

2010-2014

JOB DESCRIPTIONS, TIERS, AND MINIMUM PAY SCALES

AS AGREED TO BETWEEN

DOW JONES & COMPANY, INC.

AND

**THE INDEPENDENT ASSOCIATION OF PUBLISHERS'
EMPLOYEES**

CWA LOCAL 1096, AFL-CIO, CLC

EFFECTIVE JULY 1, 2011 THROUGH JUNE 30, 2014

JOB TIERS AND MINIMUM SCALES (NON-IT JOBS)

IAPE Job Tiers and Scales Effective July 1, 2011							
Tier	Title	A Scale	B Scale	C Scale	D Scale	E Scale*	F Scale*
1A	Circulation Clerk	18,200	19,110	20,066	20,868		
	Field Rep	18,200	19,110	20,066	20,868		
	Mail Clerk (Fountain House)	18,200	19,110	20,066	20,868		
1	Account Services Rep	23,583	24,762	26,743	28,883		
	Accounting Clerk I	23,583	24,762	26,743	28,883		
	Clerk	23,583	24,762	26,743	28,883		
	Office Assistant	23,583	24,762	26,743	28,883		
	Receptionist	23,583	24,762	26,743	28,883		
	Retail Checker	23,583	24,762	26,743	28,883		
2	Accounting Clerk li	32,017	33,618	36,307	39,212		
	Building Assistant	32,017	33,618	36,307	39,212		
	Class Mktg Asst	32,017	33,618	36,307	39,212		
	Clerk Senior	32,017	33,618	36,307	39,212		
	Comp Equip Operator/Print Plnt	32,017	33,618	36,307	39,212		
	Interactive News Indexer	32,017	33,618	36,307	39,212		
	News Asst I	32,017	33,618	36,307	39,212		
	Printing Plant Assistant	32,017	33,618	36,307	39,212		
	Purchasing Assistant	32,017	33,618	36,307	39,212		
	Secretary	32,017	33,618	36,307	39,212		
	Staff Assistant I	32,017	33,618	36,307	39,212		
	System Support Operator	32,017	33,618	36,307	39,212		
3	Accounting Clerk III	34,500	36,225	39,123	42,253		
	Adv Svcs Customer Svc Assoc	34,500	36,225	39,123	42,253		
	Adv Processing Assoc	34,500	36,225	39,123	42,253		
	Advertising Coordinator	34,500	36,225	39,123	42,253		
	Building Maintenance Specialist	34,500	36,225	39,123	42,253		
	Business Analyst I	34,500	36,225	39,123	42,253		

Tier	Title	A Scale	B Scale	C Scale	D Scale	E Scale*	F Scale*
	Class Adv Sls Acct Coord	34,500	36,225	39,123	42,253		
	Credit Representative	34,500	36,225	39,123	42,253		
	Cust Service Exec	34,500	36,225	39,123	42,253		
	Customer Svc Rep/Mktg	34,500	36,225	39,123	42,253		
	Data Base Editorial Assistant	34,500	36,225	39,123	42,253		
	Interactive News Assistant	34,500	36,225	39,123	42,253		
	Marketing Coordinator	34,500	36,225	39,123	42,253		
	News Asst II	34,500	36,225	39,123	42,253		
	Regional Sales Coordinator	34,500	36,225	39,123	42,253		
	Sales Coordinator	34,500	36,225	39,123	42,253		
4	Adv Processing Assoc, Sr	37,500	39,375	42,525	45,927		
	Adv Q/A Associate	37,500	39,375	42,525	45,927		
	Adv Svcs Bur Mgr, Asst To	37,500	39,375	42,525	45,927		
	Business Analyst II	37,500	39,375	42,525	45,927		
	Buyer	37,500	39,375	42,525	45,927		
	Class Adv Sls Acct Coord, Sr	37,500	39,375	42,525	45,927		
	Class Telemarketing Sales Rep	37,500	39,375	42,525	45,927		
	Data Integrity Analyst	37,500	39,375	42,525	45,927		
	Graphic Artist Assistant	37,500	39,375	42,525	45,927		
	Inside Sales Rep - Class	37,500	39,375	42,525	45,927		
	Interactive Production Artist	37,500	39,375	42,525	45,927		
	Product Testing Analyst	37,500	39,375	42,525	45,927		
	Production Coordinator	37,500	39,375	42,525	45,927		
	Reporting Assistant	37,500	39,375	42,525	45,927		
	Sr Customer Svc Rep/Mktg	37,500	39,375	42,525	45,927		
5	Account Development Executive	40,500	42,525	45,927	49,601		
	Account Specialist	40,500	42,525	45,927	49,601		
	Accountant	40,500	42,525	45,927	49,601		
	Adv Q/A Assoc, Sr	40,500	42,525	45,927	49,601		
	Billing Specialist	40,500	42,525	45,927	49,601		
	Classified Advertising Sales Rep	40,500	42,525	45,927	49,601		
	Content Autocoding Specialist	40,500	42,525	45,927	49,601		
	Content Ops Specialist	40,500	42,525	45,927	49,601		
	Customer Development Executive	40,500	42,525	45,927	49,601		

