread advertisements, and prepare layouts of bannered sections. Reviews orders and materials to ensure compliance with company guidelines and policies. Communicates with internal and external clients. May be asked to populate reports and perform related tasks. May provide task-based training for new or existing employees and other related duties as assigned.

ADVERTISING PROCESSING ASSOCIATE, SENIOR   [TIER 4]

Under minimum supervision performs all of the duties of an Advertising Processing Associate and in addition may direct the work of Advertising Processing Associates. Requires the use of considerable discretion and judgment.

ADVERTISING QUALITY ASSURANCE ASSOCIATE   [TIER 4]

Under supervision conducts quality checks on advertising material for Dow Jones publications. May position ads, approve and deliver paginated advertising pages while ensuring compliance with company guidelines and policies. May communicate with internal and external clients. May be asked to populate reports and perform related tasks. May provide task-based training for new or existing employees and other related duties as assigned.

ADVERTISING QUALITY ASSURANCE ASSOCIATE, SENIOR   [TIER 5]

Under minimum supervision performs all of the duties of an Advertising Quality Assurance Associate and in addition may direct the work of Advertising Quality Assurance Associates. Requires the use of considerable discretion and judgment.

ADVERTISING SERVICES BUREAU ASSOCIATE   **[TIER 4]**

Works generally with minimal supervision, this position has some latitude for un-reviewed action or decisions. Must have the ability to self-start and have strong multitasking skills. Develop contacts in Production/Traffic departments of agencies. Assist sales with client calls and on-site visits. Requires knowledge of print production issues, layout knowledge and department reference publications. Excellent customer service and communication skills. Working knowledge of ad trafficking and production systems.

ADVERTISING SERVICES COORDINATOR   **[TIER 6]**

Under general supervision, provides sales support, layout, preflight, asset management and phone and web sales services. Provides a liaison between sales, clients, agencies, editorial, operations and others inside and outside the company and provides solutions, suggestions and production services to clients, sales, agencies, suppliers, etc. Acts as the single point of contact for customer issues, logging all queries accurately and tracking updates and resolution. Maintains an open line of communication with customers, clients, sales, suppliers, agencies, editorial, operations and all others required. Functions may include:

- Working with the latest printing and software specifications, assists clients and news to achieve the best reproduction possible.
- Producing and reviewing advertisement contract proofs with clients.
- Working with product layouts, scheduling, operations and customer service to provide position and strategic solutions to meet the customer needs. Provide knowledge of the paper's layouts and guidelines for booking advertisements.
- Providing classified advertising support including the various stages of selling, creating and delivering classified advertising, layout and pages. This includes customer service telephone and e-support for classified ad products and services by assisting clients to schedule, buy and place ads. Includes qualifying leads and recommending ad solutions to prospective customers.
- Establishing account profiles and performs account maintenance and updates to customer information, assists with promotional efforts and responds to requests for general product information, pricing, account cancellation and other account-related issues both verbally and in writing.
- Providing print production support for Dow Jones and New York Post products including working with layout and advertisements. When assigned to layouts, host a daily call with various departments to size the product, discuss ad placement and news requests. Ability to adhere to layout formulas based on revenue and advertising.
- Tracking materials and orders, monitoring production needs and accounts of a special nature, size or schedule. Inform other workgroups of any scheduling conflicts, reproduction issues, special positioning, launches and exceptions made to policy.
- Maintaining an accurate and updated database of customer accounts, agencies and their vendors for contact information for the tracking of material.
- When assigned to magazine work, engaging with the news and ad production operations and contract print suppliers using the various schedules, procedures, workflows designed for the different publications. Magazine work includes production aspects of layout, image preparation and a high degree of coordination with ad sales, editorial and the print suppliers.
- Performing clerical work as required using the various production systems, booking system, personal computer and standard office application software.

ANALYST, FMA, ACCOUNTING, SENIOR   **[TIER 6]**

Under minimal supervision, performs monthly closing tasks in order to produce the Balance sheet, Income Statement and the Statement of Cash Flow; prepares monthly analysis of operating results for senior management and line managers; analyzes and evaluates actual results versus the budget and/or outlook and prior year; completes balance sheet account reconciliations and analysis and works with other groups of finance to provide insight into the balances remaining; prepares budget/outlook for the statement of cash flow by using balance sheet knowledge to predict future fluxes; works with external auditors to complete quarterly reviews and annual audits of results; completes annual Sarbanes-Oxley testing; and devises and completes

any additional special projects. Assignments are broad in nature, usually requiring appreciable originality and ingenuity, as well as team work and the ability to meet the many competing deadlines.

ANALYST, FMA, MIG, SENIOR [TIER 6]

Under general direction, supports finance application end users to ensure all business reporting requirements are met and reports are delivered in a timely manner. Coordinate with IT to maintain and monitor overnight processes in connection with monthly close, forecast and budget processes. Partner with other areas of finance to provide process automation. Must be able to utilize advanced excel skills and demonstrate proficiency in data management.

ANALYST, GFO, AP [TIER 5]

Under direction, the Analyst, GFO, AP will perform a variety of duties relating to accounts payable work. Must have full knowledge and understanding of the department's policies and procedures. At times will be responsible for preparing reports, preparing reconciliations, and checking for accuracy of data. The analyst will also assist in responding to inquiries regarding outstanding payments, open invoices or general vendor inquiries. May work independently on specific special assignments, as required, along with assisting our internal business customer on queries.

ANALYST, GFO, AR [TIER 5]

Under supervision, responsible for the accurate and timely processing and recording of customer payments and resolution of unapplied cash items according to established policies and procedures. Responsible for reconciliation of bank account statements. Responsible for researching and troubleshooting discrepancies in payments and accounts and reconciling records, including the general ledger. Will support all compliance and audit requirements and assist with internal audits and investigations of accounts.

ANALYST, GFO, BILLING [TIER 5]

The Analyst, GFO, Billing performs all invoicing functions, including but not limited to billing, adjustments, reconciliations, balancing, researching and customer service related activities supporting the Company's business operations. This role will create manual invoices, proformas and adjustments and will ensure that billing cycles are handled efficiently and accurately. The role will research and resolve all errors and discrepancies and will troubleshoot as necessary. The role must maintain positive business relationships with internal and external customers and establish and ensure compliance with standard procedures and/or written instructions to promote Company goals.

ANALYST, GFO, BILLING, SENIOR [TIER 6]

The Sr Analyst, GFO, Billing performs all duties of the Analyst, GFO, Billing but under limited supervision will also identify inefficiencies, create new processes, checks own work for completeness.

ANALYST, GFO, BILLING SYSTEMS, SENIOR [TIER 6]

Under minimal supervision, performs analysis, documentation, testing and on-going support for Billing systems. Works closely with business partners to identify billing and accounting business requirements and processes. Maintains effective communication with the IT teams and business partners for billing products and services. Analyze and test automated billing solutions to business system problems. Supports quality assurance/testing efforts with hands on support. Participates in development and execution of test plans. Respond to inquiries and provides status on billing problem resolutions.

ANALYST, GFO, COLLECTIONS [TIER 5]

Under supervision, responsible for ensuring timely payment of invoices. Required to contact assigned customers via telephone and email to build relationships, resolve payment issues, negotiate resolutions, and obtain payments or process refunds. Required to coordinate with sales department and other internal stakeholders to research past due accounts and to keep internal departments advised of the status of collection efforts. Responsible for escalating unresolved accounts to management as necessary. Required to prepare reports and summaries and to perform special projects as assigned. Responsible for handling calls transferred from the customer service hot line, including the preparation or use of forms, reports or records. Requires some

independent judgment and a detailed knowledge of department or company policies and procedures related to work performed. May do some light typing; may direct work of others.

ANALYST, GFO, COLLECTIONS, SENIOR [TIER 6]

Under minimal supervision, responsible for ensuring timely payment of invoices. Required to contact assigned customers via telephone and email to build relationships, resolve payment issues, negotiate resolutions, and obtain payments or process refunds. Required to coordinate with sales department and other internal stakeholders to research past due accounts and to keep internal departments advised of the status of collection efforts. Responsible for escalating unresolved accounts to management as necessary. Required to prepare reports and summaries and to perform special projects as assigned. Responsible for handling calls transferred from the customer service hot line, including the preparation or use of forms, reports or records. Requires some independent judgment and a detailed knowledge of department or company policies and procedures related to work performed. May do some light typing; may direct work of others.

ANALYST, GFO, DISPUTE [TIER 5]

Under supervision, responsible for researching and resolving customer disputes and inquiries. Responsible for sending follow-up inquiries to customers, and communicating with sales teams, customer service teams, and operation support teams regarding disputes and resolutions. Will be required to manage multiple concurrent priorities and identify opportunities for improvement. Must maintain operational statistics and compile and prepare summary reports containing data related to department productivity. Responsible for maintaining Customer Account information to support the creation and maintenance of reporting hierarchies that drive numerous Dow Jones reporting systems. Will assist in establishing and monitoring customer account quality control metrics.

ANALYST, GFO, DISPUTE, SENIOR [TIER 6]

Under minimal supervision, responsible for researching and resolving customer disputes and inquiries. Responsible for sending follow-up inquiries to customers, and communicating with sales teams, customer service teams, and operation support teams regarding disputes and resolutions. Will be required to manage multiple concurrent priorities and identify opportunities for improvement and take a lead role on projects to ensure timely completion. Must maintain operational statistics and compile and prepare summary reports containing data related to department productivity. Responsible for maintaining Customer Account information to support the creation and maintenance of reporting hierarchies that drive numerous Dow Jones reporting systems. Will assist in establishing and monitoring customer account quality control metrics. Will have lead subject matter expert role regarding specific departments (e.g., Salesforce, PIB) and will take responsibility for individual issues relating to a dispute. {added 7.12.21}

ANALYST, GFO, GLOBAL TRAVEL SERVICES [TIER 5]

The Analyst, GFO, Global Travel Svc supports all areas of the Travel department that is responsible for travelers globally and the reimbursement of their expenses. Generate and distribute monthly compliance reports. Perform monthly audit of expense reports, Respond to employee inquiries regarding travel or expenses.

ANALYST, GFO, INCENTIVES [TIER 5]

Ensure sales incentives are handled efficiently and accurately, and in compliance with company incentive programs and policies. Perform data collection, system updates, revenue and goal validation, monthly / quarterly incentive calculation, and payment process in system. Analyze and address inquiries from sales organization and individual participant. Assist company accounting team in monthly reconciliations. Assist business partners in incentive budget and forecast

ANALYST, GFO, INCENTIVES, SENIOR [TIER 6]

Ensure sales incentives are handled efficiently and accurately, and in compliance with company incentive programs and policies. Perform data collection, system updates, revenue and goal validation, monthly / quarterly incentive calculation, and payment process in system; interactive with related parties. Analyze and address inquiries from sales organization and individual participant; interpret implications of the analysis. Provide basic technical concept training to others. Assist company accounting team in monthly reconciliations.

ANALYST, GFO, INTERNAL CONTROLS/COMPLIANCE [TIER 5]

Perform a variety of Financial Operations compliance tasks in support of business areas. Provide assistance with annual SOX audit tasks and support external auditors; including audit request coordination, document retrieval & review as well as limited audit testing tasks. Under general guidance, assist with research, analyses and bringing to closure any compliance, system and/or reporting issues/requests as they arise.

ANALYST, GFO, INTERNAL CONTROLS/COMPLIANCE, SENIOR [TIER 6]

Under minimal supervision, the Senior Analyst, GFO, Intnl Controls/Compliance will provide a leadership role in the planning, support and execution for a wide variety of audit and internal control/compliance tasks, initiatives and projects for the Global Finance Operations (GFO) department. Tasks and responsibilities will include support for Sarbanes-Oxley (SOX) and other compliance audits, internal control assessments for business process improvement initiatives and certain subscription operations compliance related duties. Successful execution will require coordinating with stakeholders across various departments subject to audits and internal controls review/monitoring as well as support for our external auditors.

ANALYST, GFO, METRICS [TIER 5]

Primary responsibility of the Analyst, GFO, Metrics is to build metric reports to monitor, track and analyze business for the Global Finance Operation (GFO) departments. Responsible for working with various departments to understand work, statistics and metrics to build, monitor and report on. Position will be responsible for contributing to the coordination of the monthly scorecards for GFO. Position will also be responsible for providing Sourcing analytics support for RFI, RFP and other analysis.

ANALYST, GFO, ORDER PROCESSING [TIER 5]

The Analyst, GFO, Order Processing processes orders related to the Company's Business to Business products and other lines of business. The role ensures that individual order terms comply with the Company's contractual standards and are accurately submitted. The role also provides timely and accurate user access and permissioning to the Company's web services to meet customer demand. The role requires ongoing effective interactions with the Company's Customer Service, Inside Sales, Collections, Information Services and Accounting Departments and with third party vendors to resolve customer pricing, inventory and order/invoice issues. The role utilizes various Company programs for end-to-end checking to avoid errors in billing and to manage all order fulfillment related work queues and customer inquiries. The role must maintain positive business relationships with internal and external customers to promote the Company's goals.

ANALYST, GFO, ORDER PROCESSING, SENIOR [TIER 6]

Under minimal supervision, performs all the duties of Analyst, GFO, Order Processing. In addition, responsible for responsible for reviewing and troubleshooting sales orders, vendor reports and reconciling various reports related to order processing and billing. Also responsible for developing proposals to improve existing processes, find efficiencies, and work toward streamlining processes and systems. Will also provide backup and data related to billing for Financial Audits and provide training to other employees – both on process flow and CRM functionality and participate in testing and implementing system and process improvements, including creating documentation & test case development.

ANALYST, GFO, PAYROLL [TIER 5]

With a minimum of supervision, performs payroll accounting work following numerous and varied standardized procedures; analyzes accounts in specialized areas of accounting and initiates corrective action; assists in preparing reports, journal entries and financial statements. Payroll/Accounting work includes posting or checking various items from original sources. Duties may involve directing the work of others, spot checking completed work for errors.

ANALYST, GFO, PAYROLL, SENIOR [TIER 6]

Under specific direction, applies principles of payroll to perform work following numerous and varied standard procedures and practices. Analyzes any account and initiates corrective action. Must be qualified to prepare reports, journal entries and financial statements. May instruct or assign work to Analyst, GFO, Payroll. Reviews and verifies the accuracy of various records. Must have a degree in accounting or equivalent experience.

ANALYST, GFO, PURCHASING   [TIER 5]

Under general supervision, responsible for tracking and managing the creation and processing of Purchase Orders. Responsible for setting up new vendors, creating requisitions, collecting information from users needed for purchasing decisions, assisting with invoice processing, updating vendor information in company databases, reconciling POs and invoices and clearing exceptions, and running queries and reports as needed. Responsible for training users of the PO system and supporting employee users. Must have good understanding of the software systems and the processes and procedures used in the purchasing and accounts payable departments.

ANALYST, GFO, PURCHASING, SENIOR   [TIER 6]

The Sr Analyst, GFO, Purchasing performs all duties of the Analyst, GFO, Purchasing but under limited supervision.

ANALYST, GFO, ROYALTIES   [TIER 5]

Under supervision, the Analyst, GFO, Royalties will process royalty calculations in accordance with procedures and timetables as directed by the Manager. The Analyst, GFO, Royalties will also generate statements, reports and analyses, as directed, assist with responding to information requests from Information Providers and internal management, and assist in preparing accruals and forecasts. Participate in routine royalty reporting and special projects.

ANALYST, GFO, ROYALTIES, SENIOR   [TIER 6]

The Sr Analyst, GFO, Royalties will process royalty calculations in accordance with procedures and timetables as directed by the Manager. The Sr Analyst, GFO, Royalties will also generate statements, reports and analyses, as directed, assist with responding to information requests from Information Providers and internal management, and prepare accruals and forecasts for review by the Manager. Participate in routine royalty reporting and special projects.

ANALYST, GFO, SPECIAL PROJECTS   [TIER 5]

The analyst for Special Projects will act as a project analyst in coordinating, planning, and management of smaller projects for GFO shared services initiatives. Will work closely with the manager/project manager to create complete project plan, including action item lists, stakeholder registers, and risk registers. Will coordinate meetings for requirements gathering, prepare weekly status updates, and record all meeting minutes. Will act as a liaison for IT projects assisting as a project coordinator for GFO end user applications that are affected and ensuring all testing and sign-off is completed. Consistently update manager on project status, open risks, and any possible delays in delivery. Continuously implements Project Management best practices when working with projects and other teams.

ANALYST, GFO, TREASURY   [TIER 5]

Under general supervision the Analyst, GFO, Treasury, will perform a variety of duties relating to treasury work. Must have full knowledge and understanding of the department's policies and procedures. At times will be responsible for cash management or general accounting. The analyst will also assist in auditing, reporting and reconciliation. May work independently on specific special assignments, as required, along with assisting our internal business customer on queries.

ANALYST, GFO, TREASURY, SENIOR   [TIER 6]

Under minimal supervision the Sr Analyst, GFO, Treasury, will perform a variety of duties relating to treasury work. Must have full knowledge and understanding of the department's policies and procedures. At times will be responsible for cash management or general accounting. The Sr Analyst will also assist in forecasting, auditing, reporting and reconciliation. May work independently on specific special assignments, as required, along with assisting our internal business customer on queries.

ASSOCIATE GRAPHICS REPORTER   [TIER 6]

Under general supervision, collaborates with reporters, editors and other visual journalists to generate new story approached. Contributes to the creation of visual stories with graphics and interactives for print and digital platforms. Assists

Reporters and Graphics Reports with research and reporting for original visual stories. Works with WSJ style guides, templates and tools. May also edit graphics.

AUDIENCE DEVELOPMENT ANALYST [TIER 6]

Under general supervision, responsible for programs aimed at increasing website traffic, audience reach and subscriptions across the Global Newsroom, identify daily and longterm audience growth, search, social media, and content partnerships opportunities, assist in advancing our global strategy for developing and evolving the key metrics used to analyze site and social traffic and conversion, and executing audience development tactics including developing relationships with media outlets and their websites by identifying opportunities for our journalism to be shared by outside publications, monitoring real time traffic and social data to support editorial efforts, creating and disseminating SEO and publishing best practices guidance, and Actively identifying growth opportunities across existing and new platforms. Will be required to use analytical tools such as Omniture, Google Analytics and Chartbeat, and bring a solid familiarity with a variety of social analytics tools.

AUDIO PRODUCER [TIER 9]

Working independently, will collaborate with senior hosts and producers, as well as key stakeholders across the WSJ newsroom, to develop, coordinate and execute audio production for live and recorded shows. Includes writing scripts, recording interviews, editing sound, post-production, and uploading to platforms. May include in-studio and remote/location recording. Will collaborate with social media team on audience development strategies connected to the shows and execute social media engagement. Requires use of a DAW and digital editing.

BUSINESS DEVELOPMENT SPECIALIST [TIER 10]

Under minimum supervision, is responsible for pursuing and coordinating licensing and co-marketing arrangements for the provision of Dow Jones news and Dow Jones Interactive's electronic products through third-party service providers, with an emphasis on web-based services. Will work independently and with a team of other project leaders under the direction of the director of distribution strategy. Requires full knowledge of all DJIP products, pricing and strategies. Ability to negotiate business terms to achieve maximum revenue goals also required. Will be responsible for overseeing assigned client accounts, following-up on new business leads, identifying potential opportunities, and creatively matching products and channels with business opportunities.

BUSINESS ANALYST, SENIOR [TIER 6]

Under minimal supervision, prepares monthly analysis of operating results for senior management and line managers; assists in the review of annual budget process; analyzes and evaluates actual results versus the budget; participates in long-range planning; devises and completes special projects; analyzes usage patterns of new and existing customers. Evaluates the effectiveness of marketing, sales promotions and sales incentive plans. Assists in the calculation of incentives. Prepares program specifications. Assignments are broad in nature, usually requiring appreciable originality and ingenuity. {restored from prior master job description document as of 7.12.21}

BUSINESS PROCESS SPECIALIST [TIER 9]

Working independently or with minimal supervision, the Business Process Specialist is responsible for analyzing, designing, and implementing business processes that will improve efficiency and productivity. Will also participate in evaluating and planning for systems enhancements and improvements. Will collect and evaluate best-practice techniques and oversee communications and sharing of best practices across the department and across the company. May oversee multiple project and program activities and may serve as liaison with other departments on cross-functional projects. Will focus on Process, Analysis, Strategy, Communication, and Partnerships.

CHANNEL COORDINATOR [TIER 4]

Working under general supervision, but often independently, responsible for working with all groups within the Dow Jones organization toward the goal of growing the online subscription base. May be responsible for coordinating email and direct mail marketing campaigns and related projects, reporting on campaign results, designing future campaigns, developing marketing plans, ensuring quality control for all distribution lists and adhering to regulatory requirements regarding online and email marketing, developing and producing metrics for measuring success of programs, and identifying opportunities for

expanded marketing efforts. Will require working knowledge of software and will be required to trouble-shoot problems both independently and with assistance from tech support.

CIRCULATION CLERK [TIER 1]

Under supervision, handles office clerical duties including answering phones, faxes, filing, typing memos, maintain stockrooms, handling and maintaining inventory, and shipping and receiving tasks. Responsible for collecting affidavits for NIE program from participating schools and following-up with schools as necessary (includes answering questions from teachers and participants on set up and maintenance of NIE sites). Assists with field intelligence collection by going out into the field to make observations as needed. Assists with data entry for field intelligence and troubleshoots technical aspects of the data. Required to work extensively on PC and be proficient with the relevant software.

CIRCULATION FIELD REPRESENTATIVE [TIER 3]

Under supervision, responsible for collecting field intelligence on sales performance for single copy sales and increasing sales volume for an assigned territory. Responsible for increasing the number of sales outlets, monitoring returns from retail outlets and recommending adjustments, visiting field sales sites and working with store owners/operators concerning placement and maintenance of sales racks and displays, auditing returns, posting advertising and display materials at store sites, and assisting with collection of shortage tickets. Responsible for monitoring performance of retail locations and reporting to management.

CIRCULATION SALES REP [TIER 6]

Under direction from the Circulation Market Manager, works independently to develop and execute action plans for making sales development calls and presentations. As part of a team, recommends accounts where additional client contact is necessary.

Evaluates market potential and develops new programs or recommends changes to existing programs that cost-efficiently build sales, aid distribution and increase circulation. Tracks sales and measures actual sales program performance against budgeted plans for the account base.

Maintains relationships with clients, such as wholesalers, non-DJ publications, hotel management, professors and teachers, through personal visits, telephone contact, direct mail and other correspondence. Distributes point-of-sale, educational and promotional materials created for use in the region or as directed by national marketing.

Represents Dow Jones at educational trade shows and conventions and makes presentations about Dow Jones products and services. Reports on the condition of sales within his or her markets and is prepared to explain and analyze the impact of marketplace conditions on assigned sales goals and programs within those markets.

Monitors competitors' activities. Devises and recommends programs to counter or preempt competitors' activities and responds to other marketplace changes that influence sales, market penetration and coverage.

CLASSIFIED AD SALES ACCOUNT COORDINATOR [TIER 3]

Under direction, sells, creates, and delivers classified advertising and classified advertising pages for the Wall Street Journal and other Dow Jones publications.

While an account coordinator's responsibilities will cover the various stages of selling, creating and delivering classified advertising and classified advertising pages, an individual coordinator's designated responsibility and regular job assignment may be based on recognition of his or her proficiency in one or more areas of responsibility.

In handling sales, accurately takes, processes and proofs classified advertising by walk-in, telephone, letter, fax or other electronic transmission. Responsible for callbacks, sales letters and working with new and existing customers. Processes advertising orders and materials, prepares layouts of advertisements and special sections and, when deemed necessary, creates and delivers classified pages. When processing classified advertising and delivering classified pages, retrieves advertising data and material electronically, scans material and uses semiautomatic layout systems to meet customer and company requirements.

CLASSIFIED AD SALES ACCOUNT COORDINATOR, SENIOR [TIER 4]

Under direction, sells, creates and delivers classified advertising and classified advertising pages for the Wall Street Journal and other Dow Jones publications. Must have thorough knowledge of policies and procedures of these publications and supporting departments within the company. The account coordinator, senior will be responsible for delegating the workflow within their category assignments, create sales reports and access the data, contribute and in some cases lead the training efforts for their team members. Acts as liaison between customer service and credit department.

The account coordinator, senior must accurately take, process and proof classified advertising by walk-in, telephone, letter, fax or other electronic transmission. Responsible for call-backs, sales letters, and working with new and existing customers. Process advertising orders and materials, prepare layouts of advertisements and special sections and, when deemed necessary, creates and delivers classified pages. When processing classified advertising and delivering classified pages, retrieves advertising data and material electronically, scans material and uses semiautomatic layout systems to meet customer and company requirements.

CLASSIFIED ADVERTISING SALES REPRESENTATIVE [TIER 5]

Under direction, represents the company in a specific geographic area of various categories to sell classified advertising space, in person and through telemarketing, in a Dow Jones publication. Analyzes market for sales potential; develops new strategies and delivers oral/visual presentations pointing out the advantages of Dow Jones publications. Acts as liaison between customer, credit and production department. Duties include writing sales letters and sales reports and maintaining accurate account files. May be required to participate in job-related social events.

CLASSIFIED ADVERTISING SALES REP., SENIOR [TIER 6]

Under direction, solicits and receives classified advertising in person and via telephone for Dow Jones publications; must have thorough knowledge of policies and procedures of these publications and supporting departments within the company; plans and delivers sales presentations to accounts and agencies and provides liaison support between them and the company; may aid customer in ad layout. Also has lead responsibilities for directing the work of employees at the location.

CLASSIFIED MARKETING ASSISTANT [TIER 2]

Under direction, assists and supports national classified sales in the organization and distribution of sales material, sales letters and other correspondence to the company's client and prospect base. Acts as a liaison between the national sales center, marketing services department and the classified field offices nationwide.

Job includes database management, typing of mailing labels, distribution of single and mass mailings, daily dispatch of mail and assisting the sales organization in merchandising and value-added projects. May be required to handle switchboard operation and do related clerical work.

CLASSIFIED TELEMARKETING SALES REP [TIER 4]

Under direction, solicits via telephone advertising for the Wall Street Journal and other Dow Jones publications. Develops sales leads and prospects and will be required to manage a database.

Must be creative in developing sales leads, utilizing sources approved by management. Requires knowledge of advertising principles, overcoming advertisers' objections and having a thorough knowledge of telephone sales techniques. May be required to answer and service incoming telephone inquiries and process advertisements in accordance with company guidelines, policies and mechanical requirements.

CLERK [TIER 1]

Under close supervision, performs routine, repetitive clerical work, including checking, counting, filing, searching, sorting and stamping.

CLERK, SENIOR [TIER 2]

With a minimum of supervision, performs clerical duties of some diversity requiring application of various standard procedures, including the preparation or use of forms, reports or records. Requires some independent judgment and a detailed

knowledge of department or company policies and procedures related to work performed. May do some light typing; may direct work of others.