Tier	Title	A Scale	B Scale	C Scale	D Scale	E Scale*	F Scale*
	Data Base Statistician	40,500	42,525	45,927	49,601		
	Database Marketing Spec	40,500	42,525	45,927	49,601		
	Dispute Management Specialist	40,500	42,525	45,927	49,601		
	Graphic Artist	40,500	42,525	45,927	49,601	52,577	
	Interactive News Indexer, Sr	40,500	42,525	45,927	49,601	52,577	55,732
	Market Research Analyst	40,500	42,525	45,927	49,601		
	Order Processing Specialist	40,500	42,525	45,927	49,601		
	Pagination Coordinator	40,500	42,525	45,927	49,601		
	Pre-Press Coordinator	40,500	42,525	45,927	49,601		
	Regional Copy Reader	40,500	42,525	45,927	49,601		
	Sales Associate	40,500	42,525	45,927	49,601		
	Sr Marketing Coordinator	40,500	42,525	45,927	49,601		
	Staff Assistant II	40,500	42,525	45,927	49,601		
	Symbology And Coding Analyst	40,500	42,525	45,927	49,601		
6	Account Executive	47,229	49,590	53,558	57,842		
	Circulation Sales Rep	47,229	49,590	53,558	57,842		
	Classified Advertising Sales Rep, Sr.	47,229	49,590	53,558	57,842		
	Content Creation Specialist	47,229	49,590	53,558	57,842		
	Copy Reader National	47,229	49,590	53,558	57,842	61,726	65,429
	Editor, Multimedia	47,229	49,590	53,558	57,842	61,726	65,429
	Global Layout Coordinator	47,229	49,590	53,558	57,842		
	Graphic Illustrator	47,229	49,590	53,558	57,842	61,726	65,429
	Information Graphics Artist	47,229	49,590	53,558	57,842		
	Interactive News Reader	47,229	49,590	53,558	57,842	61,726	65,429
	Media Analyst	47,229	49,590	53,558	57,842		
	Product Testing Analyst, Sr	47,229	49,590	53,558	57,842		
	Relationship Manager	47,229	49,590	53,558	57,842		
	Reporter/Tape Editor	47,229	49,590	53,558	57,842	61,726	65,429
	Sales Executive	47,229	49,590	53,558	57,842		
	Senior Buyer	47,229	49,590	53,558	57,842		
	Senior Data Integrity Analyst	47,229	49,590	53,558	57,842		
	Sr Bus Analyst	47,229	49,590	53,558	57,842		
	Sr Data Base Statistician	47,229	49,590	53,558	57,842		
	Sr Symbology And Coding Analyst	47,229	49,590	53,558	57,842		

Tier	Title	A Scale	B Scale	C Scale	D Scale	E Scale*	F Scale*
7	Customer Value Executive	50,000	52,500	56,700	61,236		
	Digital Account Exec	50,000	52,500	56,700	61,236		
	Graphic Designer	50,000	52,500	56,700	61,236	65,584	
	Information Graphics Designer	50,000	52,500	56,700	61,236		
	Interactive Designer	50,000	52,500	56,700	61,236		
	Knowledge Base Specialist	50,000	52,500	56,700	61,236		
	Market Data Analyst	50,000	52,500	56,700	61,236		
	Pagination Coordinator, Sr	50,000	52,500	56,700	61,236		
	Print Account Executive	50,000	52,500	56,700	61,236		
	Reporter	50,000	52,500	56,700	**		
	Sr Media Analyst	50,000	52,500	56,700	61,236		
	Sr. Accountant	50,000	52,500	56,700	61,236		
	Translation Editor	50,000	52,500	56,700	61,236		
8	Copy Editor	59,133	62,089	65,194	68,454	71,877	
	Editions Coordinator	59,133	62,090	65,194	68,454		
	Graphic Coord	59,133	62,090	65,194	68,454	71,877	
	Information Graphics Coord	59,133	62,090	65,194	68,454		
	Interactive News Writer	59,133	62,090	65,194	68,454		
	Market Data Symbology And Coding Analyst	59,133	62,090	65,194	68,454		
	Media Consultant	59,133	62,090	65,194	68,454		
	Newscaster/ Prod Assoc-Podcast	59,133	62,090	65,194	68,454		
	Product Specialist	59,133	62,090	65,194	68,454		
	Product Testing Analyst, Lead	59,133	62,090	65,194	68,454		
	Senior Reporter	59,133	62,090	65,194	68,454		
	Web Developer	59,133	62,090	65,194	68,454		
9	Design Technologist	72,000	75,600	79,380	83,349		
	Global Accounts Executive	72,000	75,600	79,380	83,349		
	Interactive Designer, Senior	72,000	75,600	79,380	83,349		
	Newscaster/ Prod Assoc- M Show	72,000	75,600	79,380	83,349		
	Newscaster/Writer	72,000	75,600	79,380	83,349		
	Radio Correspondent	72,000	75,600	79,380	83,349		
	Relationship Manager, Senior	72,000	75,600	79,380	83,349		
	Sales Executive, Senior	72,000	75,600	79,380	83,349		

	Solution Architect		72,000	75,600	79,380	83,349		
	Special Writer		72,000	75,600	79,380	83,349		
Tier	Title		A Scale	B Scale	C Scale	D Scale	E Scale*	F Scale*
	Special Writer/ News Desk		72,000	75,600	79,380	83,349		
	Staff Writer - Barron'S		72,000	75,600	79,380	83,349		
10	Business Devt Specialist		85,000	89,250	93,713	98,398		
	Sales Engr		85,000	89,250	93,713	98,398		
	Sales Specialist, Senior		85,000	89,250	93,713	98,398		
	Sr. Special Writer		85,000	89,250	93,713	98,398		

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

** Reporters will automatically advance to Sr. Reporter at the time they would have advanced to the D step

MINIMUM PAY SCALES (ANNUAL AND WEEKLY)

Effective July 1, 2011 - Non-IT IAPE Scales

Tier	A Scale	A- weekly	B Scale	B- weekly	C Scale	C- weekly	D Scale	D- weekly	E Scale*	E- weekly	F Scale*	F- weekly
1A	18,200	350	19,110	368	20,066	386	20,868	401				
1	23,583	454	24,762	476	26,743	514	28,883	555				
2	32,017	616	33,618	647	36,307	698	39,212	754				
3	34,500	663	36,225	697	39,123	752	42,253	813				
4	37,500	721	39,375	757	42,525	818	45,927	883				
5	40,500	779	42,525	818	45,927	883	49,601	954	52,577	1,011	55,732	1,072
6	47,229	908	49,590	954	53,558	1,030	57,842	1,112	61,726	1,187	65,429	1,258
7	50,000	962	52,500	1,010	56,700	1,090	61,236	1,178	65,584	1,261		
8	59,133	1,137	62,090	1,194	65,194	1,254	68,454	1,316	71,877	1,382		
9	72,000	1,385	75,600	1,454	79,380	1,527	83,349	1,603				
10	85,000	1,635	89,250	1,716	93,713	1,802	98,398	1,892				