CLIENT ASSOCIATE [TIER 5]

The Client Associate will partner to sell integrated media solutions and partnerships to large clients within a designated industry sector. This position supports Client Partners to prepare proposals, maintain excellent client relations, generate leads, and sell to clients within the designated industry to achieve quarterly revenue goals. Client Associates will be exposed to selling market-leading solutions and partnerships including product integration across the entire Dow Jones portfolio, custom content, conferences, online and print.

CLIENT ADVISOR [TIER 7]

Working independently, the Client Advisor is responsible for ensuring that Dow Jones Global clients are maximizing the value of their investment in our products through effective and efficient use in solving their business needs. The Client Advisor will identify and develop a deep understanding of the clients' industries, business needs and deliver insights and value propositions of Dow Jones products to support ROI. The Client Advisor is responsible for enhancing and expanding the relationships between Dow Jones and our GLOBAL PIB clients.

The Client Advisor will work closely with the customer to understand how they derive business value from DJ services and own the account plan to drive ROI throughout their organization. They are responsible for setting retention KPIs and measuring retention activity to insure customer success. They will be responsible for all aspects of the renewal process for these GLOBAL accounts including metrics review, proposals, meetings with key stakeholders and business champions as well as contracting.

CLIENT ENGAGEMENT SPECIALIST [TIER 6]

Under general supervision, the Client Engagement Specialist (CES) is responsible for managing all renewal aspects of the relationship with a defined set of customers. The Client Engagement Specialist is responsible for retaining the existing contract revenue within existing buying centers and supporting new sales into these accounts made by the Account Executives. To this end, the Client Engagement Specialist will need to liaise with DJ internal teams to ensure the clients business needs are being met consistently to support the renewal. Ultimately the Client Engagement Specialist must develop and drive successful renewals ensuring a strong revenue base for Dow Jones. Success will be measured based on the retention rates of the Client Engagement Specialists assigned accounts. Will provide a monthly report to manage highlighting high risk renewal accounts within the region and strategy/ideas to turnaround. Responsible for ensuring appropriate levels of customer training and product utilization by working with the Product Training Specialist team and monitoring internal reports. Will oversee the overall renewal lifecycle; from pricing, contracting, to invoicing and client support, so customer concerns get addressed correctly and efficiently throughout the fiscal year. Will support new sales into existing accounts to ensure maximum customer ROI with DJ.

CLIENT PARTNER [TIER 7]

The Client Partner is responsible for developing new and existing advertising client relationships within their industry sector with a view to delivering revenue targets by selling all Dow Jones products and services and increasing client satisfaction and retention across all brand and media solutions including custom content and conferences.

CLIENT PARTNER, ASSOCIATE [TIER 6]

The Associate Client Partner is responsible for growing new advertising client relationships within their industry sector and managing lower-value accounts by selling all Dow Jones products and services and increasing client satisfaction and retention across all brand and media solutions, including custom content and conferences. Will focus on the prospecting of new and lapsed clients. Through industry and sector research, this role will work to create sales pitches for potential new advertising partners to grow accounts. The Associate Client Partner will help grow these new accounts into larger, more frequent advertisers. Once developed, larger, more strategic accounts may be managed by Client Partners. Will compile research on new business opportunities including lapsed accounts and inbound business, identify and develop new advertisers, build relationships and develop a significant account list of advertisers and agencies through cold calls, trade networking events, and

leads generated by other teams. Will assist in developing and managing the sales pipeline. Will maintain an active schedule of face-to-face appointments and prospecting calls. Will maintain a spreadsheet of active accounts and revenue forecasts. Will develop industry expertise and provide sales team with updates on current trends, news, competitive analysis and advertising opportunities.

CLIENT SOLUTIONS SPECIALIST [TIER 9]

The Client Solutions Specialist is the internal product champion, accountable for increasing revenue across the Dow Jones portfolio of media brands. The position must support Client Partners and with their deep product knowledge, identifying new growth opportunities. The role is also responsible for selling directly to clients, including senior business and senior agency decision makers.

CLIENT SOLUTIONS SPECIALIST, SENIOR [TIER 10]

Performs all the duties of the Client Solutions Specialist and leads sales conversations with creative ideas, custom executions and sophisticated digital solutions. Collaborates with the sales team - providing expert knowledge and ideas in proactive conversations and throughout the RFP process. Delivers deep product knowledge and insight in a sales environment. Manages sales materials coordination and development for media solutions and partnership propositions. {added 7.12.21}

CODING EDITOR [TIER 7]

Under minimal supervision, responsible for quality control of metadata on headlines, stories and data published to newswires. Responsible for monitoring content as it runs on wires, which includes, among other things: removing inaccurate codes; adding relevant codes that are missing from stories; and adding specialized and enhanced tagging, such as "significance" tagging on stock symbols or "Top Story" codes. Other tasks include: running corrections and fixing stories and headlines; gathering forecasts for economic indicators and some USDA reports; fixing chaining of stories so that parts are stitched together to make articles more readable for downstream subscribers; monitoring and/or publishing datapoints not handled by bureaus; reporting, writing and sending "Data Talk" snippets to news desks for publication, and collecting grain and livestock stories that publish as daily Grain and Livestock Highlights. Also responsible for quality control and related activities of the Live economic calendar.

COLUMNIST [TIER 10]

Working independently, must write regular columns on topics of interest to readers within the writer's subject-matter expertise, which may include analysis and forward-looking speculation about future trends, impacts, lessons, and action items. Must also be capable of performing all the duties of a Reporter. {added 7.12.21}

COMPUTER EQUIPMENT OPERATOR/PRINTING PLANTS [TIER 2]

Under limited supervision, operates equipment to print mailing label lists for Wall Street Journal and Barron's press runs, circulation reports, and top wraps. Includes operation of the labeling system, printer, and slitter. Responsible for some preventive maintenance, recognizing and reporting system problems to tech support for action. In some plants slits and prepares labels for production runs.

Prepares and inserts delivery information into envelopes for distribution to field offices and delivery operations. Maintains inventory of labels and supplies. Completes reports related to list maintenance and general circulation department clerical duties. Good organizational skills, experience operating computer systems (e.g., Windows, e-mail) preferred but not required. Must be able to lift 20 lb. boxes.

CONTENT ANALYST [TIER 6]

Under minimal supervision, monitors specified industries and/or topics, and manages featured content in those areas. Other responsibilities may include monitoring licensed, web site, blog and social media content and maintaining data about them, identifying and indexing industry trend articles, and compiling daily news summaries using published information, which can include presenting data in report format with tables, charts and context analysis.

This title replaces **Content Creation Specialist [T6], Media Analyst [T6], and Media Analyst, Senior [T7].**

CONTENT AUTOCODING SPECIALIST [TIER 5]

With minimum supervision, responsible for the autocoding of assigned sources. Must research, produce and maintain expert search statements and optimize various autocoding systems to insure quality autocoding of documents. Oversees the review and analysis process for search statements in production. Works together with the Symbology Group to maintain Factiva Intelligent Indexing. Works with Technology to improve autocoding tools. Assists in projects from the Taxonomy Services group. Performs coding quality monitoring of sources. Troubleshoots autocoding problems.

CONTENT EXTRACTION SPECIALIST [TIER 6]

The Content Extraction Specialist is part of Strategic Services' Metadata Management team and will also share responsibilities with the Autocoding Specialists in Metadata Management. The Content Extraction Specialist works on various extraction projects using Text Analytics tools to extract facts or events from Factiva and Dow Jones content. Will research, produce and maintain expert rules for data extraction using third-party Text Analytics tools. Will participate in code application to Factiva content based on DJ proprietary taxonomy. Will develop and maintain document training sets for linguistics-based extraction and categorization tools. Responsible for testing software releases as extraction and categorization tools are improved, performing extraction and coding quality monitoring of publications, and refining extraction and categorization rules to ensure the highest levels of precision and recall. Will conduct research and analysis to improve the overall enrichment of Factiva content. Will troubleshoot extraction and coding problems and answer quality issues questions escalated via internal quality monitoring workflows. May perform special ad-hoc projects as needed to support the needs of the business.

CONTENT INFORMATION SPECIALIST [TIER 6]

Under minimal supervision, responsible for maintaining the integrity of the Content Database (CDB), Dow Jones Factiva's source repository and an integral part of Factiva Source Processing. Responsible for supplying information about all content to the source processing system, the product source browser, and other downstream users. Functions as the administrator of the Content Database, serves as a single point of reference and escalation for Content Information such as source lists, and ensures the smooth transition of source information from Information Providers' contracts to availability on Factiva and other products. May input or amend data within databases, review information, copyright, and billing data, and research data to confirm accuracy. Functions as a resource for internal staff concerning available data and how to manipulate it for internal and external purposes. Assists with development, testing, and implementation of new interface enhancements.

CONTENT LICENSING SPECIALIST [TIER 6]

Under minimal supervision, responsible for managing relationships with existing information providers and securing relationships with new information providers under beneficial contract terms and with minimal royalty expenses. Must be able to work well with sales members to assist them with content questions, the legal department to draft and amend information provider agreements, the business group to understand their content needs and other members of the content group to address content loading and other topics. Must be able to negotiate information provider agreements and should be capable of resolving content issues.

CONTENT OPS SPECIALIST [TIER 6]

Under supervision, ensures the smooth passage of data in between source processing and its loading on Factiva products. Monitors content on Factiva products and verifies timely key publications uploads. Maintains and develops relationships with information providers including following-up with data problems. Researches and responds to Customer Service questions regarding delivery delays and coding inaccuracies. Maintains accuracy of Content Database, fixes sources containing inaccurate data and handles requests for news article deletions.

CONTENT QUALITY ANALYST [TIER 6]

Under minimal supervision, responsible for ensuring the integrity information in the Company's information retrieval databases. Responsible for adding, deleting and modifying company and individual records and biographies in response to internal and external customer requests, monitoring and analyzing information from news feeds and internet sources and updating database records accordingly. Will assist in data clean-up projects, developing and testing new editorial tools, and creating metrics and reports. Must communicate with customers and internal staff to resolve complaints and address content disputes.

COPY EDITOR [TIER 8]

Under minimum supervision, must be capable of major editing and complete rewriting of copy for a Dow Jones publication or a Dow Jones news service. Must possess strong news judgment. Must also be able to perform all duties of a National Copy Reader.

COPY READER, NATIONAL [TIER 6]

Under supervision, must be capable of writing headlines, editing and doing routine rewrites for a Dow Jones publication or a Dow Jones news service.

COPY READER, REGIONAL [TIER 5]

Under direction, must be capable of performing duties of slot person on a news production desk, supervising work of personnel, reading, checking and correcting finished proofs from composing rooms. Must be able to substitute on occasion for the make-up person or the news production editor, or to perform general duties related to news production.

CUSTOMER DEVELOPMENT EXECUTIVE [TIER 5]

Under direction, manages mid- and lower-tier accounts remotely. Maximizes existing sales revenues by increasing the profitability and effectiveness of mid- and lower-tier account management. Renews flat fee contracts to maximize revenue and upgrades accounts as needed. Provides customer education via web-ex, phone, and on line. Enters and maintains customer records to ensure billing accuracy.

CUSTOMER SERVICE ADMINISTRATOR [TIER 1]

Under supervision, responsible for operating a switchboard, providing telephone support to callers by addressing their issue or query and routing their call to the appropriate department or individual, diagnosing callers' issues by asking relevant probing questions and utilizing effective listening skills, assisting in identifying opportunities for improvement with technology systems and procedures, and initiating appropriate action to implement process changes. Supports the maintenance of an active and useable knowledge base, maintains a high degree of customer service for all queries and adheres to all service management principles and Service Level Agreements. Also responsible for updating client accounts, handing account administration and billing tasks, logging account activities in appropriate CRM and databases, interacting with internal partners to ensure resolution of customer issues, researching customer issues including credit card disputes, and working on special projects.

CUSTOMER SERVICE ASSOCIATE [TIER 3]

Under general supervision, the Customer Service Associate provides telephone and e-support for the Dow Jones suite of products and services by assisting our global customers, both internal and external. Types of queries may include product navigation, content, account administration, billing, new orders, or basic technical support. At times, conducting outbound surveys may be required. Attention should also be devoted to acquisition and retention – identifying opportunities to up-sell and cross-sell, and ensuring we go above and beyond whenever possible to maintain close client relationships.

The Customer Service Associate must act as the single point of contact for customer issues, logging all queries accurately and tracking progress on outstanding incidents to ensure customers get timely updates and resolution. A working knowledge of major computer operating systems, Microsoft Office, and the Internet is also required.

CUSTOMER SERVICE ASSOCIATE, SENIOR [TIER 4]

Under minimal supervision, the Senior Customer Service Associate provides telephone and e-support for the Dow Jones suite of products and services by assisting our global customers, both internal and external. Types of queries may include advanced product navigation, content, account administration, billing, new orders, or basic technical support. At times, conducting outbound surveys may be required. Attention should also be devoted to acquisition and retention – identifying opportunities to up-sell and cross-sell, and ensuring we go above and beyond whenever possible to maintain close client relationships.

The Senior Customer Service Associate may also be required to review product and training materials, assist other members of the team with advanced queries, and special projects as required. Acting as the single point of contact for customer issues, logging all queries accurately, and tracking progress on outstanding incidents are required. Proficiency with major computer operating systems, Microsoft Office, and the Internet is also required.

CUSTOMER SERVICE EXECUTIVE [TIER 3]

Under general supervision, the Customer Service Executive provides telephone and e-support for the Dow Jones suite of products and services by assisting our global customers, both internal and external. Types of queries may include product navigation, content, account administration, billing, new orders, or basic technical support. At times, conducting outbound surveys may be required. Attention should also be devoted to acquisition and retention – identifying opportunities to up-sell and cross-sell, and ensuring we go above and beyond whenever possible to maintain close client relationships.

The Customer Service Executive must act as the single point of contact for customer issues, logging all queries accurately and tracking progress on outstanding incidents to ensure customers get timely updates and resolution. A working knowledge of major computer operating systems, Microsoft Office, and the Internet is also required.

CUSTOMER SERVICE EXECUTIVE, SENIOR [TIER 4]

Under minimal supervision, the Senior Customer Service Executive provides telephone and e-support for the Dow Jones suite of products and services by assisting our global customers, both internal and external. Types of queries may include advanced product navigation, content, account administration, billing, new orders, or basic technical support. At times, conducting outbound surveys may be required. Attention should also be devoted to acquisition and retention – identifying opportunities to up-sell and cross-sell, and ensuring we go above and beyond whenever possible to maintain close client relationships.

The Senior Customer Service Executive may also be required to review product and training materials, assist other members of the team with advanced queries, and special projects as required. Acting as the single point of contact for customer issues, logging all queries accurately, and tracking progress on outstanding incidents are required. Proficiency with major computer operating systems, Microsoft Office, and the Internet is also required.

CUSTOMER SOLUTIONS ENGINEER [TIER 10]

Working Independently, Customer Solutions Engineers will provide critical support for the sales team by supporting integration opportunities for Dow Jones' clients and partners. Responsible for identifying innovative solutions to business

problems and coordinating with the sales team to both sell the solutions to potential clients and help implement those solutions post-sale. Will help create prototypes and demos and also education and training materials. Will work with the sales team to understand and exploit integration possibilities with Dow Jones solutions. Will work with prospective clients to develop solutions and provide proof-of-concept proposals and will assist with post-sale integration. Will provide feedback to Product and Technology teams regarding emerging requirements and client needs and trends to assist in innovation.

CUSTOMER VALUE EXECUTIVE [TIER 7]

Develops and increases usage and/or penetration of Dow Jones Interactive users within existing corporate accounts in defined geographic region. Provides initial and ongoing training on Interactive products to corporate users, arranges and conducts regional seminars on a regular basis for corporate users and private individuals. To a lesser extent, assists the sales force in selling and developing accounts in his/her region. Also conducts competitive analysis of Interactive products to support the sales staff. Participates in regional trade shows and industry-related functions and meetings.

DATA ANALYST [Tier 7]

Under general supervision, a Data Analyst is responsible for the analysis of data generated by the Company's products to provide insight to management, evaluate proposals and product improvement initiatives, drive revenue, and identify product opportunities. Will help drive data instrumentation across the company's core business units, manage the development of data resources, gather requirements, organize sources and support product launches. Will build custom solutions for audience measurement reporting and help develop solutions for identified business needs and testing protocols. Will require collaboration with multiple other teams and business units. Must maintain up-to-date proficiency in necessary technical tools as the technology develops. Will assist with the direction and training of Junior Data Analysts.

DATA ANALYST, JUNIOR [Tier 6]

Under direct supervision, a Junior Data Analyst is responsible for the analysis of data generated by the Company's products. Responsible for responding to daily requests from multiple businesses and ensuring they are responded to accurately and timely. Will provide analytical support for Dow Jones products and business groups. Will assist in the development of data resources, gather requirements, organize sources and support product launches. Will assist in building custom solutions for audience measurement reporting and help develop solutions for identified business needs and testing protocols. Must maintain up-to-date proficiency in necessary technical tools as the technology develops.

DATA BASE EDITORIAL ASSISTANT [TIER 3]

Under supervision, codes, formats, checks, combines and inputs news stories and information as well as rewrites headlines from the Dow Jones News Service, The Wall Street Journal and other sources.

DATA BASE MARKETING SPECIALIST [TIER 5]

Under direction, uses database systems to conduct research and analysis for marketing purposes. Develops, produces, and processes surveys in conjunction with other departments. Assists in researching and recommending software or procedural enhancements to existing database system to increase efficiency of reporting and analysis. Helps investigate and evaluate software. Assists in maintenance and quality control of database. Liaisons with technical staff and other departments. Develops ad hoc reports and analyses such as target marketing lists. Performs other clerical and general duties as may be assigned.

DATA BASE STATISTICIAN [TIER 5]

Under supervision, performs statistical work for data base publication, using PCs and related equipment. Verifies, adjusts, and corrects quotations and statistics from various U.S. and foreign financial markets. Derives and interprets financial market and corporate data from exchanges and other sources and applies to database systems which process market data, compute indexes, and provide market-related statistics. Maintains database of symbols and supports other data base services with necessary information. Must be able to work with technical and customer service departments and perform such other clerical and general duties as may be assigned.

DATA BASE STATISTICIAN, SENIOR [TIER 6]

With a minimum of supervision, and in addition to performing all the duties of a Data Base Statistician, develops new statistical products with emphasis on defining and communicating the requirements for these products to other departments. Assists in developing index methodologies and in creating and maintaining indexes; performs component stock research, selections and reviews, addition of country indexes and construction of custom indexes. Assists in enhancing quality assurance functions and procedures and in system testing and training-related activities.

DATA EDITOR [TIER 7]

Under minimal supervision, handles time-sensitive reports from USDA and other government agencies. Daily responsibilities also include publishing key data from various exchanges, including CBOT, CME, ICE, NYMEX and COMEX. Responsible for converting a high volume of data into tables for an audience of business professionals, requiring a good understanding of the needs of traders and investors and the ability to quickly publish accurate information. Editors juggle and shift priorities when necessary, which requires a deep understanding of financial markets and the need to prioritize incoming data to push out the most important information first.

DATA INTEGRITY ANALYST [TIER 6]

Under supervision:
- Oversee the acquisition and maintenance of global financial data derived from multiple sources and stored in proprietary databases. Ensure that the data has been received in the proper format at the appropriate time, is correct, and is suitable for the intended end use.
- Use data integrity tools to identify erroneous data points. Troubleshoot and resolve quality issues with sourced, processed and/or consolidated data, irrespective of cause.
- Provide timely and complete resolution of ad-hoc internal and external data queries.
- Deliver formatted data output to downstream customers.
- Ensure complete correctness of the data conversion to graphical or tabular format.
- Perform UAT (user acceptance testing) of new or enhanced system functionality.
- Support training of future members of staff.

Position Requirements:
- Bachelor's degree or equivalent experience
- Excellent verbal and written communication skills
- Attention to detail
- Ability to meet tight deadlines
- Understanding of financial markets
- Proficiency in Microsoft Excel, Word, and Outlook
- Knowledge of Adobe Illustrator CS preferred

DATA INTEGRITY ANALYST, SENIOR [TIER 7]

With minimal supervision
- Oversee the acquisition and maintenance of global financial data derived from multiple sources and stored in proprietary databases. Ensure that the data has been received in the proper format at the appropriate time, is correct, and is suitable for the intended end use.
- Use data integrity tools to identify erroneous data points. Troubleshoot and resolve quality issues with sourced, processed and/or consolidated data, irrespective of cause.
- Provide timely and complete resolution of ad-hoc internal and external data queries.
- Deliver formatted data output to downstream customers.
- Ensure complete correctness of the data conversion to graphical or tabular format.
- Perform UAT (user acceptance testing) of new or enhanced system functionality.
- Support training of future members of staff.

Position Requirements:
- Bachelor's degree or equivalent experience
- Minimum 1 year experience working with financial market data
- Excellent verbal and written communication skills
- Attention to detail
- Ability to meet tight deadlines
- Knowledge of global financial markets and associated concepts
- Familiarity with company financial statements preferred
- Familiarity and comfort working with IT development groups
- Proficiency in Microsoft Excel, Word, and Outlook
- Knowledge of Adobe Illustrator CS preferred
- Knowledge of Reuters 3000 Xtra and FactSet Marquee preferred

DESIGN TECHNOLOGIST [TIER 9]

Under minimal supervision, partners with designers and developers to produce websites and web applications. Creates, edits, and updates pages, templates, modules, and tools using the most relevant and up-to-date front-end web technologies. Responsible for ensuring cross-browser compatibility. Adheres to best practice coding standards and helps with coding across all teams.

DIGITAL OPERATIONS SPECIALIST [Tier 6]

Responsible for the implementation and day-to-day management of client advertising campaigns as well as driving the strategic revenue growth for each account. Will provide quality assurance, pull campaign placement reports, and review the status of campaigns in order to optimize their performance. Will also troubleshoot and resolve site and advertiser issues. Will produce daily and weekly reports and provide analysis of data for presentation at meetings with account management team(s) and internal departments. Responsible for ad placement, scheduling, and feedback to customers, including preparation of code for delivery of digital ads, resolving traffic issues, and reconciling discrepancies.

DIGITAL PRODUCER [TIER 8]

Under minimum supervision, coordinates strategies for improving and modernizing online presentation, expanding digital distribution, and building a larger and more engaged audience. Works to streamline production processes and tools, integrate digital and print content and efficiently publish digital content. Oversees online programming, develops new storytelling and distribution methods and formats, manages web site, mobile apps, and other platforms, and works with newsroom editors to develop new tools and methods to advance online publications. May coordinate and/or host podcasts or other audio/video programming.

EDITIONS COORDINATOR [TIER 8]

Under minimum supervision, must be able to edit translated copy for language, length and content. Must be able to write headlines, blurbs and decks on a regular basis; rewrite articles in language other than English, on deadline; integrate updates and material needed to adapt our article for the target audience as required, and must be able to select articles and lay out pages for any of the editions. Must be able to perform duties of Translation Editor.

EDITOR, MULTIMEDIA [TIER 6]

Produces multimedia stories for on-line, interactive news service; digitizes film, writes captions, researches supplementary material. Authors video, audio text and graphics.

ENGAGEMENT ASSOCIATE [TIER 6]

Under general supervision, an Engagement Associate supports the engagement team in developing and executing integrated campaigns grounded in data and designed to enhance customer engagement with our products. Executes and implements campaigns by ensuring all deliverables are on track for completion according to deadlines. Coordinates with teams across the business to move projects forward. Responsible for mining data and reporting on strategies for measuring the success of campaigns and developing strategies to optimizing future campaigns. Responsible for the creation, production and delivery of marketing materials, working with internal departments and external agencies, drafting creative briefs, and provide creative feedback. Will manage the reporting of KPI and other indices as per set criteria, on a daily, weekly, monthly basis.

EVENTS COORDINATOR [TIER 4]

Under minimal supervision, responsible for arranging, scheduling, and executing all aspects of Dow Jones Events, including working with vendors to manage daily/weekly event order targets, maintaining vendor files, and communicating with clients and vendors during all phases of the Event from negotiation to completion. Responsible for updating weekly event results, taking orders from vendors and matching to internal reporting. Must track event details and provide reports to Finance and other internal stakeholders. Must coordinate with IT and Customer Service regarding services and staffing needed for events. Responsible for negotiating with event vendors and service providers and maintaining budgets. Will create post-event recaps and evaluate success as well as recommend improvements for future events. Will be required to attend events, including travel within the US and sometimes overseas. Responsible for coordination across Dow Jones Departments.

EXPERIMENTATION ASSOCIATE, JR. [TIER 7]

Under close supervision, PROVIDES a voice for users of our websites and apps, learning about their goals, desires and preferences. The Jr Experimentation Associate helps deliver a systematic study of target users and their requirements, adding realistic contexts and insights to our UX processes and providing valuable information and actionable insights to optimize solutions. They help support the acceleration of the momentum of our customer-facing experimentation efforts, and promote continuous improvement and efficient operation of those activities on an ongoing basis. They support the implementation and ongoing improvement of a consistent framework for fielding, evaluating and prioritizing requests and ideas. The Jr Experimentation Associate ensures we have clearly-established hypotheses, KPIs, SMART goals, and definitions of success/failure for our tests. A high level of collaboration with Experience Architecture, Experience Design, Customer Intelligence, Technology, Project Management, Product as well as SMEs and Partners across Dow Jones is required. The Junior level role has a limited number of stakeholders to handle and will be beginning to develop an understanding of the strategy and vision for DJ.

EXPERIMENTATION ASSOCIATE [TIER 8]

Under general supervision, provides a voice for users of our websites and apps, learning about their goals, desires and preferences. The Experimentation Associate helps deliver a systematic study of target users and their requirements, adding realistic contexts and insights to our UX processes and providing valuable information and actionable insights to optimize solutions. They help support the acceleration of the momentum of our customer-facing experimentation efforts, and promote continuous improvement and efficient operation of those activities on an ongoing basis. They support the implementation and ongoing improvement of a consistent framework for fielding, evaluating and prioritizing requests and ideas. The Experimentation Associate ensures we have clearly-established hypotheses, KPIs, SMART goals, and definitions of success/failure for our tests. A high level of collaboration with Experience Architecture, Experience Design, Customer Intelligence, Technology, Project Management, Product as well as SMEs and Partners across Dow Jones is required. The Core level role will begin demonstrating growing independence and ownership of their own workload, requiring less onboarding and direction. Their number of stakeholders will start to increase. They will also have a basic understanding of the strategy and vision for DJ.

EXPERIMENTATION ASSOCIATE, SR. [TIER 9]

Working with increasing independence and autonomy, provides a voice for users of our websites and apps, learning about their goals, desires and preferences. The Sr Experimentation Associate helps deliver a systematic study of target users and their requirements, adding realistic contexts and insights to our UX processes and providing valuable information and actionable insights to optimize solutions. They help support the acceleration of the momentum of our customer-facing experimentation efforts, and promote continuous improvement and efficient operation of those activities on an ongoing basis. They support the implementation and ongoing improvement of a consistent framework for fielding, evaluating and prioritizing requests and ideas. The Sr Experimentation Associate ensures we have clearly-established hypotheses, KPIs, SMART goals, and definitions

of success/failure for our tests. A high level of collaboration with Experience Architecture, Experience Design, Customer Intelligence, Technology, Project Management, Product as well as SMEs and Partners across Dow Jones is required. The Senior level role will develop an enhanced understanding of the strategy and vision for DJ. They demonstrate full independence and ownership of their workload, and can articulate their decisions and anticipate feedback. They will also demonstrate an enhanced understanding of the strategy and vision for DJ.

EXPERIMENTATION LEAD   [TIER 10]

Working independently and with minimal supervision, provides a voice for users of our websites and apps, learning about their goals, desires and preferences. The Experimentation Lead helps deliver a systematic study of target users and their requirements, adding realistic contexts and insights to our UX processes and providing valuable information and actionable insights to optimize solutions. They help support the acceleration of the momentum of our customer-facing experimentation efforts, and promote continuous improvement and efficient operation of those activities on an ongoing basis. They support the implementation and ongoing improvement of a consistent framework for fielding, evaluating and prioritizing requests and ideas. The Experimentation Lead ensures we have clearly-established hypotheses, KPIs, SMART goals, and definitions of success/failure for our tests. A high level of collaboration with Experience Architecture, Experience Design, Customer Intelligence, Technology, Project Management, Product as well as SMEs and Partners across Dow Jones is required. They have co-ownership of the team's workload and contribute to the team's direction. The Lead level role has a solid understanding of, and actively contributes to, the strategy and vision for DJ. The Lead role can own and influence key metrics and have co-ownership of the team's workload, contributing to the team's direction. They can tackle undefined, complex projects which they can lead from beginning to end. They drive alignment and have a solid understanding of, and actively contributes to, the strategy and vision for DJ. They can demonstrate a high level of collaboration with stakeholders is required and they are able to synthesize multiple inputs and feedback from stakeholders into a cohesive approach.

GLOBAL ACCOUNTS EXECUTIVE   [TIER 9]

Responsible for managing the global relationships with some of Factiva's largest customers including multi-national corporations, large financial institutions and the largest accounting and consulting firms. Maintains existing revenue which requires implementing programs and building relationships, around the world, and at all levels, to insure that the customers are satisfied with the value they are getting. Will identify opportunities for additional Factiva solutions and manage the implementation of these new solutions.

GLOBAL LAYOUT COORDINATOR   [TIER 6]

Under a minim of supervision, organizes and directs page layouts of The Wall Street Journal to display advertising in a well-balanced manner. Is responsible for meeting edition deadlines. Conducts testing and participates in development of new department products. May be required to perform duties of an assistant to the advertising production manager.

GRAPHIC ARTIST   [TIER 5]

Works with editors, artists, reporters and marketing to develop a visual concept for stories, editorial or advertising. Prepares layouts and rough sketches. Utilizes various materials and techniques to prepare finished maps, charts, graphs, tables, or illustrations. Works under daily and hourly deadlines. May work with and maintain graphical equipment.

GRAPHIC ARTIST ASSISTANT   [TIER 4]

Under direction, provides graphical support to print and online publications. Must be familiar with computer graphics packages. Provides layout, research, and general support to other graphic positions and editors.

GRAPHIC COORDINATOR   [TIER 8]

Designs typographical, photographic, and illustrative elements, as well as full-page designs. Makes charts, tables, and logos. Works with artists and editors to coordinate artwork. In addition, may perform all the duties of Graphic Designer.

GRAPHIC DESIGNER   [TIER 7]

Designs typographical, photographic, and illustrative elements, as well as full-page designs. Makes charts, tables, and logos. In addition, may perform all the duties of Graphic Illustrator.

GRAPHIC ILLUSTRATOR [TIER 6]

Works both independently and under supervision to develop and execute, on a timely basis and according to WSJ styles and formats, charts, graphs, tables, diagrams, illustrations, and portraits. May be required to submit sketches and final art for approval to directors and editors. Must be familiar with equipment used to generate illustrations. May be required to use computer and associated software.

GRAPHICS REPORTER [TIER 7]

Working independently, responsible for conceiving story ideas, conducting interviews, developing sources and writing stories that combine text with visuals to explain news that matters to WSJ subscribers. A Graphics Reporter will use the powers of data visualization, video, illustration, and other visual story forms to enhance their storytelling. Also responsible for mining data using various resources and tools to uncover stories in large datasets and create stories based upon findings. Will be required to manipulate graphics, video, data, and photos using the Adobe Creative Suite and similar software. [Non-exempt.]

HEARD (ON THE STREET) WRITER [TIER 10]

Must be able to develop, report and write daily items of analysis and forward-looking commentary about company and industry trends for The Wall Street Journal's Heard on the Street feature with minimal supervision and submit finished copy needing minimal rewriting, editing, or additional reporting. {added 7.12.21}

INFORMATION GRAPHICS ARTIST [TIER 6]

Under supervision, produces graphics for breaking-news and feature stories. May work from existing templates or create feature graphics as necessary. Responsible for gathering data from databases as directed and executing statistical graphics, such as bar charts or fever-line graphs.

INFORMATION GRAPHICS COORDINATOR [TIER 8]

Works independently and with graphics and editorial departments to identify, develop, research, and produce graphic ideas for breaking-news and feature stories. Coordinates and manages graphic packages for major breaking-news stories or long-term feature stories. Responsible for reporting and developing original research as needed, identifying sources of information, and independently creating graphics appropriate for the accompanying news stories. May perform all the duties of an Information Graphics Designer.

INFORMATION GRAPHICS DESIGNER [TIER 7]

Under minimal supervision, works with graphics and editorial departments to identify, develop, research, and produce graphic ideas for breaking-news and feature stories. Responsible for gathering data from databases, coordinating and executing graphics for use in daily news and long-term enterprise projects. May perform all the duties of an Information Graphics Artist.

INSIDE SALES REP [TIER 4]

Under direction, sells a Dow Jones publication or product though telemarketing. Answers telephone inquiries and accurately takes orders over the phone. Processes orders, answers written inquiries and assists customers concerning their orders and needs. May be required to include writing letters, assisting with marketing campaigns, inputting and updating databases and mailing systems. Acts as liaison between customer and other internal departments.

INTEGRATED MARKETING SPECIALIST [Tier 6]

Working independently and with minimal supervision, responsible for developing innovative, multi-platform marketing programs for advertisers created to drive revenue across the franchise and to engage clients across multiple advertising categories. Also responsible for creating client-specific print, digital, and integrated proposals, presentations, and marketing

collateral in assigned advertising categories. Responsible for maintaining industry knowledge and sharing industry intelligence across the team. Must create and present internal presentations.

INTERACTIVE DESIGNER [TIER 7]

Under supervision, responsible for the development of interactive products. May provide site architecture, navigation, HTML coding, illustration and design of interactive projects. Creates visual concepts that illustrate news stories and other editorial matter, including preliminary and final design of charts, tables, maps, illustrations, and photographs. Works with Project Managers, Editors, and Producers to design new products, *features, and functionality*. May also de-bug and provide product review. May also design, create and produce related print material for marketing and advertising purposes. May perform all duties of Interactive Production Artist.

INTERACTIVE DESIGNER, SENIOR [TIER 9]

Under minimum supervision, responsible for the development of interactive products. Includes performing all the duties of Interactive Designer. Also is responsible for coordinating with Development staff to help produce intelligent navigation and ensure accurate layouts and functionality for final products. Also works with Product Testing Group to ensure that final product meets the objectives for an effective user experience. May direct the work of project team members and provide reports to senior management concerning progress and/or problems.

INTERACTIVE NEWS ASSISTANT [TIER 3]

Under supervision, assists senior editors in gathering news from wire services and other sources; serves as interactive news department assistant in "rim editing" of international, national, technology and finance related news, checking copy for accuracy and making corrections during preparation for dissemination. Requires familiarity with Microsoft Word, Excel, Netscape and the Internet.

INTERACTIVE NEWS INDEXER [TIER 2]

Under supervision, proofreads, indexes, formats, combines and processes news stories and tables into real-time newswires and the Publications Library for interactive retrieval and archival purposes. May rewrite headlines from The Wall Street Journal and other sources. May maintain expert search statements for use in Dow Jones Interactive products and oversee and analyze topics in production.

INTERACTIVE NEWS INDEXER, SENIOR [TIER 5]

With minimum supervision, proofreads, indexes, formats combines and processes stories and tables into real-time newswires and Dow Jones Interactive products for retrieval and archival purposes. May rewrite headlines and perform minor editing of stories from The Wall Street Journal and other sources. Performs slot duties on a production desk and exercises independent news judgment. May research, produce and maintain expert search statements for use in Dow Jones Interactive products and oversee the review and analysis process for topics in production. May prepare art and graphics, working from previously prepared artwork, for Dow Jones Interactive products. May direct the work of others.

INTERACTIVE NEWS READER [TIER 6]

Under supervision, creates and prepares news and other content from analysts, various wire services, The Journal, Telerate, NASDAQ and other sources; writes headlines, rewrites, edits, incorporates graphics, links stories and does production work for various interactive editions, electronic bulletin boards, "chat rooms" and "home pages." Requires close coordination with editors and other departments, strong news judgment, software familiarity and technical skills. May include arranging appearances of various "guests" online.

INTERACTIVE NEWS WRITER [TIER 8]

Under minimum supervision, does major editing and complete rewriting of copy for various interactive editions. Must possess strong news judgment and be able to perform all duties of an interactive news reader. Must be able to work in edition slot and make judgments concerning content and placement of textual, multimedia and other information.

INTERACTIVE PRODUCTION ARTIST [TIER 4]

Under close supervision creates visuals that illustrates news stories and other editorial matter, including charts, tables, maps and graphs for interactive products. Works under daily and hourly deadlines. May also assist in producing related print material for marketing and advertising purposes.

INTERN [TIER 1]

Under supervision, assists staff and/or management in any department in basic functions, project assignments, and miscellaneous tasks, including work experience that supplements educational initiatives. (Student Interns, as defined in Article I(B) are excluded.) No employee shall be classified as an Intern for longer than one year without review by both the Company and the Union.

KNOWLEDGE BASE SPECIALIST [TIER 7]

Under general supervision, responsible for creating and maintaining the Knowledge Base (a self-service FAQ product support database accessible to customers and customer-facing staff).

- Responsible for writing and maintaining external and internal customer tier-specific product support documentation, including FAQs for the entire Factiva / Dow Jones EMG product range using a web-based knowledge management application, formatting to existing standards and abiding by the Factiva Style Guide in order to increase customer usage of the Knowledge Base.
- Works with designated translators and designated internal FAQ specialists to ensure proper translation of designated product support documentation into local languages and creation of internal FAQ database.
- Must keep abreast of all Factiva and other EMG product developments and evolving market needs to anticipate requirements (e.g. context-sensitive, internal FAQ or translated help) by attending joint Customer Service/Product meetings with assertive follow-up specifically with product and marketing specialists to proactively create support documentation for the Knowledge Base to sufficiently answer customer queries.
- Must develop professional relationships, specifically develop internal network of individuals to achieve Knowledge Base goals and ensure customers are properly informed; these include representatives from Product Testing, Learning & Development, Content Operations, Marketing and Product departments, as well as Global Customer Service colleagues.
- Oversee administrative functions of the Knowledge Base, primarily user workflow and permissioning features, and category management of product directory structures in Knowledge Base and the FMC.
- Interacts directly with I-Business owners to ensure required changes to Knowledge Base are implemented.
- Conducts reviews of the Knowledge Base to ensure FAQ documents remain accurate and necessary to the integrity of the database.
- Will monitor customer trends on usage of the Knowledge Base and make recommendations for improvement to ensure optimal customer self-service usage.
- May collect and monitor feedback from Customer Service, and make recommendations for improvements.

MARKET DATA ANALYST [TIER 7]

Working independently, and in addition to performing all the duties of a Data Base Statistician, Senior, resolves and initiates corrective action on market data-related problems. Performs analytic tasks on financial market data and related information using statistical methodologies. Uses software tools in the design and implementation of index-related products.

MARKET DATA SYMBOLOGY & CODING ANALYST [TIER 8]

Responsibilities:

- Administer the acquisition and maintenance of local and financial market symbology derived from multiple sources and stored in proprietary databases.
- Use internally-generated reports and perform external research to validate existing symbology data.
- Use proprietary symbology tools to create and update symbology and financial data records requiring edits.
- Generate and deliver symbology reports and reference files as required by the organization.

- Lead Symbology efforts to cultivate new strategies for symbology maintenance and effective collaborations with the larger organization.
- Lead organizational symbology maintenance initiatives as assigned
- Provide timely and complete resolution of ad-hoc internal and external symbology queries.
- Serve as primary Symbology point of contact for collaborations with other areas of the organization which consume symbology to deliver information and expertise in support of company objectives.
- Lead Symbology UAT (user acceptance testing) of new or enhanced system functionality.
- Lead training of future members of staff.

Position Requirements:
- Bachelor's degree or equivalent experience
- Excellent verbal and written communication skills
- 5+ years' experience with symbology data maintenance, including an expert-level understanding of research and validation practices
- Leadership or management experience
- Strong understanding of the financial markets
- Attention to detail
- Ability to meet tight deadlines
- Proficiency in Microsoft Excel, Word, and Outlook
- Experience working with reporting tools (Crystal, etc.) helpful

MARKET RESEARCH ANALYST [TIER 5]

Under direction, analyzes local, regional or national markets to determine potential sales of a product or service. Applies appropriate statistical techniques to data on past sales activities to forecast future sales trends and to determine critical sales influences. Constructs survey questionnaires and procedures to acquire primary information on behavior and attitudes of prospects. Compiles and reports information on competitors' sales and marketing activities. Uses computer models to expedite analysis and recommendations. Prepares documentary reports on effectiveness of sales programs under investigation.

MARKETING ASSOCIATE [TIER 5]

Under general supervision, supports the Global Marketing team in developing brand strategy, marketing plans and marketing communications. Assists in implementing marketing strategy and plans. Responsible for interactions with editorial departments. Supports the Marketing Manager in the development of product, pricing, sales, and retail strategies. Responsible for day to day assistance with the development and implementation of marketing campaigns. Supports the Marketing Manager in evaluating the success of marketing activities and preparing follow-up communications to stakeholders. In charge of timing plans and day to day delivery of layered marketing activities including promotions, PR, social media, and advertising.

MARKETING COORDINATOR [TIER 4]

Supports, develops, plans and markets all electronic information products. Specific responsibilities may include research and development, promotional materials, advertising campaigns, direct-mail pieces, on-line ad sales, software materials, usage simulation programs, etc. Also may include product-related assignments, such as working with engineering on product design and prototype development, or with outside suppliers on product schedules, as well as department responsibilities for all aspects of product design, use, testing, marketability and distribution.

MARKETING COORDINATOR, SENIOR [TIER 6]

Supports, develops and markets all electronic information products. In addition to those responsibilities associated with a Marketing Coordinator, assists in planning and developing marketing strategies. Writes marketing plans. Forecasts, monitors and controls expenses. Initiates new projects and ideas. Under general direction, will develop strategies and implement programs and projects.

MEDIA CONSULTANT [TIER 8]

Media Consultants work closely with the account teams (sales force, Sales Specialist, Report Writer) to lead media measurement projects. They are expected to direct and be responsible for both sets of deliverables on a client project. Media Consultants possess intimate knowledge of each account, the users, the influencer and decision makers as well as the extension of that contact base. In addition to maintaining existing relationships and revenues, they are responsible for identifying additional growth opportunities from within the existing client base, and passing these opportunities as leads to the territory Sales Specialists. It requires an understanding of media research design and methodology, ability to project manage product configurations, and the ability to write clear, succinct final copy media reports.

MEDIA SALES PLANNER, ASSOCIATE (ASSOCIATE MEDIA SALES PLANNER) [TIER 5]

Under general supervision, an Associate Media Sales Planner works with the sales team on RFPs to provide proposal ideas and inventory solutions that best meet the client expectations and proposal objectives. Responsible for entering data to reserve inventory for all incoming accounts, preparing reports used by management and sales teams for forecasting, analysis, and budgeting, assisting with research for proposals and special projects as needed, ensuring that the sales team has the required sales materials and support information for sales calls and RFP responses, and acting as a liaison between advertisers and agencies to verify insertion dates, rates and secure ad materials and assets. After close of sale, passes along critical information including signed contracts to the post-sales support team, screenshots and e-tearsheets to clients as well as mid-campaign digital performance updates.

MEDIA SALES PLANNER [TIER 6]

Under minimal supervision, works with sales team on RFPs to provide proposal ideas and inventory solutions that best meet the client expectations and proposal objectives by account/campaign (team or category). Responsible for producing sales proposals in the order management system, leveraging yield tools required (does not include creation of client presentations), researching user data and audience metrics. Responsible for reserving the campaign in the order management system once deal is approved and working with both sales team and campaign management to timely launch as well as assisting in client optimizations so that revenue is maintained and balanced with client goals.

MEDIA SALES PLANNER, SENIOR [TIER 7]

Under minimal supervision, performs all the duties of a Media Sales Planner. In addition, is responsible for a select group of top tier, high revenue, and high touch accounts across the vertical. Serves as senior planning resource for the vertical planning team members. Assists team members in responding to complicated client requests. Serves as a resource to the planning team during the media plan development process. Collaborates with planning manager and planning director to identify resource challenges within vertical. Coordinates with the planning manager on onboarding and ongoing training of associate planners and planners.

MOBILE PRODUCER [TIER 7]

Working independently and under deadline, responsible for the daily publication of news to mobile devices across all Dow Jones News departments. Will be required to troubleshoot editorial and publishing challenges, edit copy, write headlines, and exercise news judgment. Will be responsible for sending push alerts in breaking news situations. Will participate in the planning, oversight and testing of new mobile news technology. May also work with multiple editorial and technology teams, manage mobile news projects, and participate in teams working on mobile news layout and design. Must work with multiple operating systems and platforms and keep abreast of changing mobile technology.

MODERATOR [TIER 7]

Working independently, responsible for moderating audience conversation (comments posted on social media platforms and websites), creating and implementing engagement strategies (e.g., posting comments and images, encouraging comments, directing discussion flow), and reporting and writing stories related to audience voice. Will make decisions about whether audience posts meet guidelines for publication and deploy strategies to drive deeper engagement with members, as well as help create articles and other features based on audience submissions. Will make editorial decisions on featuring the most thoughtful comments, help editors and reporters develop prompts, and find relevant reader questions. Will transmit relevant reader comments to reporters and editors for use in possible story development. Will develop and document best practices to promote positive behavior and encourage reader participation. May participate in creation of multi-media content related to audience engagement.

MULTIMEDIA PRODUCER [TIER 7]

Under minimal supervision, a multimedia producer is responsible for working with the News Department across platforms, and specifically within digital products and social media accounts, to create content using video, photos, sound, and text that engages readers and builds community around WSJ content. The multimedia producer must have outstanding knowledge of the latest social media strategies, and possess excellent news judgment. Multimedia producers may report, write, and produce slide shows or video features, create on-line polls and other interactive features, edit and moderate on-line discussions, appear in live on-line streaming video, and manage the content on various platforms.

NEW BUSINESS SALES EXECUTIVE [TIER 6]

Under general supervision, the New Business Sales Executive (NBSE) is responsible for driving new business of Dow Jones products through prospecting, cold-calling and client-calls. The NBSE will nurture leads while feeding their prospect funnel. The NBSE is responsible for initiating sales activity with new-to-company prospects and new buying centers within existing clients through lead research and qualification. The NBSE will develop and execute targeted campaigns to contact prospects via telephone, email and social media. Using a consultative sales approach, the NBSE will identify and develop a good understanding of the clients' business needs and deliver an initial value proposition of Dow Jones products to generate interest. The NBSE is responsible for managing the complete sales cycle from start to finish and based on the complexity of the opportunity, the NBSE may engage an outside sales specialists. The NBSE must maintain accurate and appropriate client records within the Company's CRM. The NBSE will develop product subject matter expertise and align with the outside sales specialists for collaboration and best practices.

NEWS ASSISTANT I [TIER 2]

Under supervision, performs general clerical work, including filing and telephone-answering. May maintain simple petty-cash records and perform such other general work in the newsroom as may be assigned. Must have ability to operate teletype machines on a limited basis.

NEWS ASSISTANT II [TIER 3]

Under supervision, performs one or more of the following duties:
- Assists reporters in gathering news;
- Assists copy desks and special desks (such as Page One and Editorial Page desks);
- Assists news department in checking copy for accuracy and making corrections during preparation for publication;
- Performs library functions of such other general news work as may be assigned.

NEWSCASTER/PRODUCTION ASSOCIATE MORNING SHOW [TIER 9]

Selects appropriate news stories from various sources; research, write, edit and broadcast scripts in feature reports and newscasts on early-morning radio show. Implements directions from the radio show host and radio talk-show producer regarding timing, pacing and integration of news and feature content in radio show. Schedules, conducts and edits interviews. Interacts regularly with reporters and editors in other news areas of the company.

NEWSCASTER/PRODUCTION ASSOCIATE PODCAST [TIER 8]

Works with editors to select appropriate news stories from various sources. Conduct interviews for actualities and use in audio podcasts; research, write and record stories for use in audio podcasts and custom radio reports. Publish podcasts and monitor their uploading. Interacts regularly with reporters and editors in other news areas of the company.

NEWSCASTER/WRITER [TIER 9]

Involved in selecting appropriate stories from various sources and writing them as cohesive scripts of prescribed length. Also broadcasts these scripts on radio news services.

NEWSLETTER EDITOR [TIER 8]

Under minimal supervision, the newsletter editor curates and edits a variety of daily newsletters, including What's News and the 10-Point, for early morning distribution. Will work directly with senior editors and coverage chiefs to ensure each newsletter contains the right mix of news and features. Will publish newsletters in different types of media, e.g., text, graphics, share text and captions. Creates informative and engaging packages for readers' inboxes. Uses data to inform troubleshooting digital publishing issues.

NEWSROOM DEVELOPER [TIER 9]

The newsroom developer will work closely with the newsroom's leadership, visual journalists and editors as well as the Journal's product, design and engineering departments to identify, prototype, build and maintain new forms of journalism, newsroom tools and applications. Will contribute to the creation of digital stories and features that explore new forms of storytelling. Will work with the analytics teams to create reports on projects. Will assist with maintenance and improvement of existing editorial tools. {added 7.12.21}

OFFICE ASSISTANT [TIER 1]

Under close supervision, performs a variety of minor clerical and routine jobs. Runs errands and performs other related duties as may be assigned

PAGE DESIGNER [TIER 9]

Working independently, the page designer is part of a team that will lay out and produce the daily news sections of print and on-line products, such as The Wall Street Journal. Under the guidance of an Art Director or other manager, the Page Designer will produce visually and journalistically compelling layouts and content for breaking stories and news features. Will develop a visual plan for each story, incorporating advertising layout requirements.

PAGINATION COORDINATOR [TIER 5]

Works with minimal direction to build pages for the WSJ and its international editions based on edition layouts and the daily edition plan. Sets up all preparatory items for the edition (layouts, spreads, standing heads, folios, page designators, slugs, etc.) in advance of make-up. Imports news, statistics, standing heads, graphics, and other elements onto pages as they become available. Proofs and releases pages to transmission following approval.

Builds and completes WSJ statistics pages according to specifications of the News/Advertising edition plan. Responsible for meeting edition deadlines and releasing/transmitting/tracking pages across all regions/editions. Preflight for makeup, typographical, editorial, destination, advertising/news placement and content errors.

PAGINATION COORDINATOR, SENIOR [TIER 7]

Pagination Coordinators may qualify for the "Senior" classification if, in addition to performing the duties of a Pagination Coordinator, they possess, in the sole opinion of management: The ability to work under minimal supervision, and to aid in the instruction of Pagination Coordinators regarding new procedures and style changes, and the ability to direct the work of other Pagination Coordinators. They may also be asked to assist in maintaining coordination with other departments and their editors for layout development, design, changes and corrections, as well as performing daily planning of the best way to meet edition deadlines for each publication.

The Union and the Company recognize that the decision to promote any individual into the Pagination Coordinator, Senior classification is solely at management's discretion, and shall not be subject to the Contract's grievance and arbitration procedure.

The Pagination Coordinator, Senior shall be banded with the Pagination Coordinator position as a single job classification to establish seniority for layoff purposes.

PHOTOSHOP SPECIALIST [TIER 6]

Working independently, responsible for processing photos and illustrations for the print and online versions of The Wall Street Journal. Responsible for coordinating with art directors to quickly turn around images under tight deadlines. Duties include all levels of color correction and retouching, sharpening, creating clipping paths, masking, creating drop shadows, working with layers and all aspects of image prep for press and online usage, using the Adobe Creative Suite including Photoshop as well as AGFA Intellitunes software and similar tools.

PLATFORM EDITOR [TIER 9]

Under limited supervision, responsible for executing daily programming decisions on the Journal's native platforms – including mobile and desktop, email alerts and push notifications. Will execute programming decisions across the Journal's off-platform channels – including Google, Facebook, Twitter, Instagram, Reddit and more. Will craft effective display text and target breaking news and enterprise journalism to readers successfully off-platform. Creates informative and engaging packages on digital home pages and within articles. Uses audience data to inform curation decisions, making adjustments as needed.

PRE-PRESS COORDINATOR [TIER 5]

Responsible for coordinating layouts with the Newsroom and Global Ad Layouts for all editions of the WSJ; proofing and transmitting press-ready pages via satellite to 17 print locations, and ensuring on-time "lock-up" for three or more nightly editions under deadline. Also responsible for proofing and transmitting press-ready pages for all editions of the AWSJ and WSJE under deadline. Major duties include:

- Preflight for make-up, typographical editorial, destination, advertising news placement and content errors
- Page Transmission
- Coordinate between print sites
- Last set of "eyes" before going to print
- Only round of review to see both advertising and news together

PRINTING PLANT ASSISTANT [TIER 2]

Under supervision, maintains and keeps in a clean and orderly condition the production and office areas of the printing plant. May perform general maintenance work. Receives, stores, inventories, transfers and disposes of materials related to the production process and maintenance of the building. Typical responsibilities may also include the operation of a clamp truck, stripping of newspaper rolls and preparation of newsprint rolls in a press-ready condition.

PRODUCT DEVELOPMENT SPECIALIST [TIER 8]

Under minimal supervision, assist in the definition, development and rollout of news based products for the financial markets. Involves developing news products that make use of various Dow Jones news content combined with different applications or third party content, sometimes making use but not limited to quantitative and qualitative news analysis methodologies. Will work closely with customer-facing and internal teams such as technology and editorial staff. Experience in understanding how news is produced and used is vital. This knowledge is critical in creating new products and enhancing current offerings.

Typical responsibilities may include:
• Provide functional and domain expertise during product development project ensuring alignment with business requirements

- Develop project business requirements and collaborate with technology, editorial, business development and sales as well as other operational partners to develop product specifications and build product/applications
- Analyze financial/market news to identify key components
- Assist in any related product or market research initiatives
- Assist in development of new products and/or enhancements
- Coordinate testing and deployment of capabilities, data and related tools
- Run or assist in product orientation sessions with Sales/Marketing.