* - E and F scales apply only to selected titles -- see master chart

Effective July 1, 2012 - Non-IT IAPE Scales

Tier	A Scale	A- weekly	B Scale	B- weekly	C Scale	C- weekly	D Scale	D- weekly	E Scale*	E- weekly	F Scale*	F- weekly
1A	18,382	354	19,301	371	20,267	390	21,077	405		0		0
1	23,819	458	25,010	481	27,010	519	29,172	561		0		0
2	32,337	622	33,954	653	36,670	705	39,604	762		0		0
3	34,845	670	36,587	704	39,514	760	42,676	821		0		0
4	37,875	728	39,769	765	42,950	826	46,386	892		0		0
5	40,905	787	42,950	826	46,386	892	50,097	963	53,103	1,021	56,289	1,082
6	47,701	917	50,086	963	54,094	1,040	58,420	1,123	62,343	1,199	66,083	1,271
7	50,500	971	53,025	1,020	57,267	1,101	61,848	1,189	66,240	1,274		0
8	59,724	1,149	62,711	1,206	65,846	1,266	69,139	1,330	72,596	1,396		0
9	72,720	1,398	76,356	1,468	80,174	1,542	84,182	1,619		0		0
10	85,850	1,651	90,143	1,734	94,650	1,820	99,382	1,911		0		0

* - E and F scales apply only to selected titles -- see master chart

Effective July 1, 2013 - Non-IT IAPE Scales

Tier	A Scale	A- weekly	B Scale	B- weekly	C Scale	C- weekly	D Scale	D- weekly	E Scale*	E- weekly	F Scale*	F- weekly
1A	18,566	357	19,494	375	20,469	394	21,287	409		0		0
1	24,057	463	25,260	486	27,281	525	29,464	567		0		0
2	32,661	628	34,294	659	37,037	712	40,000	769		0		0
3	35,193	677	36,953	711	39,909	767	43,102	829		0		0
4	38,254	736	40,166	772	43,380	834	46,850	901		0		0
5	41,314	795	43,380	834	46,850	901	50,598	973	53,634	1,031	56,852	1,093
6	48,178	927	50,587	973	54,635	1,051	59,005	1,135	62,967	1,211	66,744	1,284
7	51,005	981	53,555	1,030	57,840	1,112	62,467	1,201	66,902	1,287		0
8	60,322	1,160	63,338	1,218	66,504	1,279	69,830	1,343	73,322	1,410		0
9	73,447	1,412	77,120	1,483	80,976	1,557	85,024	1,635		0		0
10	86,709	1,667	91,044	1,751	95,597	1,838	100,376	1,930		0		0

* - E and F scales apply only to selected titles -- see master chart

INFORMATION TECHNOLOGY DEPARTMENT SCALES

Effective July 1, 2011 - IT IAPE Scales

Tier	A Scale	B Scale	C Scale
1A	611	655	701
1	768	814	858
2	930	986	1,041
3	1,216	1,285	1,357
4	1,473	1,559	1,642

Effective July 1, 2012 - IT IAPE Scales

Tier	A Scale	B Scale	C Scale
1A	617	661	708
1	776	822	866
2	940	996	1,052
3	1,228	1,298	1,370
4	1,488	1,574	1,659

Effective July 1, 2013 - IT IAPE Scales

Tier	A Scale	B Scale	C Scale
1A	623	668	715
1	783	830	875
2	949	1,006	1,062
3	1,240	1,311	1,384
4	1,502	1,590	1,675

JOB DESCRIPTIONS

ACCOUNT DEVELOPMENT EXECUTIVE

[TIER 5]

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.

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 - GLOBAL

[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.

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 SERVICES REPRESENTATIVE

[TIER 1]

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.

ACCOUNTANT

[TIER 5]

Under specific direction, applies principles of accounting to perform accounting work following numerous and varied standard procedures and accounting 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 accounting clerks. Reviews and verifies the accuracy of various records. Must have a degree in accounting or equivalent experience.

ACCOUNTANT, SENIOR

[TIER 7]

Under general direction, applies principles of accounting in the preparation of reports, journal entries and financial statements. Conducts special studies, assists manager or superior in the administration, supervision and maintenance of accounting records and controls. Must have a degree in accounting or equivalent experience and have demonstrated the ability to analyze complicated statements and reports.