PRODUCT SPECIALIST   **[TIER 5]**

Under minimal supervision, provides internal and external support to the Enterprise Sales team, including the preparation of training and sales materials for customers, prospects, and internal sales staff. Will function as an expert on designated products in the Enterprise Solutions Group. Will make presentations to customers and prospects about product capabilities and roadmaps and reinforce the value proposition through an in-depth understanding of the solutions, and how the customer uses them. May include both face-to-face and telephone communications and presentations. Collaborate with Sales to ensure that customer and prospect feedback is captured and acted on as needed. Must acquire significant knowledge of the end users and the environment in which they operate, their challenges, information needs, and commonly used solutions, and transfer knowledge to other departments and teams. May also be responsible for targeted internal and external training sessions and/or ongoing client communication strategies (in conjunction with Marketing and/or Customer Service) and may participate in product marketing activities.

PRODUCT TESTING ANALYST   **[TIER 4]**

Measures and controls the quality of products by identifying defects, correcting deficiencies in quality and preventing defects through testing techniques. Creates and executes test scripts, performs free-form testing, gathers and analyzes beta tester feedback and analyzes defects and defect reports. Acts as defect tracker and report writer. With sufficient experience, will have the opportunity to assist in writing test plans; interact more with developers regarding defects and project status; assist in coordinating beta testing planning and implementation and train entry-level analysts in testing methods and procedures.

PRODUCT TESTING ANALYST, LEAD   **[TIER 8]**

Under minimum direction, performs all the functions of a Senior Product Testing Analyst, and also acts as lead in all assigned DJIP product test efforts. This includes working with product managers to facilitate the creation of test scripts, executing free-form and/or automated testing, and the analysis of defects. Informs management of the status of testing and the details for specific defects, when required. Provides management with input regarding new test techniques, tools, and recommendations to improve testing efficiency. Requires an in-depth knowledge of testing techniques and methodologies for both client server and internet based products; ability to work on multiple projects at one time; knowledge of browsers, HTML and Windows.

PRODUCT TESTING ANALYST, SENIOR   **[TIER 6]**

Under limited supervision, performs all the functions of a Product Testing Analyst, and also assists lead testing analyst and/or project manager in coordinating testing activities. This includes performing browser compatibility testing; writing and executing test scripts; executing regression test suites; performing defect tracking; assists in the preparation of test plans and provides input to test release notifications. Knowledge of testing techniques and methodologies for both client server and internet based products; knowledge of browsers, HTML and Windows. Product Testing Analyst is promotable to this position.

PRODUCT TRAINING SPECIALIST   **[TIER 4]**

Under general supervision, a Product Training Specialist partners closely with the PIB Account teams and assists in demonstrating the value of Dow Jones products to existing and prospective clients by training them directly. The Product Training Specialist ensures clients are maximizing the value of their investment in our products through effective and efficient use of our products in solving their business needs. Functions as the point person responsible for DJ product training, liaising with PIB account team members to initiate and complete product trainings with existing and prospective clients. Prepares and delivers instructor-led or web-based training on DJ products to drive usage, highlighting the most relevant features and benefits so clients realize return on investment and actively trains new users to ensure a timely, smooth and positive DJ experience.

PRODUCTION COORDINATOR [TIER 4]

Under general supervision, ensures that all advertisements are scheduled for publication and verifies run of ads. Responsible for communication with advertisers and advertising partners regarding orders, changes, etc. regarding ads. Reviews actual ads run and verifies against schedule. Reviews and verifies orders received via electronic systems. Prepares standard contracts for submission to agencies and clients and processes signed contracts. Coordinates with billing department as necessary. Processes tearsheets. Prepares and updates weekly revenue projections. Other related work as assigned.

PROGRAM LEAD [TIER 8]

Working independently, responsible for researching, sourcing, and managing outreach and communications with speakers for live virtual and in-person events. Also responsible for coordinating all interviews and talks. Will work closely with the Director of Programming on creating the key editorial themes for our programs and generating speaker ideas to match those themes. Key Responsibilities. Responsible for follow-up details and communications for our events such as program schedule and speakers with both internal and external stakeholders. Responsible for communications with internal stakeholders (newsroom, sponsorship, marketing, press) regarding upcoming events. Will provide support on Live Journalism events as needed. {added 7.12.21}

PUBLISHING EDITOR [TIER 9]

This editor is the first and possibly only editor on a story for all platforms. This editor shows strong news judgment and editing ability, including the desire to elevate all types of news, features and visual elements for stories across all platforms. The editor works on breaking news and features, writes solid headlines, optimizes SEO and presentation, and can work well with other desk editors, bureaus and other departments. The editor must be proficient with newsroom editorial tools, metadata and internal coding. This editor also may be embedded with bureaus on high-level content or in-depth projects. This editing group takes direction from the senior publishing editors.

RADIO CORRESPONDENT [TIER 9]

Responsible for producing audio content for the radio network and Web site, and delivers newscasts for local stations and a national radio network. Works independently and responsibly, without editorial supervision. Writes, produces and broadcasts accurate and timely business reports. Initiates and conducts newsmaker interviews with stock market commentators, industry and company brokerage analysts, newsmakers and correspondents, depending on the news flow for the day. Then records and edits those interviews for broadcast and makes available for access via the Web and other electronic distribution channels.

RECEPTIONIST [TIER 1]

Greets, screens and directs callers. Must have sufficient knowledge of organization, business and personnel to answer routine inquiries. May route special mail and telegrams. May assist with product sales. May also perform other clerical work as assigned.

REGIONAL SALES COORDINATOR [TIER 4]

Under general supervision, the Regional Sales Coordinator (RSC) works closely with the regional sales team to ensure that clients experience a first class relationship with Dow Jones and supports the smooth operations of regional sales. The RSC works closely with the Senior Relationship Managers, Senior Sales Executives, and Customer Value Executives in support of sales activities, contracting, setup of client accounts, and ongoing account changes. Additional responsibilities may include working directly with clients to resolve ongoing account issues such as change requests and invoicing questions, working with sales management to help coordinate team initiatives (such as campaigns or events), and working with the local team to assist with account usage, billing or other data analysis. An RSC may be responsible for Compiling regular or ad-hoc reports on account usage, billing, and vendor business, preparing user or usage reporting in partnership with local account teams, partnering with the local account teams to resolve billing issues, assisting in making manual adjustments and processing requests for manual invoicing, and calculating and processing credit and debit adjustments. Also responsible for account set-up, communicating with customers and vendors, and assisting with strategic projects to support the sales team. [Non-exempt.]

RELATIONSHIP MANAGER [TIER 7]

Under general supervision, the Relationship Manager (RM) is responsible for managing all aspects of the relationship with a defined set of customers. The Relationship Manager is responsible for retaining and growing the existing contract revenue (in existing buying centers) and will also initiate sales activity with new buying centers, either independently, or working with Sales Specialists and/or Senior Sales Executives. Responsible for all areas of account management, including the development of good account understanding, understanding clients' businesses and resolving issues in a timely manner; understand competitor solutions the client is using and the client's current and developing needs. Responsible for ensuring appropriate levels of customer training and awareness. Must identify opportunities for increased revenue within the set of accounts (up-selling and possibly cross-selling) and work with other members of the sales team to follow through on such opportunities. Must maintain accurate and appropriate client records within the Company's systems. The RM must have a strong understanding of the industries and businesses within the set of customers. The RM will communicate with clients mainly via telephone and email. [Non-exempt.]

RELATIONSHIP MANAGER, SENIOR [TIER 9]

Working independently and under minimal supervision, an SRM responsible for managing a designated set of major accounts, and is responsible for retaining them and growing the revenue from them by identifying opportunities with new buying centers. An SRM may work in tandem with Senior Sales Specialists, Senior Sales Executives, and Solutions Architects. The SRM is responsible for all aspects of the relationship with a defined set of major customers. An SRM will meet face-to-face with clients and will supplement with telephone and email. An SRM must retain business within the established customer base and ensure that the value of Dow Jones solutions are clearly articulated. An SRM is responsible for retaining contract revenue, ensuring that Dow Jones products continue to address the customer's needs, and maintain high customer satisfaction levels. SRMs are responsible for securing renewal of business and all aspects of account management, as well as developing new opportunities. An SRM will work closely with Senior Sales Executives and Sales Specialists when pitching new business opportunities to existing clients. Must have a strong knowledge of all products and solutions. May be required to produce reports and forecasts regarding sales opportunities. Must maintain accurate client information and data. [Exempt.]

REPORTER [REPORTER TIER]

Must be able to develop, report and write major spot news and feature stories for a Dow Jones publication and/or a Dow Jones news service in finished form, so that no major rewrite is required and no extensive additional reporting is needed.

REPORTER/TAPE EDITOR [TIER 6]

Records information from various sources and edits recordings for news value and continuity. Also types list and "verbatim" of each "actuality cut" and types labels for cartridges.

REPORTING ASSISTANT [TIER 4]

Under minimum supervision, writes brief and routine news stories, performs simple editing and rewrite duties and prepares statistical material for publication. Handles routine telephone inquiries. May be required to assist reporters in gathering news or assist in performing national copyreader duties.

It is not intended that employees in this classification be required to perform the full duties and responsibilities of Reporter or National Copyreader.

RESEARCH ANALYST [TIER 6]

Under minimal supervision, the Research Analyst's primary responsibility is to identify information that is relevant to company data bases and/or company reports using available tools and sources and to create and update information in the data bases and reports. Also responsible for the compilation and distribution of data, assisting with special projects relating to company data, cataloging findings and sources, creating presentations, analyzing statistical data, quality checking data sources to ensure accuracy of information, keeping data bases up to date, addressing customer queries and searches, assisting in formulating recommendations based on the results of data analysis, and providing analysis of company and market trends. May also consult on internal reviews of processes and tools to improve methods for identifying relevant information, creating and archiving reports and data. Must have advanced skills with required software as well as experience and/or skill with data warehousing, modeling, and mining techniques.

RESEARCH ASSISTANT [TIER 2]

Under supervision, assists reporters with research and data gathering necessary for story preparation and conducts fact checking of copy before publication. Responsible for identifying reliable source materials, conducting multiple-source verifications and compiling and analyzing statistical information supporting or related to stories.

RESEARCH EDITOR [TIER 6]

The role of the Research Editor is to support the Desk Editor in implementing and maintaining the Risk & Compliance content. Specifically, the Research Editor shall carry out systematic and exhaustive searches on Factiva products and other publicly available sources to gather all available information on certain individuals and/or entities and check the accuracy of such information before entering it into the database. The Research Editor shall then enter such information into the database using the editorial application system and apply classification tags that enable extraction of relational groups. The Research Editor shall be responsible for the quality of records in his/her remit, processing any corrections that are highlighted in quality checks. The Research Editor shall also operate tracking systems to capture changes and write Due Diligence reports as and when required on an ad-hoc basis.

RESEARCH SPECIALIST [TIER 6]

Under some supervision, provides customer support via telephone and e-support to customers requiring research assistance for the Dow Jones suite of products. Such support includes advising customers on search strategies and indexing as well as basic technical and content issues. Provides first level support for the Dow Jones suite of products when needed. Responsible for thorough and timely consultation on customer inquiries. Creates and maintains search strategies based on customers' ongoing needs. Assists in the creation of search query libraries for both internal and external use. Responsible for encouraging and increasing product usage across account base, improving customer retention, and identifying opportunities to be shared with Sales. May be assigned to work with specific customers as a designated resource. May also be assigned to work on special projects relating to searching and content for internal Dow Jones teams such as the Product team. Tracks progress of outstanding incidents to ensure customers get accurate and timely updates and resolution. Escalates customer issues to the appropriate departments, ensuring that issues are handled and resolved in a timely manner. Participate in activities that improve the overall customer experience such as mentoring, focus groups and training.

RESEARCHER [Tier 5]

Researchers are responsible for confirming that all facts, assertions, statements, and quotes that appear in articles are accurate. Researchers will work closely with writers and search through a compilation of independent web and database sources to verify facts.

RETAIL CHECKER [TIER 3]

Monitors sales at retail sales locations. Places and improves point-of-sale displays at retail locations. Looks for potential new retail outlet locations. Monitors delivery and wholesaler performance.

REWRITE EDITOR [TIER 8]

Under general supervision, responsible for identifying the most important elements of major news releases, sending headlines and quickly writing or editing the first stories and essential updates that will provide professional investors with the news they need when they need it. Required to analyze the data behind a story in real time and publish in multiple media. Responsible for tagging and SEO metadata.

ROTATION ASSOCIATE [TIER 2]

Under close supervision, a Rotation Associate will rotate between various Departments and teams to learn the intricacies of the company and bring fresh eyes to current challenges. Responsible for listening to concerns and complaints of our clients and working with colleagues to formulate solutions. Rotations are typically three months, during which the Rotation Associate will work in several key areas of a group. May participate in sales, marketing, product development, customer service, and other activities as part of rotations. Will be required to participate in multiple projects simultaneously. The expectation is that

at the conclusion of the rotations the employee will be placed into one particular Department and group as an indefinite employee.

SALES ASSOCIATE   **[TIER 5]**

Under minimal supervision, responsible for partnering with Account Executives on integrated sales programs. Responsible for selling display, high impact and stand-alone online advertising. This position supports the Account Executives to prepare proposals, generate leads, facilitate front-end account maintenance throughout the campaign, and sell to clients within the assigned territory to achieve quarterly revenue goals. Responsibilities include:

- Drafting proposals and RFPs for presentations to clients; arranging client meetings and follow-ups.
- Generating and qualifying leads consisting of Tier 1 and Tier 2 decision makers within the assigned territory through research, trade references and cold calls.
- Outbound telemarketing, prospecting and selling to targets determined by AE and Director.
- Communicating and following-up with clients and internal departments regarding live campaigns to address any concerns.
- Reviewing monthly Revenue Sheets to ensure all placements have been properly delivered per the IO and revenue has been appropriately recognized; alerting the Finance Department of any issues to be resolved.
- Acquiring proper internal and client approvals to process documents for optimizations, revisions, makegoods, cancellations, and renewals.
- Researching user data and audience metrics via research tools such as AdRelevance, @Plan, Digimine, Hoovers, etc. for preparing proposals as needed.
- Emersion into the print industry events and functions representing The Wall Street Journal

SALES COORDINATOR   **[TIER 3]**

Under general supervision, supports the ad sales team both print and online. Working with a fast paced multimedia sales team, Sales Coordinators partner on integrated programs as well as high impact campaigns and stand-alone online sales. Position supports the assigned Sales Associate (SA)/Account Executive (AE) teams to process incoming Insertion Orders (IOs), back-end account maintenance and continuously monitor live campaigns to gauge delivery success. Responsibilities may include Supporting sales team, securing space availabilities and reservations, entering IOs to reserve inventory for incoming accounts, preparing reports used by management and sales teams for forecasting, analysis, and budgeting, assisting with research for proposals and special projects, ensuring that the sales team has the required sales materials and support information for sales calls and RFP responses, acting as a liaison between advertisers and agencies to verify insertion dates, rates and secure ad materials, and passing along critical information including signed contracts to the post-sales support team.

SALES ENGINEER   **[TIER 10]**

Serves as the primary client-facing product and technology expert for ALGO and other Dow Jones products. Works in partnership with Sales team toward common Sales and client relationship goals. Provides product expertise and technical support for Sales team and client throughout the sales cycle, including product implementation and post-sale usage. Develops strategies and solutions for integrating Dow Jones products into client systems and workflow processes. Communicates clearly about product features and in-depth technology capabilities, and keeps customers apprised of new product enhancements. Develops, maintains and communicates expertise on an array of Dow Jones products, and on trading platforms and systems generally, for the purpose of identifying and pursuing cross-selling opportunities.

SALES EXECUTIVE   **[TIER 6]**

Under minimal supervision, the Sales Executive (SE) will drive new business revenue from "new to company" prospects (which currently have no business relationship with Dow Jones). The SE position is an outside sales position, primarily involving direct face-to-face meetings with prospective clients, but may include some preliminary communication via telephone and email. Must have a strong knowledge of the core Dow Jones products. An SE is responsible for conducting market analysis and self-identifying prospective sales targets, acquiring knowledge of the target businesses, preparing presentations, making contact, and closing sales. Is responsible for maintaining records of sales activities and calls and entering data into Dow Jones systems. [Exempt.]

SALES EXECUTIVE, SENIOR [TIER 9]

Working independently and under minimal supervision, responsible for driving new business revenue from prospects and existing Dow Jones customers. Requires face-to-face meetings, supplemented by telephone and email contacts with clients and prospective clients. May involve working in partnership with Senior Relationship Managers and Relationship Managers and may involve partnering with Sales Specialists to secure new business. Must sell the full suite of Dow Jones core solutions. An SSE is responsible for generating new revenue streams, identifying potential target prospects, including identifying the specific individuals and roles within a target organization to be contacted. Must analyze and evaluate needs of the prospective clients, prepare presentations emphasizing the value of the Dow Jones products, make contacts, and close sales. Is responsible for tracking sales activity and recording sales data, and must take an active role in developing and partnering with others in the sales organization. [Exempt.]

SALES DEVELOPMENT REPRESENTATIVE [TIER 5]

Under minimal supervision, responsible for sourcing and driving new business opportunities for the Americas Strategic sales team. Responsible for identifying, contacting, and qualifying new leads in order to set-up introductory meetings. Also responsible for communications and meeting set-ups for current clients. Assists in developing and preparing sales campaigns for specific segments. Identify target groups, build prospect lists and generate qualified sales leads through targeted campaigns. Maintain records of sales calls, contacts and sales campaigns in the global CRM to provide timely management information. {added 7.12.21}

SALES PLANNER [TIER 5]

Under minimal supervision, partners with other members of the sales team to maximize sales opportunities and produce exceptional sales plans. Assists with the preparation of RFP submission by providing proposal ideas and inventory solutions that best meet the client objectives, while maintaining pricing integrity and inventory package strategy. Produces sales proposals in the order management system. Researches industry insights across brands and publishers. Responsible for reserving campaigns in the order management system once a deal is approved. Works with the sales and campaign management teams to timely launch campaigns. Researches historical data to support strategic decisions about new sales programs.

SALES SPECIALIST [TIER 9]

Under minimal supervision, the Sales Specialist drives new business revenue by direct selling into new buying centers for existing Dow Jones customers, or extending the Dow Jones solutions being used by these customers. In addition, the Sales Specialist will sell into "new to company" prospects (which currently have no business relationship with Dow Jones) and is responsible for client/business retention.   Must consistently communicate with end users and sponsors, training and demonstrating the product value proposition in a way that resonates with the customer. In doing so, they will identify and pursue any selling opportunities (new, cross-sell, up-sell), or mitigate any retention risks in conjunction with the relevant regional Relationship Manager, Senior Relationship Managers or Global Account Manager. Also is responsible for developing and leading training initiatives to ensure 100% adoption of the service.

SALES SPECIALIST, SENIOR [TIER 10]

Working independently, the Senior Sales Specialist (SSS) is responsible for generating new business revenue. An SSS may be assigned to a specific business segment or geographic region. Responsible for selling into new buying centers for existing customers and selling additional products to existing customers, as well as identifying and selling to new customers. Must work in partnership with other members of the sales team when appropriate. Responsible for deep understanding of the applicable business segment and for developing and executing sales strategies targeted to that business segment. Responsible for keeping records of sales activities, prospects, and sales and entering data into the Company's systems as directed. Requires deep knowledge of all Dow Jones products and services. The SSS is primarily an outside sales person, communicating with prospects via face-to-face meetings as well as via telephone and email. [Exempt.]

SECRETARY [TIER 2]

Under supervision, answers telephones and gives information to callers. Greets visitors, schedules appointments, opens, reads and routes mail, takes dictation and transcribes notes, composes and types routine correspondence, files correspondence and other records. May make reservations and travel arrangements. May compile and type statistical reports. Otherwise relieves

supervisor of clerical work and minor administrative and business detail. Must be versed in common business terminology and be able to take dictation at 120wpm and type at 60wpm. May be required to use copying machines and prepare outgoing mail, using postage-metering machine.

SERVICE PERFORMANCE ANALYST [TIER 3]

Under Supervision, responsible for developing and providing reporting and relevant management information to all areas of the business. This includes static and scheduled reporting and the analysis, evaluation and documentation of business requirements for new and existing reports and processes, and improving the systems / processes currently in place. Will support the Service Performance Manager in delivery of their key responsibilities. Will Deliver Reports and Analysis within agreed Service Level Agreements. Supports stakeholders in the understanding and application of performance statistics. Highlight trends to management. Designing and developing timely, accurate and appropriate management information/business intelligence for distribution to internal stakeholders. Update and maintain relevant working tools and materials. Undertake quality control and accuracy checks/audits. Monitor and report on performance against internal and external Service Level Agreements. Maintain Management information systems – contribute to the design and implementation of operational management information systems. Design, research and build presentations for Departmental managers to interface with the wider business. Supporting projects by providing reports and analysis to measure the success of new initiatives

SERVICE TEAM SPECIALIST [TIER 3]

Under minimal supervision, responsible for responding to escalated questions concerning core processes, workflow, and responsibilities. May handle internal/external customer and/or vendor contacts, which may include elevated/urgent issue resolution. Maintains and distributes reports to management detailing status of work in progress, completed work, and quality scores. Collaborates with other groups to ensure timely work flow. Acts as liaison with IT on systems integrity, maintenance, implementation of new procedures, and testing issues. Provides coaching and training to new or existing staff. Assumes team leader responsibilities when necessary. Maintains productivity and quality requirements as related to business unit goals.

SOCIAL MEDIA ASSOCIATE [Tier 6]

Under general supervision, the Social Media Associate will support the Paid Social Media team across multiple campaigns, including planning, implementation, optimizing, and analyzing across the entire paid social landscape, including Facebook, Twitter, LinkedIn and Snapchat. Responsible for maintaining and organizing campaign-specific materials, handling daily campaign maintenance, including internal questions regarding tracking and status of various campaigns, running the campaign QA process to ensure accurate campaign implementation, pacing, and performance, regularly reporting on campaign performance to cross-functional teams, and participating in regular knowledge share sessions to share and learn campaign strategies with the larger business teams.

SOCIAL MEDIA EDITOR [Tier 8]

Working with minimal supervision, the Social Media Editor will ensure that breaking news, features and scoops are delivered effectively across our various social channels, every hour of the day, while endeavoring to amplify these stories in novel ways. Will work directly with senior coverage editors to craft social/off-platform plans for our journalism and shepherd stories from concept to final execution. The editor will work closely with mobile and homepage editors to create strong, clear and accurate language in social posts. Will handle all duties associated with the day-to-day publishing of WSJ content off-platform, including Facebook, Twitter, LinkedIn, Instagram and Snapchat. Experiment with new platforms and collaborate on vertical-display packages. Will write and edit social-media posts with the utmost deference to our journalism, ensuring accuracy and clarity above all else. Will be an advocate for social storytelling across platforms, teaching editors and reporters how to optimize their content. Will plan and implement resurfacing of social-media posts using an analytics-based approach. Will coordinate with other social-media editors, including colleagues in Europe and Asia, to ensure smooth transitions in social publishing around the clock. Will help news desks craft social language and procure social-friendly visuals. May liaise between assigned coverage areas and the audience and analytics teams to develop and implement social promotion plans.

SOLUTION ARCHITECT [TIER 9]

Drives new business revenue by identifying opportunities, participating in pre-sales calls and presentations, writing proposals and providing subject-matter expertise to assist the Account team with rapid completion of the sales cycle for Factiva Insight, Factiva's new suite of products for media monitoring and management. Responsible for managing the complete solutions sales cycle including working with customers, prospects, and various strategic consulting staff (such as Consultants and Project Managers) from first appointment through to implementation including designing and presenting appropriate media monitoring and reputation management solutions to customers and prospects. Ensures that proposed Factiva Insight solutions are architecturally sound and fall within the Practice's strategic direction.

SPECIAL WRITER [TIER 9]

Reporters and copy editors may qualify for these classifications if they possess, in the opinion of management: Marked creative writing ability; ability to perform duties with minimal supervision and originality and initiative in developing news coverage in the fields assigned; ability to supervise the work of other reporters, copy readers or copy editors and edit, process and rewrite news material.

SPECIAL WRITER/NEWS DESK [TIER 9]

Reporters and copy editors may qualify for this classifications if they possess, in the opinion of management: Marked creative writing ability; ability to perform duties with minimal supervision and originality and initiative in developing news coverage in the fields assigned; ability to supervise the work of other reporters, copy readers or copy editors and edit, process and rewrite news material and if assigned to the News Desk. [Non-exempt.]

SPECIAL WRITER, SENIOR [TIER 10]

Reporters and copy editors may qualify for these classifications if they possess, in the opinion of management: Marked creative writing ability; ability to perform duties with minimal supervision and originality and initiative in developing news coverage in the fields assigned; ability to supervise the work of other reporters, copy readers or copy editors and edit, process and rewrite news material.

SPECIALIST, GREF, MAILROOM [TIER 1]

Opens and sorts incoming mail and inter-office papers for distribution; collects and prepares outgoing letters, packages, etc., for mailing. Determines postage requirements and affixes stamps. May operate machines such as letter opener, sealer, stamper, bundler. Keeps reports on postage. Distributes incoming and inter-office mail. May perform related clerical duties such as counting and filing. May deliver and pick-up mail at post office. May drive vehicle.

SPECIALIST, GREF, MAINTENANCE [TIER 2]

Under supervision, maintains and keeps in a clean and orderly condition the production and office areas of Company buildings. Performs such other related duties as may be assigned by the supervisor.

STAFF ASSISTANT I [TIER 2]

Under minimum supervision, performs specified duties of some diversity related to the department's activities. Involves some independent judgment and a detailed knowledge of the department or company policies. Maintains records and prepares reports as needed. May be required to perform functions similar to a Senior Clerk.

STAFF ASSISTANT II [TIER 5]

Under direction, performs a variety of duties within a department involving independent judgment and initiative. Must have full knowledge and understanding of the department's policies and procedures acquired through extended on-the-job experience or formal training. May work independently on specific assignments with responsibility for completion of projects assigned. Maintains records and prepares reports as needed. May perform functions similar to Staff Assistant I.

STAFF WRITER (BARRON'S) [TIER 9]

Reporters and copy editors for Barron's may qualify for this classification if they possess, in the opinion of management: Marked creative writing ability; ability to perform duties with minimal supervision and originality and initiative in developing news coverage in the fields assigned; ability to supervise the work of other reporters, copy readers or copy editors and edit, process and rewrite news material.

SYMBOLOGY AND CODING ANALYST [TIER 5]

Responsibilities:

- Administer the acquisition and maintenance of local and financial market symbology derived from multiple sources and stored in proprietary databases.
- Use internally-generated reports and perform external research to validate existing symbology data.
- Use proprietary symbology tools to create and update symbology records requiring edits.
- Generate and deliver symbology reports and reference files as required by the organization.
- Provide timely and complete resolution of ad-hoc internal and external symbology queries.
- Consult with other areas of the organization which consume symbology to deliver information and expertise in support of company objectives.
- Perform UAT (user acceptance testing) of new or enhanced system functionality.
- Support training of future members of staff.

Position Requirements:

- Bachelor's degree or equivalent experience
- Excellent verbal and written communication skills
- Understanding of symbology data maintenance practices, including research and validation
- Understanding of the financial markets helpful
- Attention to detail
- Ability to meet tight deadlines
- Proficiency in Microsoft Excel, Word, and Outlook

SYMBOLOGY AND CODING ANALYST, SENIOR [TIER 6]

Responsibilities:

- Administer the acquisition and maintenance of local and financial market symbology derived from multiple sources and stored in proprietary databases.
- Use internally-generated reports and perform external research to validate existing symbology data.
- Use proprietary symbology tools to create and update symbology and financial data records requiring edits.
- Generate and deliver symbology reports and reference files as required by the organization.
- Consult with Symbology leadership to cultivate new strategies for symbology maintenance and effective collaborations with the larger organization.
- Provide timely and complete resolution of ad-hoc internal and external symbology queries.
- Consult with other areas of the organization which consume symbology to deliver information and expertise in support of company objectives.
- Perform UAT (user acceptance testing) of new or enhanced system functionality.
- Support training of future members of staff.

Position Requirements:

- Bachelor's degree or equivalent experience
- Excellent verbal and written communication skills
- 3+ years' experience with symbology data maintenance, including a strong understanding of research and validation practices
- Strong understanding of the financial markets

- Attention to detail
- Ability to meet tight deadlines
- Proficiency in Microsoft Excel, Word, and Outlook

SYSTEM SUPPORT OPERATOR [TIER 2]

Under supervision responsible for some or all of:

- Start up, operation and shut down of electronic and electromechanical Systems used to produce corporate publications or products.
- Preparation and maintenance of film and/or plate chemicals.
- Check content against a confirmation report for negatives/plates.
- Negative stripping and opaquing.
- Maintaining accurate logs and records.
- Notifies management and customers of network/System troubles through a tiered notification and escalation process.
- Punching of plates and/or film.
- Operating plate exposure system.
- Operate image transfer System, image setters, and or proofing System.

TECHNICAL ANALYST [TIER 7]

Under minimal supervision and frequently working independently, responsible for developing and implementing reporting and data solutions to assist Data Strategy in reporting, analytics and workflow solutions, including developing custom user interfaces. Will identify and develop workflow process improvements and system automation strategies to manage data efficiently. Responsible for creating high-quality custom reports, analysis, insight, perspective, and visualizations to clients, partners, and internal users by using advanced database querying and data analysis techniques. Must have proficiency in a variety of coding languages and advanced Excel skills.

TRANSLATION EDITOR [TIER 7]

Under general supervision, must be capable of translating copy, charts and graphics. Must be capable of selecting, summarizing, translating and editing articles, "What's News" briefs and graphics, and rewriting column items. Must be capable of giving a target market angle to articles which may require some reporting. Must also be able to write headlines, review wires and select and write regional "What's News" summaries in the chosen language, in addition to proofreading articles translated and edited by others.

TRANSLATOR [TIER 7]

Under general supervision, responsible for translating Dow Jones spot news, features and market comments in an accurate and timely manner. Ensure routine checks on translated copy are carried out. Adhere to Dow Jones standards on quality, style and news ethics. Exercise good news judgment to ensure the most important news are prioritized in a way that reflects the needs of customers.

TRANSLATOR, SENIOR [TIER 8]

With minimal supervision, must be capable of working closely with editors and other translators to ensure accurate and timely translation of Dow Jones stories, including reviewing work of Translator. Must be capable of selecting stories and independently translating flash headlines. Adhere to Dow Jones standards on quality, style and news ethics. Exercise good news judgment to ensure the most important news are prioritized in a way that reflects the needs of customers. Must provide feedback to team leaders and duty editors on translation problems and other issues as they arise.

USER EXPERIENCE ARCHITECT, SENIOR [TIER 8]

The Senior User Experience Architect partners with a team of designers, business segment strategists and technology teams to create and produce next generation solutions for the Company's Business to Business products and other lines of business.

Using analyses of customer needs and competing products, the role creates detailed site maps, wireframes and related documentation of role and goal based solutions addressing product, business, user and functional requirements. The role interfaces with both internal and external clients to organize and conduct research tasks, including but not limited to focus groups, usability testing and market validation. The role works closely with the Product and Engineering teams to translate IA documentation into completed applications and provides subject matter expertise to product strategy discussions.

USER EXPERIENCE DESIGNER [TIER 8]

Under minimal supervision, responsible for providing design guidance that fosters a shared understanding of the customer-centric intersection between design, content, business and marketing values. Must act as a liaison between business and technological stakeholders, software architects, and developers. Responsible for initial design proposals for consumer products. Responsible for assisting in the design and implementation of testing practices. Suggests appropriate topography, design, and layout in order to simplify user experience. Position is equal parts designer, usability professional, and product thinker. Requires advanced knowledge of graphic design, interaction design, interface design, or information architecture, as well as skill in typography and layout.

USER EXPERIENCE DESIGNER, SENIOR [TIER 9]

Working Independently and in cooperation with others, responsible for providing design guidance that fosters a shared understanding of the customer-centric intersection between design, content, business and marketing values. Will be responsible for leading the design process for consumer product development. Responsible for making presentations to internal and external groups. Must act as a liaison between business and technological stakeholders, software architects, and developers. Responsible for initial design proposals for consumer products. Responsible for assisting in the design and implementation of testing practices. Suggests appropriate topography, design, and layout in order to simplify user experience. Position is equal parts designer, usability professional, and product thinker. Requires advanced knowledge of graphic design, interaction design, interface design, or information architecture, as well as skill in typography and layout.

UX RESEARCHER, JR. TIER 7

Under close supervision, Jr UX Researchers provide a voice for users of our websites and apps, learning about their goals, desires and preferences. Jr UX Researchers help deliver a systematic study of target users and their requirements, adding realistic contexts and insights to our UX processes and providing valuable information and actionable insights to optimize solutions. They are learning how to play an integral role in collecting, centralizing and organizing user insights in a knowledge repository. Using the knowledge they collect, Jr UX Researchers are learning how to advise and give recommendations on UX strategy and user experience best practices. They contribute to in-depth research reports that help with decision making on product improvements and innovations. A high level of collaboration with Experience Architecture, Experience Design, Customer Intelligence, Technology, Project Management, Product as well as SMEs and Partners across Dow Jones is required. Junior UX Researchers can support the coordination of testing with third-parties and internal teams and take part in research throughout each phase of a project but require onboarding and clear directions. They have a limited number of stakeholders to handle. The Junior level role will begin to develop an understanding of the strategy and vision for DJ.

UX Researcher Tier 8

Under general supervision, provides a voice for users of our websites and apps, learning about their goals, desires and preferences. UX Researchers help deliver a systematic study of target users and their requirements, adding realistic contexts and insights to our UX processes and providing valuable information and actionable insights to optimize solutions. They play an integral role in collecting, centralizing and organizing user insights in a knowledge repository. Using the knowledge they collect, UX Researchers advise and give recommendations on UX strategy and user experience best practices. They also supply in-depth research reports that help with decision making on product improvements and innovations. A high level of collaboration with Experience Architecture, Experience Design, Customer Intelligence, Technology, Project Management, Product as well as SMEs and Partners across Dow Jones is required. UX Researchers can own the coordination of testing with third-parties and internal teams and take part in research throughout each phase of a project requiring less onboarding and direction. Their number of stakeholders will start to increase. The Core level role will begin demonstrating growing independence and ownership of their own workload. They will also have a basic understanding of the strategy and vision for DJ.

UX Researcher, Sr.   **Tier 9**

Working with increasing independence and autonomy, provides a voice for users of our websites and apps, learning about their goals, desires and preferences. Sr UX Researchers help deliver a systematic study of target users and their requirements, adding realistic contexts and insights to our UX processes and providing valuable information and actionable insights to optimize solutions. They play an integral role in collecting, centralizing and organizing user insights in a knowledge repository. Using the knowledge they collect, Sr UX Researchers advise and give recommendations on UX strategy and user experience best practices. They also supply in-depth research reports that help with decision making on product improvements and innovations. A high level of collaboration with Experience Architecture, Experience Design, Customer Intelligence, Technology, Project Management, Product as well as SMEs and Partners across Dow Jones is required. The Senior level role demonstrates full independence and ownership of their workload, they can articulate their decisions and anticipate feedback. They will also demonstrate an enhanced understanding of the strategy and vision for DJ.

UX Research Lead   **Tier 10**

Working independently and with minimal supervision, provides a voice for users of our websites and apps, learning about their goals, desires and preferences. UX Research Leads help deliver a systematic study of target users and their requirements, adding realistic contexts and insights to our UX processes and providing valuable information and actionable insights to optimize solutions. They play an integral role in collecting, centralizing and organizing user insights in a knowledge repository. Using the knowledge they collect, UX Researcher Leads advise and give recommendations on UX strategy and user experience best practices. They also supply in-depth research reports that help with decision making on product improvements and innovations. A high level of collaboration with Experience Architecture, Experience Design, Customer Intelligence, Technology, Project Management, Product as well as SMEs and Partners across Dow Jones is required. UX Research Lead can own and influence key metrics and have co-ownership of the team's workload, contributing to the team's direction. They can tackle undefined, complex projects which they lead from beginning to end. The Lead level role drives alignment and has a solid understanding of, and actively contributes to, the strategy and vision for DJ. They can demonstrate a high level of collaboration with stakeholders is required and they are able to synthesize multiple inputs and feedback from stakeholders into a cohesive approach.

VIDEO JOURNALIST   **[TIER 7]**

With minimal supervision, must be able to develop, report, write, shoot, edit, and produce feature video stories and breaking news video for Dow Jones publications, platforms, and services, including WSJ.com and social media, in finished form, so that no major rewrite is required and no extensive additional reporting is needed. May include working on packages independently, but often requires working in teams with other journalists. Responsible for working with other departments to develop story/package ideas to run independently or in tandem with print stories, and must work with all other departments to promote video content across platforms. {overtime exempt}

VIDEO JOURNALIST, SENIOR   **[TIER 8]**

In addition to performing all the duties of a Video Journalist, responsible for coaching and training print reporter-shooters through the video process, developing shot lists, and advising on shooting and writing scripts. The Senior Video Journalist also communicates with senior management and other department managers on videos available for promotion and helps promote video across platforms, including WSJ.com and social media. {overtime exempt}

VIDEO PRODUCER   **[TIER 8]**

Working under minimal supervision, will coordinate the day-to-day workflow including ideation and content creation, scheduling, guest booking, scripting, crew coordination and post-production of video and audio shows. Responsible for the execution of live, taped, and live to tape shows. Must work with reporters and editors to ensure accuracy and quality of the video and audio content. Will also coordinate and execute virtual video shoots, maintain safety protocol and inventory, remotely train clients and talent on at-home filming, including logistical considerations, preparation, test shots, and troubleshooting. Assist in building and managing our external network of freelancers, agencies, directors, and animators to cover our various commissioned works.

VIDEO PRODUCER, SENIOR   **[TIER 10]**

Working independently, will coordinate the day-to-day workflow including ideation and content creation, scheduling, guest booking, scripting, crew coordination and post-production of video and audio shows. Responsible for the execution of live, taped, and live to tape shows. Will ensure that all elements are delivered on time and on budget. Must manage relationships with internal stakeholders and work with reporters and editors to ensure accuracy and quality of the video and audio content. Will also coordinate and execute virtual video shoots, maintain safety protocol and inventory, remotely train clients and talent on at-home filming, including logistical considerations, preparation, test shots, and troubleshooting. Build and develop a strong external network of freelancers, agencies, directors, and animators to cover our various commissioned works. Be aware of market prices and negotiate and challenge where necessary. Manage multiple production jobs at the same time from concept, hiring, project planning, directors, casting, and post-production.

WEB DEVELOPER [TIER 8]

Under minimal supervision, is responsible for designing and writing code to support Dow Jones products. This includes, but is not limited to, websites, back end systems, databases, and mobile initiatives. Web Developers must be proficient in a variety of technologies, which may include J2EE, .Net, EidosMedia Content Management System, XML and JavaScript. Web Developers are responsible for upgrading and enhancing websites to meet business needs, and may participate in proposing and assessing new software and functionality. Must be able to understand and map user and business driven requirements to the technologies needed to support them. Must work closely with information architects and business analysts on website projects.

YIELD ANALYST [TIER 6]

Under minimal supervision, responsible for compiling, analyzing and reporting on online pricing and inventory trends to support key decisions about the company's sales programs and to understand past performance. Responsibilities span the sales, operations, and yield management departments of Wall Street Journal Digital Network. The focus of this position is to provide both ad hoc, and scheduled reporting on revenue and delivery across all online products and placements for all departments within the organization. Essential functions include analyzing sales data in order to price and forecast digital inventory across multiple platforms, collaborating with sales teams, site general managers and other users to provide KPI reporting, and provide analytic support to those groups, partnering with salespeople on RFPs to best manage pricing and inventory decisions, analyzing sales data to report on financial and industry trends that drive revenue and communicate complex analysis to senior management, working with the Ad Sales Product Managers to determine effectiveness of product sales to support decision making for all new products and packages, ad hoc projects and analytics to assist management in evaluating various business opportunities, collaborating with both Ad Sales and Ad Operations to assist in client optimizations so that revenue is maintained. Must have excellent communications skills and be adept at working in group environment.

INFORMATION TECHNOLOGY JOBS

PRODUCTION CATEGORY

This category includes job descriptions, which are involved in to day to day operation of data centers and their support.

Operations Analyst, Senior	Tier 3
Operations Analyst	Tier 2
Data Center Specialist	Tier 1A
Computer Operator, Senior	Tier 1
Computer Operator	Tier 1A

Individuals in this group may advance to other positions in the IT matrix. These may include the Customer Service, Network and Technical Categories.

Computer Operator – Tier 1A
Overtime Status: Non-Exempt

Under supervision, monitors and performs error detection for production and non-production systems and application. Performs problem notification, generates trouble tickets on events, prepares daily reports, logs, problems and changes. Operates peripheral equipment.

Overall responsibilities are:
- Monitor system and application performance and availability.
- Perform problem notification and escalation.
- Generate reports, logs, and trouble tickets on events, problems and changes.
- Operate peripheral equipment.

Computer Operator, Senior – Tier 1
Overtime Status: Non-Exempt

Under supervision, monitors and performs error detection, problem determination & troubleshooting for production and non-production systems, application and data communications. Performs problem notification, generates trouble tickets on events. Provides phone support to customers, vendors and interfaces with other departments. Provides orientation training and guidance to new staff members. Monitoring system and application performance availability.

Overall responsibilities are:
- Performs problem determination and troubleshooting for systems, applications and data communications through the use of standard Enterprise Tools.
- Performs escalation notifications to appropriate personnel for support on problems that can't be solved by a standard operational procedure.
- Acts as interface to all outside departments and vendors for problem reporting or initial troubleshooting.
- Generates trouble tickets on events and problems.
- Produces shift turnover documenting changes, problems & outages.
- Provides phone support to customers and vendors.
- Provides orientation training and guidance to new staff members

Data Center Specialist – Tier 1A
Overtime Status: Non-Exempt

Under supervision, responsible for one or more of the following:
- Validating and scheduling of changes.
- Creating automated problem/change reports.
- Operating peripheral equipment.
- Maintain and review job-scheduling systems.
- Performing the required tape media maintenance: data collection, data retention, file maintenance, maintenance of tape library and inventory, general maintenance of tape media, and off-site vaulting.
- Performs user Administration of report distribution
- Using specialized software build, modify, generate form overlays

Operations Analyst – Tier 2
Overtime Status: Non-Exempt

Under minimal supervision, provides system and application detection and recovery of product outages, problems, and faults utilizing specialized tools and technologies across multiple business units. Performs escalation notifications to management and support staff on problems that can't be resolved by standard operational procedure. Provides phone support to customers, vendors and interfaces with other departments. Responsible for ensuring that trouble tickets, daily reports, logs and changes are completed on each shift. Identifies exposures and works on improvements, automates manual tasks and generates recovery procedures. Provides training and guidance to technical staff. In addition to the responsibilities of lower tier is also responsible for the following:

Overall responsibilities are:
- Provide system and application detection and recovery of product outages, problems, and faults utilizing specialized tools.
- Generates reports, logs, trouble tickets on events, problems and changes.
- Identify and work on improvements to problem detection, recovery, and escalation notification and procedures.
- Performs escalation notifications to appropriate personnel for support on problems that can't be solved by a standard operational procedure.
- Implement and verify scheduled system and application changes & application tasks.
- Perform problem notification to management, support staff, and customers.
- Automating tasks and generating recovery procedures.
- Participates in product problem change review meetings and activities.
- Provides training and guidance for technical staff.
- Generating availability & workload detail reports.

Operations Analyst, Senior – Tier 3
Overtime Status: Non-Exempt

Works independently to provide advanced support to operations staff, customers and vendors. Is the technical lead and provides in-depth analysis of product outages, problems, and faults utilizing standard and specialized enterprise tools. Identifies exposures and makes recommendation for operational improvements. Attends operational related meetings as a representative of operations. In addition to the responsibilities of lower tier is also responsible for the following:

Overall responsibilities are:

- Provide in depth analysis of system and application outages, problems, and faults utilizing specialized tools.
- Ensure outages and recurring problems are reviewed with the technical staff and improvements identified and completed
- Automating tasks and generating recovery procedures.
- Chair product problem and change meeting with the technical staff to track open problems and discuss upcoming system, application, and network changes.
- Review and modify severity, text and solution of error messages.
- Performs escalation notifications to appropriate personnel for support on problems that can't be solved by a standard operational procedure.
- Provides advanced training and guidance for technical staff.
- Creates procedures and reports for technical staff and management.

CUSTOMER SERVICE CATEGORY

This category includes job descriptions, which provide guidance, coordination and assistance pertaining to systems applications and hardware.

Customer Service Architect	Tier 4
Customer Service Consultant	Tier 3
Customer Service Specialist	Tier 2
Customer Service Analyst	Tier 1
Service Desk Analyst, Senior	Tier 2
Service Desk Analyst	Tier 1

Individuals in this group may advance to other positions in the IT matrix. These may include the Distributed Support and Q/A Categories.

Customer Service Analyst – Tier 1
Overtime Status: Non-Exempt

Under supervision, provide guidance, assistance, coordination and follow up on customer issues pertaining to all systems applications, hardware and software supported by customer service.

Overall responsibilities are:
- Interprets, evaluates and resolves if possible, inquires pertaining to the functional operation of all installed application hardware and software products supported by customer service.
- Manages issues through resolution and/or escalate when appropriate.
- Consult with the supervisor or other support professionals when the appropriate course is unclear.
- Determine and notify the proper technical area for assigning unresolved cases.
- Alert management and team members when a major problem is suspected.
- Follow up with the customer to ensure customer satisfaction.
- Make suggestions for improvement in procedures and policies
- Record and logs all details related to support calls in a call tracking system.
- Document changes to current customer service processes based on recurring events and/or developed enhancements.

Customer Service Specialist – Tier 2
Overtime Status: Non-Exempt

Under minimal supervision, provide guidance, assistance, coordination and follow up on customer issues, and resolve complex problems related to systems applications, hardware and software supported by customer service.
- Interprets, evaluates and resolves if possible, inquires pertaining to the functional operation of all installed application hardware and software products supported by customer service.
- Manages issues through resolution and/or escalate when appropriate.
- Consult with the supervisor or other support professionals when the appropriate course is unclear.
- Determine and notify the proper technical area for assigning unresolved cases.

- Alert management and team members when a major problem is suspected.
- Follow up with the customer to ensure customer satisfaction.
- Record and logs all details related to support calls in a call tracking system.
- Responds to complex issues escalated by the Customer Service Analyst.
- Provides technical guidance and consults with other support units to identify and resolve complex customer issues.
- Confirm availability of systems after outages have occurred and update the customer community.
- Participate in the analysis of issues that may require changes to departmental procedures, standards or systems.
- Participate in the evaluation of new utilities and tools.
- Provides training and guidance for customer service staff.
- Represent customer service on projects related to any business units new or updated systems applications, hardware or software.
- Document changes to current customer service processes based on recurring events and/or developed enhancements.

Customer Service Consultant – Tier 3
Overtime Status: Non-Exempt

Works independently, provides training and guidance to customer service staff. Assists with scheduling, training, technical interviewing and documentation.

Overall responsibilities are:
- Develop and implement training for customer service staff.
- Develop customer service policies and procedures.
- Investigates and consults with other support units to identify and resolve complex customer issues
- Represent customer service on projects related to any business units new or updated systems applications, hardware or software.
- Evaluates and recommends new utilities and tools.
- Review case solutions by documenting common solutions to increase first call resolution.
- Responds to complex issues escalated by customer service staff.
- Document changes to current customer service processes based on recurring events and/or developed enhancements.

Customer Service Architect - Tier 4
Overtime Status: Exempt

Leads the integration of new technologies in customer service. This includes translating complex business requirements and aligning the appropriate technology architecture solution to support business needs. Has the ability to deliver technology architectures at the enterprise level (multiple systems).

Responsibilities include:
- Representing information technology in direction setting for corporate enterprise.
- Providing leadership and direction in the definition and maintenance of customer service technology standards. Establishes the technology direction for customer service and the migration to the standard customer service architecture. This includes desktop and server hardware, operating systems, middleware, messaging and network architectures.

- Communicating customer service standards to information technology units, business partners and customer technology teams.
- Validating customer services technology solutions and strategies with the business architecture/direction.
- Establishing and implementing end-to-end technology architectures for new technologies that will be used in the customer services systems portfolio (e.g., telephony, electronic communications, workflow/scheduling, document management, etc.).
- Establishing and implementing high availability platforms and business resumption planning architectures.
- Providing technology awareness and education to customer service staff.

Service Desk Analyst – Tier 1

Under general supervision, responsible for receiving inquiries from customers and internal users and, using various diagnostic tools, guiding customers through situations, providing the highest levels of resolution, support and customer satisfaction, in-line with company policy and procedures. Responsible for recording and where possible, fulfilling service requests, escalating or progressing requests to other Technology teams when appropriate, ensuring that calls are logged accurately, categorized correctly, and that resolution information is properly recorded.

Service Desk Analyst, Senior – Tier 2

Under minimal supervision, performs all the duties of a Service Desk Analyst, and in addition provides second-level and advanced support for all Service Desk issues, including mobile device and remote access issues. Responsible for recording and resolving user queries and addressing high-impact incidents and issues. Responsible for answering telephone calls in a polite and timely manner while achieving target call wait time levels, ensuring that all calls are logged accurately and categorized correctly with all relevant information recorded, and ensuring that emails are logged correctly and in a timely manner and that all information is accurately collated to enable the Service Desk or other teams to easily assess the requirements and respond to customers and the business within the agreed service level targets. Responsible for escalating high priority calls to the Service Desk Manager and Enterprise Operations Center as per the SOPs. Will manage and hand off incidents and service requests to offshore locations and coordinate with these teams as necessary. Will coordinate with other Service Desk personnel and other departments as needed to resolve issues. Will provide support, advice, and guidance to Service Desk Analysts.

APPLICATION CATEGORY

This category includes job descriptions, which are involved in developing, implementing and maintaining application systems, which support corporate business needs. An individual can expect to work in diverse areas such as interactive web design, pagination, user applications, mainframe support, etc.

Application Architect	Tier 4
Application Development Consultant	Tier 3
Application Developer	Tier 2
Application Analyst	Tier 2
Application Programmer	Tier 1
Software Engineer, Quality, Senior	Tier 3

Individuals in this group may advance to other positions in the IT matrix. These may include the Information and Q/A Categories.

Application Programmer – Tier 1
Overtime Status: Non-Exempt

Under supervision, develops, implements and maintains application systems to support business needs. Identifies and defines solutions to business requirements and develops implementations. The Application Programmer, working from detailed specifications, generally develops solutions for well-defined, business problems at a subsystem or module scope. Tasks performed include coding, testing, debugging, documenting and maintaining software. Can expect to work in diverse areas such as interactive web design, pagination, user applications, etc.

- Assists in necessary software investigation, analysis and evaluation to determine solution feasibility.
- Assists the project team in developing project cost and benefit estimates.
- Assists in the development of work plans, task sequencing and the extent to which tasks may be performed concurrently.
- Prepares structured charts, tables, and logic diagrams needed in problem analysis.
- Develops module specifications and supports data design.
- Participates in business analysis, systems analysis/consulting, and systems design.
- Makes use of application development standards for designing, building and maintaining applications, applications components, and common services including the use of standard languages and tools.
- Builds and executes rigorous and thorough testing plans for software developed.
- Applies software engineering methods/practices.

Application Analyst – Tier 2
Overtime Status: Exempt

Under minimal supervision, designs, develops, implements and maintains application systems to support business needs. Identifies and defines solutions to business requirements and develops implementations. The Application Analyst generally develops solutions for well-defined, simple to moderately complex business problems at a subsystem scope. Tasks performed include project sizing and costing, coding, testing, debugging, documenting and maintaining software code. Provides guidance,

training and support for technical staff, business partners, vendor and end users. Can expect to work in diverse areas such as interactive web design, pagination, user applications, etc.

- Performs software investigation, analysis and evaluation to determine solution feasibility.
- Assists the project team in developing project cost and benefit estimates.
- Advises the project manager on the implications of existing business systems that can be applied to the problem.
- Assists in the development of work plans, task sequencing and determines the extent to which tasks may be performed concurrently.
- Prepares structured charts, tables, and logic diagrams needed in problem analysis.
- Develops programming specifications and supports data design.
- Participates in business analysis, systems analysis/consulting and systems design.
- Makes use of application development standards for designing, building and maintaining applications, applications components, and common services including the use of standard languages and tools.
- Provides guidance and training to technical groups and end users.
- Builds and executes rigorous and thorough testing plans for software development including system and module level performance testing.
- Applies software engineering methods/practices.
- Participates in architecture and design reviews.

Application Developer – Tier 2
Overtime Status: Exempt

Under minimal supervision, will design and implement solutions supporting various business applications. The Application Developer will create, edit and update web pages or for *desktop, tablet or mobile platforms*. Responsibilities will also include collaborating and consulting with the various design, editorial, and technology teams on prototypes, mock-ups and explorations. Developers will be responsible for new product development, customizations, and enhancements and will work closely with cross-functional staff to deliver against project goals.