ACCOUNTING CLERK I

[TIER 1]

Under close supervision, performs routine work following simple procedures. Duties include posting, calculating, checking and collating; may perform other related clerical duties. Requires an aptitude for figure work, includes beginners with little or no experience.

ACCOUNTING CLERK II

[TIER 2]

Under general supervision, performs generally routine work following instructions and standard procedures. Duties may include processing vendors' invoices; coding; checking terms, discounts, approvals, etc.; processing receipts from advertising agencies; reconciling differences and initiating adjustments; maintaining a petty cash fund; etc. Knowledge of bookkeeping principles required.

ACCOUNTING CLERK III

[TIER 3]

With a minimum of supervision, performs 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. 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.

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 lineage 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 lineage 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 MANAGER, ASST. TO**[TIER 4]**

Generally working under minimal supervision this position has some latitude for un-reviewed action or decisions. Requires knowledge of print production issues, basic layout knowledge and department reference publications. Thorough understanding of advertising insertion orders and material preparation and transmission. Excellent customer service and communication skills. Workable knowledge of department computers and associated software. May be required to perform general clerical duties.

APPLICATION ANALYST (SEE IT JOBS, PAGE 42)**APPLICATION ARCHITECT (SEE IT JOBS, PAGE 43)****APPLICATION DEVELOPMENT CONSULTANT (SEE IT JOBS, PAGE 43)****APPLICATION PROGRAMMER (SEE IT JOBS, PAGE 42)**

BILLING SPECIALIST**[TIER 5]**

The Billing Specialist 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.

BUILDING ASSISTANT**[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.

BUILDING MAINTENANCE SPECIALIST**[TIER 3]**

Under minimum supervision, keeps all areas of the building in a clean, well maintained, and orderly conditions. Monitors and performs preventative maintenance on mechanical building equipment, including, but not limited to, heating, ventilation, and air conditioning equipment, emergency generators, boilers, and air compressors and possesses all state licenses required to operate such equipment. Responsible for training and directing Building Assistants as needed in the absence of a supervisor. Responsible for completing paperwork, invoices, and purchaser orders as needed. Performs all the functions of a Building Assistant. Building Assistant is promotable to this position.

BUSINESS ANALYST (SEE IT JOBS, PAGE 61)**BUSINESS ANALYST I****[TIER 3]**

Under direct supervision, assists in the preparation of less complex monthly analysis of operating results for management and line managers; assists in portions of the preparation of the annual budget and reports on some comparisons of actual results versus the budget; assists in less complex portions of the compilation of long-range plans; assists in the completion of special projects requested by management. Researches and reports on usage patterns of existing customers. Analyzes the effectiveness of marketing and sales promotions and monitors compliance with approved marketing and sales incentive plans. Uses various software tools to satisfy departmental information needs.

BUSINESS ANALYST II**[TIER 4]**

Under general supervision, assists in the preparation of monthly analysis of operating results for senior management and line managers; assists in the preparation of the annual budget and reports on the comparison of actual results versus the budget; assists in the compilation of the long-range plan; assists in the design and completion of special projects requested by senior management. Researches and reports on usage patterns of new and existing customers. Analyzes the effectiveness of marketing and sales promotions, including data collection design, and monitors compliance with approved marketing and sales incentive plans. Develops software to satisfy departmental information needs.

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.

BUSINESS CONSULTANT (SEE IT JOBS, PAGE 62)**BUSINESS DESIGNER (SEE IT JOBS, PAGE 61)****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.

BUYER

[TIER 4]

Using established procedures and under general supervision, purchases routine and repeat-order items, follows up on purchase orders, expedites orders and assists senior buyers and purchasing agents. This position involves some independent judgment and a detailed knowledge of purchasing functions and responsibilities. The buyer is usually responsible for a specific category(s) or department(s). There may be some record maintenance responsibility. Items purchased fall within well-defined areas. Typical responsibilities may include:

- Coding and processing purchase orders.
- Sourcing repetitive supplies and parts.
- Expediting purchase orders.
- Assisting with problem resolution.
- Analyzing stockroom supply levels.
- Purchasing basic office equipment.
- Assisting in relocation and rearrangement of office space.
- Tracking orders, from initiation through delivery and installation.
- Accessing on-line financial information to track expenditures.
- Performing small scale analysis work.
- Sourcing repetitive and routine printing purchases.
- Resolving rejected material problems.
- Obtaining product information for client departments.