- Design, code, and support solutions to meet business needs.
- Coding and maintenance of business specific applications.
- Work with Application Architects and Tech Leads to design integrations between distributed systems.
- Code, configure, unit test and create supporting documentation for application development tasks.
- Support application testing and deployment as part of the full release cycle
- Provide support for the production environment including incident management and resolution
- Identify and plan for system upgrades including vendor hardware and software upgrades
- Understanding of object-oriented programing and service oriented architecture and good communication abilities.
- Background in Agile Deployment practices

Application Development Consultant – Tier 3
Overtime Status: Exempt

Works independently, delivers state-of-the-art application design, development and support that are full system in scope. Keeps abreast of new and emerging business systems design and development techniques and makes appropriate recommendations for their use. Aware of business impacts to the solutions delivered. Provides advice, guidance, training and support to business and information technology users, business partners, vendors and management. Can expect to work in diverse areas such as interactive web design, pagination, user applications, etc.

- Develops and implements solutions for business problems.
- Performs necessary investigation, analysis, and evaluation to determine project feasibility.
- Develops project cost and benefit estimates. This includes the development of alternative recommendations for new business systems or changes to existing business systems.
- Advises on the implications of existing business systems that can be applied to the problem.
- Estimate resource needs. Develops work plans, task sequencing and determines the extent to which tasks may be performed concurrently.
- Prepares structured charts, tables, and logic diagrams needed in problem analysis.
- Develops programming specifications and supports data design.
- Performs business analysis, systems analysis/consulting, and detailed systems design.
- Implements application development standards for designing, building and maintaining applications, applications components, and common services including the use of standard languages and tools.
- Defines, builds and executes rigorous and thorough testing plans for assembly, component, life cycle and stress testing phases of implementation.
- Implements software engineering methods/practices.
- Participates in architecture and design reviews.
- Reviews and communicates system enhancement needs, leading the solution implementation.

Application Architect - Tier 4

Overtime Status: Exempt

Leads a team of application consultants, programmers and analysts in setting application architecture direction and implementing the development environment with workbenches. This also includes delivering application engineering mentoring services to business systems development and maintenance staffs. Comprehends complex application architecture models and aligns the appropriate architecture solutions to support business needs. Has the ability to deliver application architectures at the enterprise level (multiple systems). Is responsible for the following:
- Defining and implementing application architecture models and programming standards with direction setting support.
- Defining and building the application development and maintenance environment (includes component and assembly test environments). This includes the design and implementation of the developers', testing, application monitoring/control, change management and implementation workbenches.
- Leading the analysis and evolution of the corporate application portfolio to meet business systems processing needs. This includes supporting the direction in the use/migration of legacy applications to the distributed systems application architecture.
- Providing direction setting and application consulting to all systems units in support of the application architecture. This includes the appropriate use of standard models on development efforts and application purchases, as well as the development of common application services.
- Designing and implementing the process and repository for cataloging and managing application code/constructs (software configuration management) and reusable application components.
- Defining, application development standards for designing, building and maintaining applications, application components, and common services including the recommended use of languages and tools.
- Implementing software engineering methods/practices.
- Implementing the architecture review and design council processes.
- Communicating system enhancement needs, leading the solutions implementation.
- Defines Human Factors standards consistent with the application architecture.

Software Engineer, Quality, Senior – Tier 3

- Performs all the duties of a Senior Software Engineer, and has a specialty in Quality Assurance and testing, including an understanding of software testing methodologies and processes as well as a deep knowledge of specific Dow Jones products. Responsibilities include planning and executing tests and communicating results to colleagues in both

Engineering, business and editorial teams as appropriate. A key part of the role will be to develop strategies for improving the coverage and speed of test cycle execution through effective use of tools including automation and analysis tools.

INFORMATION CATEGORY

This category includes job descriptions, which design, develop, maintains and administers database systems. This category contains two sub-categories; Database Administration and Data Warehousing. The highest level in this group spans both categories.

Information Architect	Tier 4
Database Administration Consultant	Tier 3
Database Administrator	Tier 2
Data Warehouse Consultant	Tier 3
Data Warehouse Designer	Tier 2
Data Warehouse Analyst	Tier 1

Individuals in this group may advance to other positions in the IT matrix. These may include the Technical and Q/A Categories.

Data Warehouse Analyst - Tier 1
Overtime Status: Non-Exempt

Under supervision, responsible for the delivery of data solutions to business systems development teams that cover data design and integrity processes, data ownership definition, data value/classification, and creation/enhancement of logical data schema. Implements technology standards with regard to data management tools/techniques and the implementation of data repositories, data load, mining and reporting tools. Provides support services for well-defined simple data models - generally supporting one business system of similar complexity. Can expect to work in diverse areas such as interactive web design, pagination, user applications, etc.

● Uses standard processes to increase reliability, integrity and availability of cross platform data access.
● Performs data administration support for conceptual/logical data modeling, logical access path modeling, data recovery planning and implementation, data integrity and troubleshooting.
● Participates with technical staff, business partners and customers in establishing system availability requirements and estimating business system transaction and data volumes.
● Participates with other technical staff in designing and developing business systems solutions.
● Partners with quality assurance in designing, planning and testing.

Data Warehouse Designer - Tier 2
Overtime Status: Exempt

Under minimal supervision, delivers data solutions to business systems development teams that cover data design and integrity processes, data ownership definition, data value/classification, and creation/enhancement of logical data schema. Implements technology group standards with regard to data management tools/techniques and the implementation of data repositories data load, mining and reporting tools. Provides support services for well-defined models of simple to moderate complexity - generally supporting one business system of similar complexity. Can expect to work in diverse areas such as interactive web design, pagination, user applications, etc.

● Implements technology group information architecture and standards.
● Provides training and guidance for technology staff.

- Implements standard processes to increase reliability, integrity and availability of cross platform data access.
- Performs data administration support for conceptual/logical data modeling, logical access path modeling, data recovery planning and implementation, data integrity and troubleshooting.
- Works with business partners and customers in establishing system availability requirements and estimating business system transaction and data volumes.
- Implements data migrations and conversions.
- Works with technical staff in designing and developing business systems solutions.
- Partners with quality assurance in designing, planning and testing.
- Participates in database design reviews.

Data Warehouse Consultant - Tier 3
Overtime Status: Exempt

Works independently, to deliver data solutions to business systems development teams that cover data design and integrity processes, data ownership definition, data value/classification, and ownership of the logical data schema. Provides input to the technology group information architecture direction -- principles, standards, guidelines, templates, and blueprints for all data formats (text, image, video, voice, etc.). Develops and implements technology group standards with regard to data management tools/techniques and the implementation of data repositories data load, mining and reporting tools. Provides data administrative services at the departmental to enterprise level. Can expect to work in diverse areas such as interactive web design, pagination, user applications, etc.

Overall responsibilities are as follows:
- Participates in developing company-wide directions and standards.
- Develops processes to increase the reliability, integrity and availability of cross platform data access.
- Performs data administration support for conceptual/logical data modeling, data definition/schema management, logical access path modeling, security, cleanup, recovery planning and implementation, data integrity and troubleshooting.
- Works with business partners and customers in establishing system availability requirements and estimating business system transaction and data volumes.
- Designs, develops and implements data migration and conversion strategies.
- Works with technical staff in designing and developing business systems solutions.
- Partners with quality assurance in designing, planning and testing.
- Supports testing, development, and production database environments.
- Provides training and guidance to technical staff.
- Performs data base design.

Database Administrator - Tier 2
Overtime Status: Non-Exempt*

Under minimal supervision, delivers data solutions to business systems development teams that cover data design and integrity processes, data ownership definition, data value/classification, and creation/enhancement of logical data schemas and physical implementation. Implements technology group standards with regard to data management tools/techniques and implementation of data repositories, data load and reporting tools. Provides support services for well-defined models of simple to moderate complexity – generally supporting one business system of similar complexity.

Overall responsibilities are as follows:

- Implements technology group information architecture and standards.
- Provides training and guidance in the use of DBA tools, techniques, solutions and standards.
- Implements defined processes to increase the reliability, integrity and availability of cross platform data access.
- Provides database administration support for physical data modeling, conceptual/logical data modeling, logical access path modeling, design and generation of databases, performance tuning, data recovery planning and implementation, data integrity, and troubleshooting and repair services.
- Participates with technical staff, business partners, and customers in establishing system availability requirements and estimating business system transaction and data volumes.
- Participates in software, data migration and conversion strategies including legacy systems.
- Executes software migration and installations.
- Partners with technical staff in designing and developing business systems solutions that include efficient access paths and database processing.
- Partners with the quality assurance team in designing, planning, and executing capacity and stress tests for new systems assets.
- Participates in the evaluations, selection, installation, customization and daily support of database software including support products.
- Participates in hardware selection, configuration and customization.
- Creates specialized database software to support business requirements.
- Supports testing, development, and production database environments.

Database Administration Consultant - Tier 3
Overtime Status: Exempt

Works independently to deliver state-of-the-art data solutions to business systems development teams that cover data design and integrity processes, data ownership definition, data value/classification, and ownership of the logical data schema and physical implementation. Provides input to the technology group information architecture direction – principles, standards, guidelines, templates, and blueprints for all data formats (text, image, video, voice, etc.). Develops and ensures the implementation of technology group standards with regard to database management tools/techniques and the implementation of data repositories, data load, and reporting tools. Keeps abreast of new and emerging database design and implementation techniques and makes appropriate recommendations for their use. Provides advice, direction and support to business and technology partners and consultants. Provides support for well-defined models of moderate to high complexity – generally supporting one business system of similar complexity.

Overall responsibilities are as follows:
- Implements technology group information architecture and database directions and standards.
- Provides training and guidance to technical staff in the use of DBA tools, techniques, solutions and standards.
- Implements defined processes to increase the reliability, integrity and availability of cross platform data access.
- Provides in depth database administration support for physical data modeling, conceptual/logical data modeling, data definition/schema management, logical access path modeling, security, design and generation of databases, performance tuning, data recovery planning and implementation, data integrity and troubleshooting and repair services.
- Participates with technical staff, business partners, and customers in establishing system availability requirements and estimating business system transaction and data volumes.
- Designs, develops and implements data migration and conversion strategies.
- Works with technical staff in designing and developing business systems solutions that include efficient access paths and database processing.
- Participates in DB design reviews.

- Partners with the quality assurance team in designing, planning and executing capacity and stress tests for new technology system assets.
- Participates in the evaluations, selection, installation, customization and daily support of database software including support products.
- Participates in hardware selection, configuration and customization.
- Creates specialized database software to support business requirements.
- Supports testing, development and production database environments.

Information Architect - Tier 4
Overtime Status: Exempt

Provides technical leadership to establish the information architecture by defining the information architecture principles, standards, guidelines, templates, and blueprints – for all data formats (text, image, video, voice, etc.). Responsible for the integrity of the enterprise data model (logical and physical), standard data design methodology, and alignment with security/audit standards. Sets and/or implements technology group standards with regard to database tools/techniques, data repositories, data warehousing/marts, and data load, mining and reporting tools. Works with business partners in validating conceptual and logical data models and enabling information assets for new products and services, as well as setting direction in maintaining existing production, development, training and reporting environments.

Overall responsibilities are as follows:
- Represents the technology group, along with management, in setting corporate-wide directions and standards.
- Designs the strategy and implementation of the information architecture to align with the business direction.
- Develops processes to increase the reliability, integrity and availability of cross platform data access. Works with management in establishing the standard business systems development methodology.
- Ensures the processing integrity of the information architecture through referential integrity and business process rules.
- Delivers logical and physical data designs for business systems. Works with business partners and customers in establishing system availability requirements and estimating business system transaction and data volumes. Estimates platform scalability.
- Designs, develops and implements software, data migration and conversion strategies. Initiates and enables legacy system conversions.
- Partners with technical staff in designing and developing business systems solutions.
- Partners with the Quality Assurance in designing and planning capacity planning and stress testing analysis for new systems assets.
- Supports/directs Database Administration and Data Warehouse staff in maintaining the data integrity and validity of testing, development, and production environments.
- Delivers database administration support for physical data modeling, access path modeling, design and generation of databases, database performance tuning, database recovery planning and implementation, database troubleshooting and repair services.
- Delivers data administration support for logical data modeling, data definition/ schema management, data security and data cleanup/support services.

TECHNICAL CATEGORY

This category includes job descriptions, which design, develop, maintains, analyze, troubleshoots and administers computer systems. This category contains five sub-categories; Technical Design, Systems Administration, Systems Programming, Technical and Systems Support. The Technical Design and Systems Programming sub-categories do not contain an entry level position and the Technical Support sub-category does not contain a Tier 3 position The highest level in this group spans all five categories.

Technical Architect	Tier 4
Systems Programmer, Senior	Tier 3
Systems Programmer	Tier 2
Systems Administration Consultant	Tier 3
Systems Administrator	Tier 2
Systems Technician	Tier 1
Systems Support Analyst	Tier 1
Developer Support Executive (f/k/a Systems Support Specialist, Senior)	Tier 3
DevOps Engineer	Tier 2
DevOps Engineer, Senior	Tier 3
Technical Support Engineer	Tier 2
Technical Support Analyst	Tier 1
Technical Support Executive (f/k/a Systems Support Specialist)	Tier 2
Technical Design Consultant	Tier 3
Technical Consultant	Tier 3
Technical Designer	Tier 2

Individuals in this group may advance to other positions in the IT matrix. These may include the Network, Security and Q/A Categories.

Systems Programmer – Tier 2
Overtime Status: Exempt

Under minimal supervision, installs and modifies all operating system and supporting software products. Performs problem resolution, analyzes and evaluates new hardware/software products, monitors and assists technical staff with performance tuning and capacity planning. Creates specialized software to support business requirements. Participates in system disaster recovery exercises and application development projects. Generally supports mainframe systems. Documents changes and follows established 'Change Management' procedures.

Overall responsibilities are:
● Participates in the evaluations, selection, installation, customization, and daily support of system software including support products.
● Participates in hardware selection, configuration and customization.
● Investigation and analysis of software/hardware problems.
● Monitors performance and assists technical staff with performance tuning and capacity planning.
● Creates specialized software to support business requirements.

Systems Programmer, Senior – Tier 3
Overtime Status: Exempt

Works independently on a broad range of assignments that include; providing technical expertise and leadership for problem solving, hardware/software evaluation, and training/direction for systems programmers. Evaluates and recommends the purchase of hardware/software products and acts as a vendor liaison. Encompasses all of the working skills and knowledge of a systems programmer. Provides project leadership for mainframe system related projects, and can represent technical area for various other project teams.

Overall responsibilities are:
- Provides direction and training for systems programmer.
- Investigation and analysis of software/hardware problems.
- Leads the evaluations, selection, installation, customization, and daily support of system software including support products.
- Evaluate and recommends the purchase of hardware/software products.
- Acts a vendor liaison.(provides vendor management)

Systems Support Analyst – Tier 1
Overtime Status: Non-Exempt

Under supervision provides support, maintenance and operation of electronic and electromechanical systems used to produce publications or products at various corporate locations.
- Supports the integration of new technologies into operations.
- Supports desktop and server hardware, operating systems, middleware, messaging, and network architectures.
- Supports data communications systems and equipment.
- Performs system software, application, and hardware upgrades.
- Installs, upgrades, and maintains desktop systems.
- Monitors and analyzes the operation of systems and equipment to ensure proper functioning of lines, hardware and software.
- Notifies management and customers of system and network troubles.
- Identifies and resolves problems utilizing structured troubleshooting methods, techniques and tools for systems, applications, data communications and electromechanical equipment.
- May provide basic help desk support for customers areas, including providing information on trouble resolution.
- Prepares and maintains standard operating procedures, documents, drawings and system documentation including operating manuals.

Technical Support Executive (f/k/a Systems Support Specialist) – Tier 2
Overtime Status: Non-Exempt

Under minimal supervision provides phone, chat and email support to customers that use Dow Jones Integration & Destination products. As a Technical Support Executive, you'll represent Dow Jones as you manage and resolve issues from customers who are using Dow Jones products. In addition, your responsibilities will include, but will not be limited to, the following:
- Be a liaison for integrators during the installation of Dow Jones Factiva products and solutions.
- Communicate best practices to customers using Dow Jones Products and Services.

- Work with customers to troubleshoot and resolve technical issues.
- Provide operational support for Dow Jones API's and Web Services.
- Perform investigation and analysis to solve problems and escalate issues to product management and development.

Developer Support Executive (f/k/a Systems Support Specialist, Senior) – Tier 3
Overtime Status: Non-Exempt

Under minimal supervision provides support to Dow Jones customers as they build applications that use Dow Jones API's and Services. As a Developer Support Executive, you'll represent Dow Jones as you manage and resolve complex technical issues from customers who are using Dow Jones API's or services. In addition, your responsibilities will include, but will not be limited to, the following:
- Provide Phone and Email support for developers who are implementing one or more of Dow Jones API's or products.
- Certify Customer applications to ensure they adhere to Dow Jones Technical and Branding Guidelines.
- Provide support for Dow Jones Integration and Destination products.
- 3rd Level support for unresolved Technical Support issues
- Escalating issues to other departments when appropriate
- Getting status' on outsourced issues and keeping the technical staff informed
- Team leaders responsible for assisting, mentoring, and coaching technical staff
- Recognize and report problem trends
- Review and communicate system enhancement needs, leading the solution implementation
- Responsible to help with coverage for other regions or for any "on call" or weekend duties.

DevOps Engineer – Tier 2
Overtime Status: Non-Exempt

Under minimal supervision, works independently and as a member of a multi-disciplined technical team for rapid deployment of new technologies. Dev Ops engineers generally work on more cross functional systems and design digital infrastructure, which includes cloud, physical and virtual instances, security groups, load balancing, external services, cost optimizations, auto scaling templates, automation, etc. Responsible for integrating all the pieces that allow other engineers to quickly deploy, run, and manage applications. Includes translating complex business requirements and aligning the appropriate technology architecture solution to support business needs. Supports and tests newly developed or acquired architectures and/or systems on servers to varying network technologies. Also works with other groups in support of corporate projects. Assists in training groups and individuals on how to use technologies for IT automation, configuration management, and continuous delivery, and evaluates such training to ensure that training is effective, using feedback and testing to continually improve the systems used. Responsible for remaining knowledgeable and up-to-date on changes and developments in enterprise computing infrastructure and cloud computing.

DevOps Engineer, Senior – Tier 3
Overtime Status: Exempt

In addition to performing all the duties of a Dev Ops Engineer, the Senior Dev Ops Engineer works independently, and with little or no supervision leads a multi-disciplined technical team deploying new technologies. This includes translating complex business requirements and aligning the appropriate technology architecture solution to support business needs. Has the ability to deliver technology architectures at the enterprise level (multiple systems). Must be able to liaison directly with

various internal and external groups to drive solutions without relying on management. Leads effort to create production-ready configurations in the delivery of flagship architectures/technologies via business focused projects. Responsible for analyzing customer feedback and developing solutions. Responsible for designing and delivering presentations to Dow Jones personnel regarding IT technologies and processes. Trains groups and individuals on how to use technologies for IT automation, configuration management, and continuous delivery, and evaluates such training to ensure that training is effective, using feedback and testing to continually improve the systems used.

Technical Support Analyst – Tier 1
Overtime Status: Non-Exempt

Under supervision, analyzes, troubleshoots, repairs, and resolves any technical problems on supported equipment to the component level.
- Initiate request(s) for the necessary supplies/parts required for day-to-day operation.
- Provide telephone support.
- Assist in the installation and training of systems when necessary.
- Assist in the development, modification, and (or) upgrade of any new or existing systems/equipment.

Technical Support Engineer – Tier 2
Overtime Status: Non-Exempt

Under minimal supervision, analyzes, troubleshoots, repairs and resolves any technical problems on supported equipment to the component level. Maintains records and histories of all repaired components and communicates with management and other corporate departments, as well as outside vendors, on problems encountered, and suggests possible improvements.
- Supplies telephone support to corporate technical staff when necessary.
- Provide training and guidance for technical staff.
- Provide user training of supported equipment.
- Install and modify supported systems.
- Develop tests and maintenance policies
- Works with vendors to resolve replacement or modification issues.

Systems Technician - Tier 1
Overtime Status: Non-Exempt

Under supervision, provides hardware, software, application, and limited network support for production and non-production servers.
- Assists in problem investigation, analysis, and evaluation to determine solution.
- Performs routine systems maintenance, such as backups and disk maintenance.
- Maintains hardware and software configuration documentation.
- Follows procedures for change management and coordination.
- Works with technical staff and vendors in diagnosing and correcting hardware problems.

Systems Administrator – Tier 2
Overtime Status: Non-Exempt

Under minimal supervision, provides hardware, software, application, and limited network support for production and non-production servers.

- Investigate and analyze problem to determine solutions.
- Installs, upgrades and maintains hardware, operating and application systems.
- Configures and troubleshoots the systems network connectivity.
- Assists in server configuration.
- Monitors performance on servers and takes corrective measures.
- Installs, configures, and maintains server based firewalls and rule-sets.
- Configures mail systems.
- Performs account management.

Systems Administration Consultant – Tier 3
Overtime Status: Exempt

Works independently, provides hardware, software, application, and limited network support for production and non-production servers.

- Acts as the technical lead for a project.
- Performs investigation and analysis to solve problems.
- Assists in server configuration.
- Acts as a vendor liaison. (vendor management)
- Installs, configures, and maintains server based firewalls and rulesets.
- Perform limited database administrator functions.
- Helps design server topology.
- Establishes / recommends policies on system use and services.
- Perform analysis to tune systems.
- Provides training and guidance to technical staff.

Technical Designer – Tier 2
Overtime Status: Non-Exempt

Under minimal supervision, acts as a member of a multi-disciplined technical team for rapid deployment of new technologies. This includes translating simple to moderately complex business requirements and aligning the appropriate technology architecture solution to support business needs. Supports and tests newly developed or acquired architectures and/or systems at the multi-unit level from desktops and servers to varying network technologies. Also works with other technology groups in support of corporate projects.

Responsibilities include:

- Maintains technology standards. Implements the technology direction for, and the migration to, the standard corporate technical architecture. This includes desktop and server hardware, operating systems(s), middleware, messaging, and network architectures.

- Communicates standards to corporate units, business partners and customer technology teams.
- Validates technology solutions and strategies with business requirements.
- Supports the implementation of end-to-end architectures for new technologies that will be used in corporate systems.
- Supports various corporate groups.
- Implements high availability platforms and business resumption planning architectures.
- Supports the delivery of technology awareness presentations and education to corporate business systems development teams.
- Participates in technical architecture reviews for business systems projects.

Technical Design Consultant – Tier 3
Overtime Status: Exempt

Works independently as a member of a multi-disciplined technical team for rapid deployment of new technologies. This includes translating complex business requirements and aligning the appropriate technology architecture solution to support business needs. Supports and tests newly developed or acquired architectures and/or systems on the departmental level including desktops and servers to varying network technologies. Also works with other groups in support of corporate projects.

Responsibilities include:
- Supports the definition and maintenance of technology standards. Implements the technology direction for, and the migration to, the standard corporate technical architecture. This includes desktop and server hardware, operating systems(s), middleware, messaging, and network architectures.
- Communicates standards to corporate units, business partners and customer technology teams.
- Validates technology solutions and strategies with business requirements.
- Implements end-to-end technology architectures for new technologies that will be used in corporate systems.
- Implements and supports various technology groups.
- Implements high availability platforms and business resumption planning architectures.
- Provides technology awareness and education to ITS business systems development teams.
- Supports and leads technical architecture reviews for business system projects.

Technical Consultant – Tier 3
Overtime Status: Exempt

Under minimal supervision, responsible for defining the architecture and engineering solutions in support of all Business Unit network infrastructure services. Must drive the technical direction and leadership for multi-disciplined technical teams deploying and supporting network services, including but not limited to routers, switches, load balancers, firewalls, VoIP, proxy servers, remote access devices, DNS servers, FTP servers, NTP servers, SIP services, traditional PBX services, and authentication systems.

Responsibilities include translating complex business requirements and aligning the appropriate Infrastructure solution to support business needs. This role has responsibility for delivering Network Services Infrastructure solutions at the enterprise level (multiple products and systems). Accountability includes planning, design, implementation, and testing activities, to create production-ready configurations in the delivery of all Network Services Infrastructure via business focused projects. This position is also accountable for the effectiveness, quality of service, performance tuning, and implementation success of the Network Services Infrastructure.

Technical Architect – Tier 4
Overtime Status: Exempt

Leads the multi-disciplined technical team for deployment of new technologies. This includes translating complex business requirements and aligning the appropriate technology architecture solution to support business needs. Has the ability to deliver technology architectures at the enterprise level (multiple systems). Works with other groups supporting corporate projects. Leads effort to create production-ready configurations in the delivery of flagship architectures/technologies via business focused projects.

Responsibilities include:
- Represents information technology in direction-setting for the corporate enterprise.
- Providing leadership and direction in the definition and maintenance of information technology standards.
- Establishes the technology direction and the migration to a standard technical architecture. This includes desktop and server hardware, operating systems(s), middleware, messaging, and network architectures.
- Communicating corporate standards to technology units, business partners and customer teams.
- Validating information technology solutions and strategies with the business architecture/direction.
- Establishing and implementing end-to-end technology architectures for new technologies.
- Establishing and implementing high availability platforms and business resumption planning architectures.
- Providing technology awareness and education to technology business systems development teams.
- Leading architecture reviews for corporate business systems projects.
- Establishes, implements and supports various information technology environments.

QUALITY ASSURANCE CATEGORY

This category includes job descriptions, which are involved in consultation, support and testing of computer systems and products. There is no Architect level position.

Quality Assurance Consultant	Tier 3
Quality Assurance Designer	Tier 2
Quality Assurance Analyst	Tier 1

Individuals in this group may advance to other positions in the IT matrix. These may include the Customer Service and Security Categories.

Quality Assurance Analyst – Tier 1
Overtime Status: Non-Exempt

Under supervision, supports teams of systems professionals in using quality assurance programs and testing environments.

Responsibilities include:
● Supporting the delivery of test approaches, plans and requirements to meet the needs of business processing specifications.
● Support quality assurance programs and services.
● Assists test planning, advice and testing standards support services.
● Provide hands-on support of the testing environment for usability and acceptance testing.
● Performs application readiness testing and support.
● Support stress, functionality and compatibility testing.
● Provides integration testing support services.
● Works with customers in a support role to achieve successful implementations.
● Participates in post-implementation reviews to ensure that the business system solution delivers as expected (timeliness, quality, cost) and helps establish-maintain departmental reporting metrics.

Quality Assurance Designer – Tier 2
Overtime Status: Non-Exempt

Under minimal supervision, supports teams of systems professionals in using quality assurance programs, and testing environments. Independently handles simple testing/implementations that are narrow in scope.

Responsibilities include:
● Provides business specification and prototype consulting to develop testing approach and requirements for project teams.
● Implements and supports quality assurance programs and services.
● Provides test planning advice and testing standards support services.
● Supports the testing environment, usability and acceptance testing.
● Coordinates operational readiness testing-support.

- Support stress, functionality and compatibility testing.
- Participates in integration testing support services.
- Works with customers in a support role to achieve successful implementations.
- Conducts post-implementation reviews to ensure that the business system solution delivers as expected. (timeliness, quality, cost)

Quality Assurance Consultant – Tier 3
Overtime Status: Exempt

Works independently, to provide advice, consultation, and support teams of systems professionals in using quality assurance programs and testing environments. Handles complex testing/implementations that are departmental in scope.

Responsibilities include:
- Deliver business specification and prototype consulting to develop testing approach, timetables and requirements for project teams.
- Implements and supports total quality assurance programs and services.
- Provides test planning advice and testing standards support services.
- Supports the testing environment, usability and acceptance testing.
- Coordinates operational readiness testing-support.
- Support stress, functionality and compatibility testing.
- Participates in integration testing support services.
- Works with customers in a support role to achieve successful implementations.
- Leads staff in developing and tuning QA methodology, procedures and metrics.
- Conducts post-implementation reviews to ensure that the business system solution delivers as expected. (timeliness, quality, cost)
- Provides guidance and training for technical staff.

DESKTOP SYSTEMS CATEGORY

This category includes job descriptions, which are involved in supporting applications, hardware and software for desktop systems.

Lead Solutions Engineer	Tier 4
Executive Support Engineer	Tier 3
Solutions Engineer, Senior	Tier 3
Technical Support Analyst, Senior	Tier 2
Asset Management Analyst	Tier 1

Individuals in this group may advance to other positions in the IT matrix. These may include the Customer Service and Technical Categories.

Asset Management Analyst – Tier 1

Under general supervision, performs the day-to-day operational tasks demanded by the Asset Management process flows, this covers end-to-end hardware and software asset management (asset life-cycle) from purchasing through to disposal. Responsible for change records and the review and input of information related to the Asset Management processes and communicating changes to the SACM process to key stakeholders and the business where required.

Tech Support Analyst, Senior – Tier 2

With minimal supervision, responsible for providing full service desktop technical support to all areas of the Company. Responsible for recording and resolving customer queries using various diagnostic tools. Will provide coverage for the 'walk-in' service where staff can collect their technology devices, receive training and effective troubleshooting on the use of hardware and software and obtain a professional support experience ("Tech Bar"). Will liaise with the appropriate product vendors, arranging demonstrations to showcase new client technology innovations to the business and members of staff as required. Will provide 'how to' presentations to ensure staff gain the most out of existing technology and are aware of the features of new technology provided. Will arrange workshops and user guides as required for new technologies introduced into the business. Will also work closely with other key technology vendors including Samsung, Apple, and Lenovo to ensure the team are kept up-to-date on the latest product innovations and roadmaps.

Solutions Engineer, Senior – Tier 3

Under general supervision, provides second- and third-tier support for both Windows and Apple client platforms and is responsible for recording and resolving customer queries using various diagnostic tools and interpersonal skills. Responsible for referring incidents to other technology teams where problems cannot be resolved. Will work closely with both internal teams and external vendors to ensure the desired technical support and solutions are achieved - ensuring that all appropriate SLA's & OLA's are achieved and exceeded wherever possible. Will be the technical escalation point for Service Desk and Tech Support Analysts, ensuring assigned calls are responded to, diagnosed and resolved swiftly and effectively in line with operational level agreements and service level agreements. Will ensure that outstanding calls are regularly updated to reflect the current status and will communicate the progress of investigations and planned solutions to customers, managing their level of expectation and increasing their understanding of company's desktop technology.

Executive Support Engineer – Tier 3

Under minimal supervision, performs all functions of Senior Solutions Engineer and provides second-level technical support for Windows and Apple client platforms for all Dow Jones Executives – this includes mobile devices as deployed by Dow Jones. Provide home support to the Executive Team within the SLA's set. The role will work closely with other technical teams to ensure Dow Jones achieves the best technical support and solutions to ensure that all appropriate SLA's & OLA's are achieved and exceeded wherever possible. Responsible for recording and resolving customer queries using various diagnostic tools. Will liaise with the appropriate product vendors, arranging demonstrations to showcase new client technology innovations to the Executive team as required. Will provide 'how to' presentations to ensure staff gain the most out of existing technology and are aware of the features of new technology provided.

Lead Solutions Engineer – Tier 4

Working independently, performs all the duties of a Senior Solutions Engineer, and serves as the escalation point for issues that require more advanced attention. Responsible for managing high-impact incidents affecting the technology systems and environments. Must develop a comprehensive knowledge of the company's business plans and organization, including key users of technology and their needs. Must document actions, alterations and procedures to ensure an accurate and accessible record of the current state of the system. Will play a major role in the adoption and promotion of new Technologies. Will liaise with colleagues, utilizing their expertise to solve more complex problems or pass on responsibility to the appropriate team. Continuously look for improvement within Support and ensure technology support meets the customer requirements as defined in the Service Level Agreements. Will work with external vendors to ensure sufficient capacity for current and agreed future business requirements.

TRAINING CATEGORY

This category includes job descriptions, which are involved in training for hardware, software, applications and operating systems.

Technical Training Consultant   Tier 3 (non unit)
Technical Trainer   Tier 2

Individuals in this group may advance to other positions in the IT matrix. These may include the Customer Service and Technical Categories.

Technical Trainer – Tier 2
Overtime Status: Non-Exempt

Implements and presents introductory and basic computer-based training sessions for a variety of software applications and operating systems. Typically reports to a Training Supervisor. Work may include related duties as required.

● Teaches introductory level courses for corporate and client personnel.
● Reviews approved course materials for end user training
● Assist in needs assessment evaluations with internal & external clients.
● Possess knowledge of or skills needed to setup the classroom environment for training purposes.

DOCUMENTATION CATEGORY

This category includes a single job description, which is involved in all aspects of documentation for corporate customers.

Technical Writer   Tier 2

Individuals in this group may advance to other positions in the IT matrix. These may include the Customer Service and Security Categories.

Technical Writer – Tier 2
Overtime Status: Non-Exempt

Under minimal supervision, prepares and/or maintains systems, operations and end-user technical documentation.
● Conducts a needs-based analysis of computer systems and applications documentation and identifies the audiences for the information.
● Researches computer systems and applications.
● Interviews technical staff to obtain information for new material.
● Designs the information layout to meet the needs of each audience and presentation medium.
● Combines the information from the analysis, research, interviews and other sources to produce usable documentation for customers.
● Edits and proofreads for technical accuracy, syntax and grammar.
● Ensures that the documentation follows corporate policies and standards.
● Works with a variety of software packages to produce final copy, including system diagrams and screen captures, for print and online production.
● Maintains databases for document publication, delivery and maintenance.
● Reviews vendor provided help files and performs modifications base on internal customizations.

This category includes job descriptions, which design, develop, operates, maintains and administers network operations. This category contains two sub-categories; Network Operations and Network Engineer.

Network Engineering Architect	Tier 4
Network Engineer, Senior	Tier 3
Network Engineer	Tier 2
Network Operations Architect	Tier 4
Network Analyst, Senior	Tier 3
Network Analyst	Tier 2
Network Operator	Tier 1

Individuals in this group may advance to other positions in the IT matrix. These may include the Technical and Q/A Categories.

Network Engineer – Tier 2
Overtime Status: Exempt

Under minimal supervision performs planning, design and implementation activities for voice and/or data telecommunications projects which may span multiple business functions and/or integrate both voice and data applications.

Responsible for one or more of the following:
● Conducts network studies and traffic analyses.
● Develops network architectures.
● Prepares forecasts of network traffic and capacity.
● Recommends modifications to the network configurations, which reduce cost or improve service.
● Participates with vendors and network operations in the identification and resolution of complex network problems.
● Evaluates client requests for new or modified voice and/or data network services, recommending alternative solutions to clients to reduce costs or improve service.
● Sizes projects and develops performance level requirements for user approval. Follows up with client to ensure that performance levels have been achieved and resolves any outstanding issues.
● Plans and coordinates installation dates with clients, vendors and staff.
● May perform quality acceptance testing and coordinate or provide training to clients during implementation.
● Participates in the evaluation of vendor proposals and in the development and documentation of operational procedures.

Network Engineer Senior – Tier 3
Overtime Status: Exempt

Works independently, performs planning, design and implementation activities for complex voice and/or data telecommunications projects which span multiple business functions and/or integrate both voice and data applications. Accountable for the effectiveness, quality, and timeliness of project designs and their implementation success.

Responsible for one or more of the following:

- Acts as principal designer for major voice/data telecommunications systems and their subsystems through a thorough understanding of available technology, tools and existing designs.
- Develops complex, tiered network designs.
- May participate in network Architecture decisions
- Performs analysis, design, documentation, testing, implementation and on-going support for complex networking technologies.
- Acts as technical leader for large, complex projects; assists in planning, organizing and controlling the activities as well as the development of the network project plan and timetables.
- Provides technical consulting and leadership to identify and implement new networking technologies, which assist the business units in meeting their strategic objectives.
- Acts as a technical consultant to technology staff members during all phases of the planning, design, implementation or operations process.

Network Engineering Architect – Tier 4
Overtime Status: Exempt

Provides technical leadership for planning, design and implementation work programs involving complex voice and/or data telecommunications projects which span multiple business functions and/or integrate both voice and data applications. Accountable for the effectiveness, quality, and timeliness of project team outputs and their implementation success.

Responsible for one or more of the following:

- Reviews technical designs for major voice/data telecommunications system projects through a thorough understanding of available technology, tools and existing design standards.
- Develops standards for complex, tiered network architectures and designs.
- Performs analysis, design, documentation, testing, implementation and on-going support for extremely complex networking technologies.
- Acts as technical leader for large, complex project teams; assists in planning, organizing and controlling the activities as well as the development of the overall project plan and timetables.
- Provides highly technical consulting and leadership to identify and implement new networking technologies.
- Acts as a technical mentor and coach to technology staff members during all phases of the planning, design, implementation or operations process.
- Provides comprehensive consultation to business units, corporate management and staff at the highest technical level.
- Works closely with client management to identify and specify the complex business requirements and processes (diversity, reliability, quality of service, security, capacity, etc.); researches and evaluates alternative solutions and recommends the most efficient and cost effective solution for the network design.
- Assigns and prioritizes technical activities based on required expertise and complexity.
- In conjunction with the introduction of new technologies will define methods and procedures to integrate the technology in to the standard architecture and operational model.

Network Operator – Tier 1
Overtime Status: Non-Exempt

Under supervision, provides network operations support, administration, installation and maintenance of voice/data/satellite networks (LAN/WAN) and associated lines and equipment.

Overall responsibilities are:
- Follows methods and procedures to support administer, install, and maintain the operation of all network equipment to ensure proper functioning of lines, hardware and software through the use of network management tools and systems.
- Identification and resolution of network problems utilizing structured troubleshooting methods, techniques and tools.
- Follows defined escalation and notification processes.
- Notifies Management and clients of network troubles through a tiered notification and escalation process.
- Provides basic help desk support for client areas, including providing information on trouble resolution and network status.
- Participates with vendors, common carriers and technical staff during problem analysis/resolution, and post-mortem analyses as required.
- Performs network administration functions, including the implementation of documented changes.
- Ensures that standard operating procedures for the network, technical specifications and documents, drawings, system documentation including operating manuals are kept current.
- Tracks and documents defined network performance metrics and statistical data, and produces standardized reports.
- Follows network security policies.

Network Analyst – Tier 2
Overtime Status: Non-Exempt

Under minimal supervision, provides network operations support, administration, installation and maintenance of voice/data/satellite networks (LAN/WAN) and associated lines and equipment. In addition to responsibilities of lower tier is also responsible for the following:

Overall responsibilities are:
- Monitors and analyzes the operation of the network to ensure proper functioning of lines, hardware and software, through the use of advanced network management tools and systems.
- Monitors and tunes networks and system performance.
- Provides training and guidance to technical staff.
- Prepares and maintains standard operating procedures for the network, technical specifications and documents, drawings, system documentation including operating manuals.
- Provides tiered network operations support and engages higher tiered and\or vendor support as required.
- Develops test and maintenance procedures and policies to be performed by network operations.
- Documentation and submission of changes for network equipment.

Network Analyst, Senior – Tier 3
Overtime Status: Exempt*

Works independently to provide network operations support, administration, installation and maintenance of voice/data/satellite networks (LANs/WANs) and associated lines and equipment. Accountable for the effectiveness, quality, and timeliness of trouble resolution, service Tier 1 agreements, quality of service and implementation success. In addition to the responsibilities of lower tier is also responsible for the following:

Overall responsibilities are:

- Pro-actively analyzes network performance data and recommends changes to ensure high performance, high reliability, of the network.
- Directs trouble resolution activities, coordinating with technical staff, vendors, and carriers.
- Organizes, conducts and documents post-mortems for severe network-effecting events.
- Participates with network operations staff, vendors and other technical staff member on chronic analysis.
- Participates in approval of submitted network changes.
- Approves test and maintenance procedures and policies to be performed by network operations.
- Develops network contingency plans and tests for continuity of business, working with other technical staff.
- Makes recommendations on changes to network elements, processes, or tools to improve quality and timeliness of trouble resolution.
- Provides advanced training and guidance to technical staff.
- Documents and maintains network operations approved hardware and software listings.
- Develops and utilizes troubleshooting procedures for network problems utilizing structured methods, techniques and tools.
- Develops processes and procedures for trouble resolution, coordinating with network operations and engineering staff, vendors, and carriers.
- Assists in the evaluation of proposals and identifying the benefits of changes in hardware, communications protocols, tools, switching methods, access methods, tariffs, and in the procurement of software and equipment Operations.

Network Operations Architect – Tier 4
Overtime Status: Exempt

Provides technical leadership ensuring proper network operations support, administration, installation and maintenance of voice/data/satellite networks (LANs/WANs) and associated lines and equipment. Accountable for the effectiveness, quality, and timeliness of trouble resolution processes, service level agreements, quality of service and implementation success. In addition to the responsibilities of lower tier is also responsible for the following:

Overall responsibilities are:

- Analyzes network performance data and approves recommendations for changes to ensure high performance, and high reliability, of the network.
- Approves processes and procedures for trouble resolution, coordinating with network operations and engineering staff, vendors, and carriers.
- Provides the highest in-house level of tiered network operations support and engages vendor support as required.
- Communicates with senior management and clients on status of network troubles and expected resolution through a tiered notification and escalation process.
- Approves conclusions and recommendations of post-mortems for severe network-effecting events.
- Reviews, evaluates, and utilizes troubleshooting procedures for network problems utilizing structured methods, techniques and tools.
- Represents network operations in the review of all designs and architectures to be implemented in the production network. Ensures that network operations is trained and has the proper tools to support new technology as well as ensure the design is operationally manageable.

- Develops vendor requirements for network reliability and contingency, and reviews disaster recovery and security plans.
- Conduct or organize training sessions.
- Reviews and evaluates changes to network operations hardware and software listings.
- Assists in the evaluation of vendor proposals and in the benefits of changes in hardware, communications protocols, tools, switching methods, access methods, tariffs, and in the procurement of software and equipment.
- Reviews and evaluates recommendations made for changes to network elements, processes, or tools to improve quality and timeliness or trouble resolution.

PROJECT CATEGORY

This category includes job descriptions, which directly involve project management. There are three levels of jobs.

Project Associate	Tier 1
Project Administrator	Tier 2
Project Coordinator	Tier 3
Project Manager	Tier 4 non unit
Associate Product Manager	Tier 2 (added 10.4.22)

Project Associate – Tier 1
Overtime Status: Non-Exempt

Responsible for working with all groups within the Dow Jones organization toward the goal of growing the online subscription base. May be responsible for coordinating email and direct mail marketing campaigns and related projects, reporting on campaign results, designing future campaigns, developing marketing plans, ensuring quality control for all distribution lists and adhering to regulatory requirements regarding online and email marketing, developing and producing metrics for measuring success of programs, and identifying opportunities for expanded marketing efforts. Will require working knowledge of software and will be required to trouble-shoot problems independently and with assistance from tech support.

Project Administrator – Tier 2
Overtime Status: Non-Exempt

Works under supervision of a project manager to develop and manage project plans, schedules, budgets, estimates and reports for projects. The project administrator coordinates production of deliverables and has an in-depth knowledge of project management tools and methodologies.

- Performs project administration tasks.
- Maintains productive working relationships with business partners, customers and corporate systems community.
- Assures the documentation and training is scheduled.
- Prepares timely project status and budget reports.
- Performs the duties of a team member.
- Prepares project charters or scope document with the assistance of the project manager.
- Keeps team members informed.

Project Coordinator – Tier 3
Overtime Status: Exempt

Works independently, delivers project outcomes by monitoring and controlling cost, schedule, resources, scope and risk. Responsible for overseeing moderately complex projects or phases of larger projects with a well-defined scope and contained risks. Accountable for all aspects of the project over the entire project life cycle, managing expectations, and ensuring quality of the project, setting project task priorities, project-team staffing, assignments and budget.

- Maintains existing on-going working relationships with business partners, customers and corporate systems community.
- Works with the business representative to prepare functional requirements.

- Coordinates the project budget, scope of work, project schedule and project team. May prepare timely project status reports.
- Prepares technical requirements.
- Understands project scope and objectives, as well as the roles of all team members, to effectively coordinate the activities of the team.
- Tracks project progress according to the planned deliverables.
- Identifies issues that impact scope, budget or schedule associated with successful project completion.
- Assures all documentation and training are complete, acceptable and in accordance with standards.
- May also perform other functions on the project team as required by area of expertise. (e.g. business, application or technical consultant)
- Maintains current knowledge of application, information and technical architecture standards as well as industry–wide technical innovations.
- Provides input to the delivery of system standards via the analysis of business requirements.
- Prepares project plan and could perform project administration tasks
- Closes out a project, reviews and shares best practices and lessons learned.

ASSOCIATE PRODUCT MANAGER   **[TIER IT 2]**

Working independently, responsible for creating hypotheses, user stories, and mockups for tests designed to increase our brands' digital membership acquisition and retention efforts. Will prioritize tests based on scale, impact, effort, and strategic importance. Will coordinate development, launch, and monitoring with engineering colleagues and third-party vendors. In partnership with data scientists, will analyze experiment results to identify high-value data and assist teams in implementing strategies based on the analytics.

BUSINESS CATEGORY

This category includes job descriptions, which specify and design automated solutions to business problems and opportunities. The four levels are:

Business Architect	Tier 4 non unit
Business Consultant	Tier 3
Business Designer	Tier 2
Business Analyst	Tier 1

Individuals in this group may advance to other positions in the IT matrix. These may include the Project and Information Categories.

Business Analyst – Tier 1
Overtime Status: Non-Exempt

Under supervision, provides support for planning, business requirements definition, problem/change analysis, business problem resolution, monitoring and follow-through. Supports overall administrative activities. Responsible for participating in enacting or supporting business solutions at business unit and/or subsystem scope.

Responsibilities include the following:
● Reviews requirements and provides initial impact assessment of problems and changes.
● Resolves problems and handles change control activities.
● Maintains effective communications with the technology team, business partners and customers.
● Responds to inquiries and provides status on problem resolution and follows through to ensure completeness and business partner/customer satisfaction.
● Develops initial business specifications for automated solutions to business problems. If feasibility/cost/benefit of the automated solution is in doubt, recommends non-automated solutions to business problems.
● Participates in test planning.
● Analyzes and tests automated solutions to business systems problems with guidance.
● Provides analytical support for cost/benefit and productivity analysis.
● Develops business systems documentation.
● Supports quality assurance/testing efforts with hands-on support.

Business Designer – Tier 2
Overtime Status: Non-Exempt

Under minimal supervision, engineers business design specifications for automated solutions to business opportunities and problems at a multi-unit/departmental scope. Automated solutions involve multiple subsystems or a full system. Keeps abreast of new and emerging business design techniques and makes appropriate recommendations for their use.

Responsibilities include the following:
● Understands the customer's business needs and is integral in delivering the desired end product.

- Handles and assists others in problem solving, problem resolution and problem prevention.
- Demonstrates a good understanding of business analysis tools and methodologies.
- Responds to inquiries and provides status on problem resolution and follows through to ensure completeness and business partner/customer satisfaction.
- Develops, facilitates and leads business analysts in the delivery of business specifications for manual and automated solutions to business problems.
- Develops test plans.
- Analyzes and tests automated solutions to business problems. Also leads business analysts to perform these services. If feasibility/cost/benefit of the automated solution is in doubt, recommends non-automated solutions to business problems.
- Conducts cost/benefit analysis for business systems solutions.
- Supports quality assurance/testing efforts with hands-on support.

Business Consultant – Tier 3
Overtime Status: Exempt

Works independently, delivers business design consulting for automated and non-automated solutions to business opportunities and problems – at a departmental/ multi-departmental and/or full system scope. Keeps abreast of new and emerging business design techniques and makes appropriate recommendations for their use. Empowered to manage the significant business impacts in relation to information technology solutions. Provides advice, consulting, direction and support to business and technology business partners and consultants. Supports business/financial functions which may include budget, rates, forecasting, acquisition, billing and vendor contact. Provides alternatives for business opportunities and problem resolution.

Responsibilities include the following:
- Planning the business opportunity definition and design activities.
- Provides consulting support to business partners in defining their needs and strategies. Delivers a business partner/customer advocacy service.
- Recommends solutions and improvements, and provides information to customers on trends in business design.
- Provides continuity from definition of the business opportunity or problem through implementation of the solution.
- Understands the customer's business needs and delivers the desired end product.
- Handles and assists others in problem solving, problem resolution and problem prevention.
- Demonstrates a good understanding of business analysis tools and methodologies.
- Responds to inquiries and provides status on problem resolution and follows through to ensure completeness and business partner/customer satisfaction.
- Develops, facilitates and leads staff in the delivery of business specifications for manual and automated solutions to business problems.
- Translates business needs to process, function and data models.
- Develops, facilitates and leads staff and business consultants in the delivery of business specifications for automated solutions to business problems.
- Facilitates the delivery of user interface, logical application and information models using standard structured analysis techniques.
- Applies conceptual knowledge of industry-proven technologies to the delivery of business solutions. Also understands the impact new technologies have on information technology services' application portfolio.
- Oversees or develops business systems documentation (e.g., application design specifications, logical relational database models [via working with data administrators/DBAs], test plans, training documentation and mini-specs for programming, if needed).

- Leads cost/benefit analysis for business systems solutions.
- Ensures the effective implementation and use of standard corporate service processes such as change management, quality assurance, project management, etc.
- Provides guidance and training to information technology staff.
- Represents the customer in quality assurance efforts.
- Designs test plans, leads business testing teams, reports on testing progress and leads resolution of Q/A problems/repair prioritization.

SECURITY CATEGORY

This category includes job descriptions, which directly involve computer security issues. There are three sub-categories, Disaster Recovery, Security Audit and Security Administration. The four levels of responsibility are:

Security Architect	Tier 4 non unit
Disaster Recovery Consultant	Tier 3
Disaster Recovery Engineer	Tier 2
Security Technical/ Audit Consultant	Tier 3 non unit
Security Technical/Audit Engineer	Tier 2 non unit
Security Administrator Analyst	Tier 2 non unit
Security Administrator	Tier 1 non unit

Individuals in this group generally move into this category from others in the matrix or with prior experience.

Disaster Recovery Engineer – Tier 2
Overtime Status: Non-Exempt

With minimal supervision, assists with the development and maintenance of comprehensive disaster recovery/business resumption plans. Assists with risk assessments. Plans, coordinates, and audits the testing of contingency plans.

Overall responsibilities are:
- Maintain policies and procedures for contingency recovery.
- Assist with risk assessments.
- Maintain contingency plans in a global environment. This includes business and technical operations.
- Maintain test plan guidelines.
- Assist with the coordination and auditing of tests.
- Maintain project management information.
- Coordinate updates with customer base and business units.

Disaster Recovery Consultant – Tier 3
Overtime Status: Exempt

Works independently to ensure that all corporate functions have comprehensive disaster recovery/business resumption plans. Leads teams of business/technical staff and vendors to develop, support, and deliver workable contingency plans. Recommends disaster recovery/business continuation policies and procedures for business and technology groups and performs risk assessments.

Overall responsibilities are:
- Recommend corporate policies and procedures for disaster recovery/business continuation.
- Provides leadership by coordinating all aspects of plan development for corporate groups both nationally and internationally.
- Perform risk assessments and present recommendations to management.
- Work with management in selection of the best solution for recovery of their operation that will also be the most cost-effective choice for our company.
- Assist with recovery services vendor selection and contract negotiations.

- Develop disaster recovery/ business continuation plans that document the personnel and steps to be executed to restore the business function.
- Plan, coordinate and audit tests.
- Act as a consultant for other corporate personnel who are assigned business recovery projects and activities.
- Monitor and maintain project management information.

IT ENTERPRISE GROUP

This category includes job descriptions, which directly involve the IT Enterprise Job Migration (2018). The four levels of responsibility are:

Engineer, InfraOps	Tier 2
Engineer, InfraOps, Senior	Tier 3
Engineer, InfraOps, Lead	Tier 4
Cloud Engineer	Tier 2
Cloud Engineer, Senior	Tier 3
Cloud Engineer, Lead	Tier 4

Individuals in this group generally move into this category from others in the matrix or with prior experience.

Engineer, InfraOps – Tier 2

Under general supervision, responsible for designing, building, and maintaining software solutions based on business requirements. Tasks also include testing, debugging, documenting, and maintaining software and administering both on-premise and SaaS products/applications. Will implement applications, applications components, and common services using standard languages and tools. Will determine operational feasibility by defining and analyzing problem definition and requirements, then communicating proposed solutions. Develop flow charts, layouts, diagrams, charts and documentation code, improve operations by conducting systems analysis and recommending changes in policies and procedures based on findings. Provide actionable information by collecting, analyzing and summarizing product and service issues.

Engineer, InfraOps, Senior – Tier 3

Under minimal supervision, Senior Engineers are responsible for all the work of an Infra Ops Engineer, and will also be looked to as mentors on their teams. Will deliver state-of-the-art application design, development and supports the systems. Expected to lead technical discussions about architecture, infrastructure and frameworks and consider the pros/cons of a technology choice based on business value, scalability, maintainability, and project delivery performance. Evaluates systems design and development techniques and makes appropriate recommendations for their use. Performs necessary investigation, analysis, and evaluation to determine project feasibility. Provides advice, guidance, training and support to business and information technology users, business partners, vendors and management. Implements application development standards for designing, building and maintaining applications, application components, and common services including the use of standard languages and tools.

Engineer, InfraOps, Lead – Tier 4

Working independently, a Lead Engineer focuses on building and ensuring delivery of application and services to the business. May lead teams of Engineers and is responsible for ensuring that tasks are completed as specified. Must proactively identify and clear roadblocks for the team. Defines and implements architecture models and programming standards with direction setting support. Designs and implements testing, application monitoring/control, and change management processes. Defines standards for designing, building and maintaining systems, system components, applications, application components, and common services including the recommended use of languages and tools.

Cloud Engineer – Tier 2

Under general supervision, responsible for identifying and proposing solutions to business requirements and developing implementations. Tasks include coding, testing, debugging, documenting and maintaining related infrastructure.