BUYER, SENIOR

[TIER 6]

With minimal supervision, identifies vendors, gets quotations, works with client managers to determine their needs, does cost studies, writes purchase orders and does follow-up on deliveries. This position has some latitude for unreviewed action or decisions. Incumbents must be able to prioritize their work load among several concurrent tasks. Working with client departments, must be able to evaluate competitive products and ensure smooth and timely acquisition of goods and services. Involves extensive contact with in-house clients and outside vendors. Duties also involve planning, recommending, coordinating and implementing projects. Typical responsibilities may include:

- Coding and processing purchase orders and cap sheets.
- Researching new products and vendor sources, maintaining a vendor bid file and evaluating vendor performance.
- Obtaining competitive bids.
- Purchasing non-basic electronic office equipment.
- Advising in-house clients on personal computer purchases, attempting to maintain standardization.
- Assisting in the negotiations and requisition of technical electronic equipment.
- Expediting emergency orders.
- Integrating PC software with department procedures.
- Preparing and controlling blanket orders.
- Arranging and supervising moves and rearrangement of new and existing office space.
- Formulating furniture orders, based on a review of floor plans and discussions with end-users and designers.
- Managing automobile fleet.
- Attending press approvals.
- Evaluating contracts and/or purchase agreements.
- Analyzing computer-generated production planning reports to support purchasing activities for the production process.

CIRCULATION CLERK**[TIER 1A]**

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 1A]**

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.

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.

COMPUTER OPERATOR (SEE IT JOBS, PAGE 38)

COMPUTER OPERATOR, SENIOR (SEE IT JOBS, PAGE 38)

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 CREATION SPECIALIST [TIER 6]

Under minimal supervision, monitors specified industries and manages Factiva's featured content in those key industries. Other responsibilities include maintaining, adding and deleting topic queries for applying Factiva Intelligent Indexing, monitoring Web-site changes and maintaining data about Web sites, identifying and indexing industry trend articles and compiling daily news summaries.

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 5]

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 5]**

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.

CREDIT REPRESENTATIVE**[TIER 3]**

Under minimum supervision, contacts delinquent accounts to collect outstanding balances. May initiate collection procedures, including passing accounts to outside collection services, recommending suits and bankruptcy proceedings. Also can recommend the writing-off of uncollectible accounts. May request refunds, allowances and adjustments or communicate disputes to others as appropriate. May exchange credit data with members of appropriate trade associations. Maintains records and prepares reports as required by management to monitor and analyze credit/collection activity.

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 ANALYST (SEE IT JOBS, PAGE 40)**CUSTOMER SERVICE ARCHITECT (SEE IT JOBS, PAGE 41)****CUSTOMER SERVICE CONSULTANT (SEE IT JOBS, PAGE 41)****CUSTOMER SERVICE EXECUTIVE****[TIER 3]**

Under supervision, provides telephone and e-support on Factiva services and products to End Users. Assists customers with product navigation and content queries, answers billing and account administration questions and offers first line technical support. Creates, edits and maintains FAQs for customer facing knowledge base. Maintains accurate records of all inquiries and tracks progress on outstanding issues.

CUSTOMER SERVICE REPRESENTATIVE/MARKETING

[TIER 3]

Under general supervision, answers customers' and sales representatives' inquiries concerning software, navigation, content, billing and ordering for Interactive Publishing the News/Retrieval Service products and services. This includes first-level technical support for all Dow Jones and non-Dow Jones software interfaces to News/Retrieval products and services.

Troubleshoots all communications problems. Must have working knowledge of the major computer operating systems, including Windows and Macintosh. Demonstrates the service, conducts market surveys and provides support for other BIS products. Must be familiar with the Internet and the World Wide Web, including browser software. Maintains accurate records of all inquiries and performs general clerical duties.