Cloud Engineer, Senior – Tier 3

Under minimal supervision, Senior Cloud Engineers are responsible for all the duties of a Cloud Engineer and in addition serve as mentors on their teams. May lead technical discussions about architecture, infrastructure and frameworks, and consider the pros/cons of technology choice based on business value, scalability, maintainability, and project delivery performance. Senior Engineers ensure that stakeholder confidentiality, integrity, availability and auditability requirements necessary to protect the organization's mission and business processes are adequately addressed. Must apply information security principles. Expected to participate in after-hours and emergency support of systems and services to maintain internal service level objectives.

Cloud Engineer, Lead – Tier 4

Working independently, responsible for all the duties of a Senior Cloud Engineer and responsible for ensuring delivery of solutions and services to business. May lead a team of engineers and may delegate tasks to ensure that project is completed as specified. Must proactively identify and clear roadblocks for the team. Responsible for development, testing, monitoring, logging, and maintaining management tools and security controls. Responsible for identifying and remediating security vulnerabilities. Expected to participate in after-hours and emergency support of systems and services to maintain internal service level objectives.

ENGINEERING CATEGORY

Analytical Engineer	Tier 2
Senior Analytical Engineer	Tier 3
Lead Analytical Engineer	Tier 4
Data Engineer	Tier 2
Senior Data Engineer,	Tier 3
Lead Data Engineer	Tier 4
Software Engineer	Tier 2
Senior Software Engineer	Tier 3
Lead Software Engineer	Tier 4

Individuals in this group may advance to other positions in the IT matrix. These may include the Information and Q/A Categories.

Software Engineer – Tier 2

Under general supervision, Software Engineers are responsible for writing correct and clean code. They identify and define solutions to business requirements and develop implementations. Tasks performed include coding, testing (which encompasses activities like automated unit testing), debugging, documenting and maintaining software. May work in many different areas including interactive web design, pagination, internal services, end-user applications, etc. May include mobile development across smart phones, tablet devices and other emerging platforms such as wearables, DevOps Engineering, including processes required to deploy secure and scalable applications into both cloud and internal data center infrastructure. Will assist in necessary software investigation, analysis and evaluation to determine solution feasibility. Will participate in business analysis, systems analysis/consulting, and systems design. Basic knowledge of various tools and technologies used on projects is required.

Senior Software Engineer – Tier 3

Working independently, a Senior Software Engineers may perform all the functions of a Software Engineer, but at a high level. Will serve as a mentor to other team members and train others on various tools and processes. Should be a subject matter expert in a number of tools and technologies and be able to deliver state-of-the-art application design, development and support. Should be able to lead technical discussions about architecture, infrastructure and frameworks and assist in evaluating the pros/cons of a technology choice based on business value, scalability, maintainability, and project delivery performance. Can expect to work in diverse areas. Will provide advice, guidance, training and support to business and information technology users, business partners, vendors and management. Will assist with implementation of application development standards for designing, building and maintaining applications, applications components, and common services including the use of standard languages and tools.

Lead Software Engineer - Tier 4

Working independently and frequently leading a team of other software engineers, the Lead Software Engineer focus on building and ensuring delivery of application and services to business. Continuously strive to improve the release and development processes to ensure reliable and high quality product. They champion the product scalability, usability, reliability, functionality and performance-related aspects of the system. Scales themselves by delegating effectively; ensures tasks are completed as specified. Proactive in identifying and clearing roadblocks for the team. The Lead Engineer must be a subject matter expert in at least one functional area, and will help define and implement architecture models and programming standards with direction-setting support. Will design and implement the developers' testing, application monitoring/control, and change management processes and will define application development standards for designing, building and maintaining applications, application components, and common services including the recommended use of languages and tools. Will be actively involved in project management functions as well as establishing the scope and deliverables for the technical side of the product roadmap.

Data Engineer – Tier 2

Under general supervision, Data Engineers are responsible for writing correct and clean code. They identify and define solutions to business requirements and develop implementations. Tasks performed include coding, testing (which encompasses activities like automated unit testing), debugging, documenting and maintaining software. These resources focus on Data Engineering rather than Software Engineering, which is defined as the application of modern database and big data technologies including the ingest of large volumes of content and data and the efficient and secure retrieval of highly targeted information for presentation to business intelligence tools, and self-service analytics tool. Will participate in business analysis, systems analysis/consulting, and systems design. Basic knowledge of various tools and technologies used on projects is required.

Senior Data Engineer – Tier 3

Working independently, Senior Data Engineers may perform all the functions of a Data Engineer, but at a high level. Will serve as a mentor to other team members and train others on various tools and processes. Should be a subject matter expert in a number of tools and technologies and be able to deliver state-of-the-art data modeling, ETL and support. Should be able to lead technical discussions about architecture, infrastructure and frameworks and assist in evaluating the pros/cons of a technology choice based on business value, scalability, maintainability, and project delivery performance. Can expect to work in diverse areas. Will provide advice, guidance, training and support to business and information technology users, business partners, vendors and management. Will assist with implementation of application development standards for designing, building and maintaining applications, applications components, and common services including the use of standard languages and tools.

Lead Data Engineer – Tier 4

Working independently and frequently leading a team of other data engineers, the Lead Data Engineer focuses on building and ensuring delivery of data warehouses, lakes and other data-related services to business. Continuously strive to improve the release and development processes to ensure reliable and high quality product. They champion the product scalability, usability, reliability, functionality and performance-related aspects of the system. Scales themselves by delegating effectively; ensures tasks are completed as specified. Proactive in identifying and clearing roadblocks for the team. The Lead Data Engineer must be a subject matter expert in at least one functional area, and will help define and implement architecture models and programming standards with direction-setting support. Will design and implement the developers' testing, application monitoring/control, and change management processes and will define application development standards for designing, building and maintaining applications, application components, and common services including the recommended use of languages and tools. Will be actively involved in project management functions as well as establishing the scope and deliverables for the technical side of the product roadmap.

Analytical Engineer – Tier 2

Under general supervision, Analytical Engineers are responsible for writing correct and clean code. They identify and define solutions to business requirements and develop implementations. Tasks performed include SQL coding, testing,

debugging, documenting and maintaining derived data structures. These resources focus on Analytical Engineering rather than Software or Data Engineering, and it is defined as the building of derived data structures via SQL queries and the presentation of this data to business intelligence tools and self-service analytics tools. Will participate in business analysis, systems analysis/consulting, and systems design. May also create and run reports. Basic knowledge of various tools and technologies used on projects is required.

Senior Analytical Engineer – Tier 3

Working independently, Senior Analytical Engineers may perform all the functions of a Analytical Engineer, but at a high level. Will serve as a mentor to other team members and train others on various tools and processes. Should be a subject matter expert in a number of tools and technologies and be able to deliver state-of-the-art dashboards, curated data sets, and support of SQL querying. Can expect to work in diverse areas. Will provide advice, guidance, training and support to business and information technology users, business partners, vendors and management. Will assist with implementation of application development standards for designing, building and maintaining applications, applications components, and common services including the use of standard languages and tools.

Lead Analytical Engineer – Tier 4

Working independently and frequently leading a team of other analytical engineers, the Lead Analytical Engineer focuses on building and ensuring delivery of curated data sets, Business Intelligence tools (such as Tableau dashboards) other data-related services to business. Continuously strive to improve the release and development processes to ensure reliable and high quality product. They champion the product scalability, usability, reliability, functionality and performance-related aspects of the system. Scales themselves by delegating effectively; ensures tasks are completed as specified. Proactive in identifying and clearing roadblocks for the team. The Lead Data Engineer must be a subject matter expert in at least one functional area, and will help define and implement architecture models and programming standards with direction-setting support. Will design and implement the developers' testing, application monitoring/control, and change management processes and will define application development standards for designing, building and maintaining applications, application components, and common services including the recommended use of languages and tools. Will be actively involved in project management functions as well as establishing the scope and deliverables for the technical side of the product roadmap.

DATA ANALYST CATEGORY

Data Analyst   Tier 1
Senior Data Analyst   Tier 2
Lead Data Analyst   Tier 3

Individuals in this group may advance to other positions in the IT matrix. These may include the Information and Q/A Categories.

Data Analyst – Tier 1

Under general supervision, the Data Analyst (IT) is responsible for applying expertise in quantitative analysis, data exploration, and the presentation of data to see beyond the numbers and understand how our users interact with our products. Facilitate delivery of various projects through all stages of the production cycle. This includes working with Software Engineers, Operations, Data QA, and Product Management to deliver timely and quality data. There would be direct supervision over the work being provided by the Data Analyst (IT), with limited independence. During this time, it is expected that the Data Analyst (IT) is developing the ability to derive insights from the data, particularly from data analytic tools beyond Excel, and communicating those insights to the stakeholders.

Senior Data Analyst – Tier 2

The Senior Data Analyst (IT) is responsible for the tasks of a Data Analyst (IT) and demonstrates a consistent ability to derive insights for the business and successfully communicate these insights to the business through email and verbal presentations. Primarily works independently, requiring little to no direct supervision on a day to day basis, and proactively updates their team and senior members of any upcoming or progressing projects, identified risks, and any new insights that might help others. The Senior Data Analyst (IT) should look out for and identify opportunities in productionizing insights analysis, data science applications, or larger insights projects. May attend business stakeholder or external customer meetings with or without their manager. May mentor Data Analysts (IT) or help to distribute the queue of ad hoc projects as needed.

Lead Data Analyst – Tier 3

The Lead Data Analyst (IT) will serve as subject matter expert relating to the business and/or insights tools leveraged. The Lead Data Analyst (IT) will lead larger analyst programs, potentially with the help of other analysts to complete the program. While they would not officially manage people, they would be in charge of driving a project to completion which may require multiple analysts taking direction from the lead analyst ultimately responsible for the completion of the project. The Lead Data Analyst (IT) will identify project opportunities, work to identify if it should be prioritized and reviewed with key stakeholders, and be responsible for delivering those projects to closure. A lead data analyst would guide other analysts toward the most efficient solutions, and is expected to have enough flexibility to work across businesses, identify business driven opportunities with senior leadership, and present major insights to senior leadership independently.

DATA SCIENTIST CATEGORY

Data Scientist I   Tier 2
Data Scientist II   Tier 3
Lead Data Scientist   Tier 4

Individuals in this group may advance to other positions in the IT matrix. These may include the Information and Q/A Categories.

Data Scientist I – Tier 2

Under general supervision, the Data Scientist I develops data science solutions across the company's core products. This role will focus on developing and deploying scalable solutions using state-of-the-art machine learning models, drawing meaningful insights from large datasets, defining key metrics to track performance, developing actionable solutions to tackle business problems and identifying opportunities to enhance an understanding of the Dow Jones customer base and content consumption.

Data Scientist II – Tier 3

Under minimal supervision, the Data Scientist II focuses on tasks relating to building data models (discovery, testing, building, etc) and analyzing results to present to stakeholders. The Data Scientist II will communicate directly with stakeholders and senior and/or executive leadership on particularly insightful projects and will coordinate with key stakeholders to ensure alignment on the prioritization of new projects. Data Scientist IIs are expected to identify risks and opportunities, and quickly escalate them to senior levels for assessment.

Lead Data Scientist – Tier 4

Working independently, the Lead Data Scientist demonstrates the qualifications of a Data Scientist to a higher degree. The Senior Data Scientist is keenly aware of business impacts to the solutions delivered, and proactively performs necessary investigation, analysis, and evaluation to determine project feasibility. Provides advice, guidance, training and support to business and data professionals, vendors and management. Participates in and, at times, leads discussions around best and/or newest approaches to data science, and how they can be leveraged in our business to increase efficiencies or improve insights/capabilities (taking into account the pros and cons for the business long term).

EXPERIENCE DESIGN CATEGORY

Experience Designer, Jr.	--	**Tier 1**
Experience Designer	--	**Tier 2**
Experience Designer, Sr.	--	**Tier 3**
Experience Designer, Lead --	**Tier 4**	

Experience Designer, Jr. -- IT Tier 1

Under close supervision, the Junior Experience Designer creates experiences that engage and appeal to customers, enhance usability and improve the user experience through the use of imagery, color, shapes, typography, and form, ensuring our experiences appear trustworthy, informative and true to our brand. They are learning the core practice of UX design but are expected to know the basic workflows, and take direction from seniors or managers. A high level of collaboration with SMEs, Editorial, Experience Architecture, Technology, Research, and Product is required. The Junior level role can own designs for clearly defined and low complexity projects, but requires more onboarding and clear direction. They have a limited number of stakeholders to handle. The Junior level role will begin to develop an understanding of the strategy and vision for DJ.

Experience Designer -- IT Tier 2

Under general supervision, an Experience Designer creates experiences that engage and appeal to customers, enhance usability and improve the user experience through the use of imagery, color, shapes, typography, and form, ensuring our experiences appear trustworthy, informative and true to our brand. Experience Designers are fluent in the UX process and use component based design and design systems to contribute to a scalable, sustainable approach that enables speed to market, evolution, and optimization. They make designs defensible with user research and other tools, and own designs for several features and mid-sized projects. Their work now begins to influence product metrics/KPIs. A high level of collaboration with stakeholders is required and an Experience Designer should now actively demonstrate knowledge of when to involve them. This Core level role will begin demonstrating growing independence and ownership of their own workload, they can articulate design decisions and anticipate feedback. They will also have a basic understanding of the strategy and vision for DJ.

Experience Designer, Sr. -- IT Tier 3

Working with increasing independence and autonomy, a Senior Experience Designer creates experiences that engage and appeal to customers, enhance our usability and improve the user experience through the use of imagery, color, shapes, typography, and form, ensuring our experiences appear trustworthy, informative and true to our brand. Sr Experience Designers have extensive knowledge of the UX process and use component based design and design systems to contribute to a scalable, sustainable approach that enables speed to market, evolution, and optimization. Their work is fully defensible with user research and they can now own large-sized projects that directly impact product metrics/KPIs. A high level of collaboration with more senior stakeholders is required and they are actively sought out by senior stakeholders. The Senior level role demonstrates full independence and ownership of their workload, they can articulate their design decisions and anticipate feedback. They will also demonstrate an enhanced understanding of the strategy and vision for DJ.

Experience Designer, Lead -- IT Tier 4

Working independently and with minimal supervision, Lead Experience Designers demonstrate a mastery of the UX process and the toolkit to deliver the best results. They design holistic experiences that engage and appeal to customers, enhance our usability and improve the user experience through the use of imagery, color, shapes, typography, and form, ensuring our experiences appear trustworthy, informative and true to our brand and strategy. They use component based design and design systems to contribute to a scalable, sustainable approach that enables speed to market, evolution, and optimization. They are able to tackle undefined, complex projects which they lead from beginning to end. A high level of collaboration with SMEs,

Editorial, Experience Architecture, Technology, Research, and Product is required and they are able to synthesize multiple inputs and feedback from stakeholders into a cohesive approach. They own and influence key metrics and contribute to the team's direction, mentoring junior designers and onboarding others onto projects as required. The Lead level role drives alignment via design facilitation and presentation skills and has a solid understanding of, and actively contributes to, the strategy and vision for DJ.

EXPERIENCE ARCHITECTURE CATEGORY

Experience Architect, Jr.	--	**Tier 1**
Experience Architect	--	**Tier 2**
Experience Architect, Sr.	–	**Tier 3**
Experience Architect, Lead	–	**Tier 4**

Experience Architect, Jr. -- IT Tier 1

Under close supervision, the Junior Experience Architect helps customers connect with our brands, bringing their expertise in usability, information design and information architecture to create and document holistic experiences. Under close supervision, they move projects from concept to concrete solutions by conceptualizing solutions, mapping user flows, implementing information architecture, building prototypes for testing, and creating wireframes and detailed functional specs. They are learning the core practice of UX Architecture but are expected to know the basic workflows, and take direction from seniors or managers. They can support clearly defined and low complexity projects, but require clear onboarding and direction. They have a limited number of stakeholders to handle. The Junior level role will begin to develop an understanding of the strategy and vision for DJ.

Experience Architect -- IT Tier 2

Under general supervision, an Experience Architect helps customers connect with our brands, bringing their expertise in usability, information design and information architecture to create and document holistic experiences. Under general supervision, they move projects from concept to concrete solutions by conceptualizing solutions, mapping user flows, implementing information architecture, building prototypes for testing, and creating wireframes and detailed functional specs. They make their work defensible with user research and other tools, and can now be responsible for multiple features and mid-sized projects. Their work now begins to influence product metrics/KPIs. A high level of collaboration with stakeholders is required and an Experience Architect should actively demonstrate when to involve them. The Core level role will begin demonstrating growing independence and ownership of their own workload, and can articulate their decisions and anticipate feedback. They will also have a basic understanding of the strategy and vision for DJ.

Experience Architect, Sr. – IT Tier 3

Working with increasing independence and autonomy, a Senior Experience Architect helps customers connect with our brands, bringing their expertise in usability, information design and information architecture to create and document holistic experiences. Sr. Experience Architects have extensive knowledge of the UX process and move projects from concept to concrete solutions by conceptualizing solutions, mapping user flows, implementing information architecture, building prototypes for testing, and creating wireframes and detailed functional specs. Their work is fully defensible with user research and they can now own large-sized projects that directly impact product metrics/KPIs. A high level of collaboration with more senior stakeholders is required and they are actively sought out by senior stakeholders. The Senior level role demonstrates full independence and ownership of their workload, they can articulate their decisions and anticipate feedback. They will also demonstrate an enhanced understanding of the strategy and vision for DJ.

Experience Architect, Lead – IT Tier 4

Working independently and with minimal supervision, Lead Experience Architects demonstrate a mastery of the UX process and the toolkit to deliver the best results. They help customers connect with our brands, bringing their expertise in usability, information design and information architecture to create and document holistic experiences. They move projects

from concept to concrete solutions by conceptualizing solutions, mapping user flows, implementing information architecture, building prototypes for testing, and creating wireframes and detailed functional specs. Lead Experience Architects use modular design and design systems to contribute to a scalable, sustainable approach that enables speed to market, evolution, and optimization. They can tackle undefined, complex projects which they lead from beginning to end. A high level of collaboration with stakeholders is required and they are able to synthesize multiple inputs and feedback from stakeholders into a cohesive approach. They own and influence key metrics and have co-ownership of the team's workload, contributing to the team's direction, mentoring junior team members and onboarding others onto projects as required. The Lead level role drives alignment and has a solid understanding of, and actively contributes to, the strategy and vision for DJ.

UX RESEARCH CATEGORY

UX Researcher, Jr.	–	**Non-IT Tier 7**
UX Researcher	–	**Non-IT Tier 8**
UX Researcher, Sr.	–	**Non-IT Tier 9**
UX Research Lead	–	**Non-IT Tier 10**

UX Researcher, Jr. – Non-IT Tier 7

Under close supervision, Jr UX Researchers provide a voice for users of our websites and apps, learning about their goals, desires and preferences. Jr UX Researchers help deliver a systematic study of target users and their requirements, adding realistic contexts and insights to our UX processes and providing valuable information and actionable insights to optimize solutions. They are learning how to play an integral role in collecting, centralizing and organizing user insights in a knowledge repository. Using the knowledge they collect, Jr UX Researchers are learning how to advise and give recommendations on UX strategy and user experience best practices. They contribute to in-depth research reports that help with decision making on product improvements and innovations. A high level of collaboration with Experience Architecture, Experience Design, Customer Intelligence, Technology, Project Management, Product as well as SMEs and Partners across Dow Jones is required. Junior UX Researchers can support the coordination of testing with third-parties and internal teams and take part in research throughout each phase of a project but require onboarding and clear directions. They have a limited number of stakeholders to handle. The Junior level role will begin to develop an understanding of the strategy and vision for DJ.

UX Researcher – Non-IT Tier 8

Under general supervision, provides a voice for users of our websites and apps, learning about their goals, desires and preferences. UX Researchers help deliver a systematic study of target users and their requirements, adding realistic contexts and insights to our UX processes and providing valuable information and actionable insights to optimize solutions. They play an integral role in collecting, centralizing and organizing user insights in a knowledge repository. Using the knowledge they collect, UX Researchers advise and give recommendations on UX strategy and user experience best practices. They also supply in-depth research reports that help with decision making on product improvements and innovations. A high level of collaboration with Experience Architecture, Experience Design, Customer Intelligence, Technology, Project Management, Product as well as SMEs and Partners across Dow Jones is required. UX Researchers can own the coordination of testing with third-parties and internal teams and take part in research throughout each phase of a project requiring less onboarding and direction. Their number of stakeholders will start to increase. The Core level role will begin demonstrating growing independence and ownership of their own workload. They will also have a basic understanding of the strategy and vision for DJ.

UX Researcher, Sr. – Non-IT Tier 9

Working with increasing independence and autonomy, provides a voice for users of our websites and apps, learning about their goals, desires and preferences. Sr UX Researchers help deliver a systematic study of target users and their requirements, adding realistic contexts and insights to our UX processes and providing valuable information and actionable insights to optimize solutions. They play an integral role in collecting, centralizing and organizing user insights in a knowledge repository.

Using the knowledge they collect, Sr UX Researchers advise and give recommendations on UX strategy and user experience best practices. They also supply in-depth research reports that help with decision making on product improvements and innovations. A high level of collaboration with Experience Architecture, Experience Design, Customer Intelligence, Technology, Project Management, Product as well as SMEs and Partners across Dow Jones is required. The Senior level role demonstrates full independence and ownership of their workload, they can articulate their decisions and anticipate feedback. They will also demonstrate an enhanced understanding of the strategy and vision for DJ.

UX Research Lead – Non-IT Tier 10

Working independently and with minimal supervision, provides a voice for users of our websites and apps, learning about their goals, desires and preferences. UX Research Leads help deliver a systematic study of target users and their requirements, adding realistic contexts and insights to our UX processes and providing valuable information and actionable insights to optimize solutions. They play an integral role in collecting, centralizing and organizing user insights in a knowledge repository. Using the knowledge they collect, UX Researcher Leads advise and give recommendations on UX strategy and user experience best practices. They also supply in-depth research reports that help with decision making on product improvements and innovations. A high level of collaboration with Experience Architecture, Experience Design, Customer Intelligence, Technology, Project Management, Product as well as SMEs and Partners across Dow Jones is required. UX Research Lead can own and influence key metrics and have co-ownership of the team's workload, contributing to the team's direction. They can tackle undefined, complex projects which they lead from beginning to end. The Lead level role drives alignment and has a solid understanding of, and actively contributes to, the strategy and vision for DJ. They can demonstrate a high level of collaboration with stakeholders is required and they are able to synthesize multiple inputs and feedback from stakeholders into a cohesive approach.

EXPERIMENTATION CATEGORY

Experimentation Associate, Jr.	**–**	**Non-IT Tier 7**
Experimentation Associate	**–**	**Non-IT Tier 8**
Experimentation Associate, Sr.	**–**	**Non-IT Tier 9**
Experimentation Lead	**–**	**Non-IT Tier 10**

Experimentation Associate, Jr. – Non-IT Tier 7

Under close supervision, provides a voice for users of our websites and apps, learning about their goals, desires and preferences. The Jr Experimentation Associate helps deliver a systematic study of target users and their requirements, adding realistic contexts and insights to our UX processes and providing valuable information and actionable insights to optimize solutions. They help support the acceleration of the momentum of our customer-facing experimentation efforts, and promote continuous improvement and efficient operation of those activities on an ongoing basis. They support the implementation and ongoing improvement of a consistent framework for fielding, evaluating and prioritizing requests and ideas. The Jr Experimentation Associate ensures we have clearly-established hypotheses, KPIs, SMART goals, and definitions of success/failure for our tests. A high level of collaboration with Experience Architecture, Experience Design, Customer Intelligence, Technology, Project Management, Product as well as SMEs and Partners across Dow Jones is required. The Junior level role has a limited number of stakeholders to handle and will be beginning to develop an understanding of the strategy and vision for DJ.

Experimentation Associate – Non-IT Tier 8

Under general supervision, provides a voice for users of our websites and apps, learning about their goals, desires and preferences. The Experimentation Associate helps deliver a systematic study of target users and their requirements, adding

realistic contexts and insights to our UX processes and providing valuable information and actionable insights to optimize solutions. They help support the acceleration of the momentum of our customer-facing experimentation efforts, and promote continuous improvement and efficient operation of those activities on an ongoing basis. They support the implementation and ongoing improvement of a consistent framework for fielding, evaluating and prioritizing requests and ideas. The Experimentation Associate ensures we have clearly-established hypotheses, KPIs, SMART goals, and definitions of success/failure for our tests. A high level of collaboration with Experience Architecture, Experience Design, Customer Intelligence, Technology, Project Management, Product as well as SMEs and Partners across Dow Jones is required. The Core level role will begin demonstrating growing independence and ownership of their own workload, requiring less onboarding and direction. Their number of stakeholders will start to increase. They will also have a basic understanding of the strategy and vision for DJ.

Experimentation Associate, Sr. – Non-IT Tier 9

Working with increasing independence and autonomy, provides a voice for users of our websites and apps, learning about their goals, desires and preferences. The Sr Experimentation Associate helps deliver a systematic study of target users and their requirements, adding realistic contexts and insights to our UX processes and providing valuable information and actionable insights to optimize solutions. They help support the acceleration of the momentum of our customer-facing experimentation efforts, and promote continuous improvement and efficient operation of those activities on an ongoing basis. They support the implementation and ongoing improvement of a consistent framework for fielding, evaluating and prioritizing requests and ideas. The Sr Experimentation Associate ensures we have clearly-established hypotheses, KPIs, SMART goals, and definitions of success/failure for our tests. A high level of collaboration with Experience Architecture, Experience Design, Customer Intelligence, Technology, Project Management, Product as well as SMEs and Partners across Dow Jones is required. The Senior level role will develop an enhanced understanding of the strategy and vision for DJ. They demonstrate full independence and ownership of their workload, and can articulate their decisions and anticipate feedback. They will also demonstrate an enhanced understanding of the strategy and vision for DJ.

Experimentation Lead – Non-IT Tier 10

Working independently and with minimal supervision, provides a voice for users of our websites and apps, learning about their goals, desires and preferences. The Experimentation Lead helps deliver a systematic study of target users and their requirements, adding realistic contexts and insights to our UX processes and providing valuable information and actionable insights to optimize solutions. They help support the acceleration of the momentum of our customer-facing experimentation efforts, and promote continuous improvement and efficient operation of those activities on an ongoing basis. They support the implementation and ongoing improvement of a consistent framework for fielding, evaluating and prioritizing requests and ideas. The Experimentation Lead ensures we have clearly-established hypotheses, KPIs, SMART goals, and definitions of success/failure for our tests. A high level of collaboration with Experience Architecture, Experience Design, Customer Intelligence, Technology, Project Management, Product as well as SMEs and Partners across Dow Jones is required. They have co-ownership of the team's workload and contribute to the team's direction. The Lead level role has a solid understanding of, and actively contributes to, the strategy and vision for DJ. The Lead role can own and influence key metrics and have co-ownership of the team's workload, contributing to the team's direction. They can tackle undefined, complex projects which they can lead from beginning to end. They drive alignment and have a solid understanding of, and actively contributes to, the strategy and vision for DJ. They can demonstrate a high level of collaboration with stakeholders is required and they are able to synthesize multiple inputs and feedback from stakeholders into a cohesive approach.