Maintains and updates customer accounts, including orders of billable and non-billable Dow Jones products and services, including software upgrades and upgrades for both automated and basic communications interfaces. Maintains computerized logs, answers first-level billing inquiries, performs general clerical duties and prepares reference and marketing materials. May also be required to conduct outbound surveys.

CUSTOMER SERVICE REPRESENTATIVE/MARKETING, SENIOR

[TIER 4]

Under minimal supervision, works closely with customers, sales representatives, technical support and other customer and other customer service representatives to address inquiries concerning advanced navigation, content, searching, technical or billing issues related to Dow Jones Interactive Publishing products and services. May also be required to provide basic assistance in the above areas. Troubleshoots data integrity, content and product issues, which may include working with other departments or outside vendors. Provides training and documentation. May be required to conduct market surveys, demonstrate DJIP services and review marketing and documentation materials. Analyzes and reports on customer inquiries. Serves as point of contact for other representatives and other departments.

CUSTOMER SERVICE SPECIALIST (SEE IT JOBS, PAGE 40)

CUSTOMER VALUE EXECUTIVE

[TIER 7]

Under general supervision, the Customer Value Executive (CVE) is responsible for ensuring that customers are getting the best possible value from their investment in Dow Jones services. Must develop strong business relationships with other members of the sales team on training initiatives, assisting with the rollout of new services, and providing support to customers to ensure smooth and successful adoption and use of services and general customer satisfaction. Interactions with clients will be through face-to-face meetings as well telephone and email. The CVE will work closely with Senior Relationship Managers and Relationship Managers on customer engagements and will coordinate efforts across the sales team. Responsible for full understanding of all products and full understanding of the customer's needs and business requirements. [Non-exempt.]

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 CENTER SPECIALIST (SEE IT JOBS, PAGE 38)

DATA INTEGRITY ANALYST

[TIER 4]

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 6]

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

DATA WAREHOUSE CONSULTANT (SEE IT JOBS, PAGE 45)

DATA WAREHOUSE DESIGNER (See IT Jobs, Page 44)

DATABASE ADMINISTRATION CONSULTANT (SEE IT JOBS, PAGE 46)

DATABASE ADMINISTRATOR (SEE IT JOBS, PAGE 45)

DESKTOP SYSTEMS ANALYST (SEE IT JOBS, PAGE 54)

DESKTOP SYSTEMS ENGINEER (See IT Jobs, Page 54)

DESKTOP SYSTEMS ENGINEER, SENIOR (See IT Jobs, Page 54)

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.

DISASTER RECOVERY CONSULTANT (See IT Jobs, Page 63)

DISASTER RECOVERY ENGINEER (See IT Jobs, Page 63)

DISPUTE MANAGEMENT SPECIALIST

[TIER 5]

The Dispute Management Specialist is responsible for all Accounts Receivable activities that have gone into dispute, including but not limited to researching and analyzing claims for accuracy, completeness and eligibility and ensuring prompt dispute resolution. This position requires positive and frequent communication with both internal and external customers in order to investigate shortages and disputed invoices and to settle claims. The role will establish and ensure compliance with standard procedures and/or written instructions to ensure effective and efficient dispute resolution. The role also will support the Collections and Cash Application team and the Credit Department in researching and resolving outstanding issues that may interfere with prompt payment.

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.

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.

INFORMATION ARCHITECT (SEE IT JOBS, PAGE 46)

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 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.

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.

INSIDE SALES REP**[TIER 4]**

Under direction, sells a Dow Jones publication or product through 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.

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 1A]**

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. Minimum scale for this position shall be \$10.00 per hour.

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.

MAIL CLERK (FOUNTAIN HOUSE)**[TIER 1A]**

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.

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 COORDINATOR

[TIER 3]

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 5]

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 ANALYST

[TIER 6]

The Media Analyst has a matrix reporting structure with functional reporting responsibility to the manager of Media Lab and project reporting to the Media Consultant. This position executes research projects as specified in a project brief to produce qualitative and quantitative reports. He/She has responsibility for defining and configuring online subscription products to customer requirements and updating configurations. The role requires experience of quantitative and qualitative media research processes, and a proven ability to develop search & text mining strategies to gather and process only relevant materials, including analytics for found materials. Benchmark reports requiring manual report form which relies on strong report formatting and presentation skills. Assist in the creation of ad hoc reports for potential clients and research projects for existing clients.

MEDIA ANALYST, SENIOR**[TIER 7]**

The Senior Media Analyst has a matrix reporting structure with functional reporting responsibility to the manager of Media Lab and project reporting to the Media Consultant. This position executes research projects as specified in a project brief to produce qualitative and quantitative reports. He/She has responsibility for configuring online subscription products to customer requirements. The role requires experience of quantitative and qualitative media research processes, and a proven ability to develop search & text mining strategies to gather and process only relevant media articles. Benchmark reports requiring manual report form which relies on strong report formatting and presentation skills. The Sr Media Analyst performs certain editor tasks on Dow Jones platform on behalf of Media Analysts. Act as coach/ mentor to new Media Analysts; assist in new hire training.

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.

NETWORK ANALYST (SEE IT JOBS, PAGE 58)**NETWORK ANALYST, SENIOR (SEE IT JOBS, PAGE 58)****NETWORK ENGINEER (SEE IT JOBS, PAGE 56)****NETWORK ENGINEER, SENIOR (SEE IT JOBS, PAGE 57)****NETWORK ENGINEER ARCHITECT (SEE IT JOBS, PAGE 57)****NETWORK OPERATIONS ARCHITECT (SEE IT JOBS, PAGE 59)****NETWORK OPERATOR (SEE IT JOBS, PAGE 58)****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 EditorialPage 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.

ORDER PROCESSING SPECIALIST

[TIER 5]

The Order Processing Specialist 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.

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

OPERATIONS ANALYST (SEE IT JOBS, PAGE 39)

OPERATIONS ANALYST, SENIOR (SEE IT JOBS, PAGE 39)

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.

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 4]**

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.

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.

PROJECT ADMINISTRATOR (SEE IT JOBS, PAGE 60)

PROJECT COORDINATOR (SEE IT JOBS, PAGE 60)

PURCHASING ASSISTANT

[TIER 2]

Under minimum supervision, performs a variety of duties of some diversity. This position requires some independent judgment and general knowledge of purchasing department policy and procedure. Duties can include:

- Processing of all orders for company-wide subscriptions and maintenance of subscription database.
- Scheduling employee relocation from initial contact to move, including reviewing relocation invoices.
- Entering purchase order information into APPO system and other subsystems, distributing printed orders and processing receiving documents.
- Expediting purchase orders, including reviewing status, resolving invoicing problems with AP and vendors, processing returns, entering and maintaining records for the various departmental functions.
- Maintaining inventory levels of office supplies, processing routine orders and assisting with airline ticket processing.
- Handling service calls for office equipment and maintaining service logs.

QUALITY ASSURANCE ANALYST (SEE IT JOBS, PAGE 52)

QUALITY ASSURANCE CONSULTANT (SEE IT JOBS, PAGE 53)

QUALITY ASSURANCE DESIGNER (SEE IT JOBS, PAGE 53)

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 3]**

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 6]**

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**[TIER 7]**

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, SENIOR**[TIER 8]**

After three years as a Reporter, all Reporters will automatically be elevated to Senior Reporter effective at the time that the Employee would otherwise advance to the “D” scale step for Reporter (Tier 7).

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 / EDITORIAL 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.

RETAIL CHECKER**[TIER 1]**

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.

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 multi media 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 inside sales position, primarily involving communication via telephone and email, only occasional face-to-face meetings. Must have a strong knowledge of the core Dow Jones products. An SE is responsible for conducting market analysis and identifying prospective sales targets, acquiring knowledge of the target businesses, making contact, and closing sales. Is responsible for maintaining records of sales activities and calls and entering data into Dow Jones systems. [Non-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 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.

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.

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.

SYMBOLY 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

SYMBOLY 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.

SYSTEMS ADMINISTRATOR (SEE IT JOBS, PAGE 50)

SYSTEMS ADMINISTRATION CONSULTANT (SEE IT JOBS, PAGE 51)

SYSTEMS PROGRAMMER (SEE IT JOBS, PAGE 47)

SYSTEMS PROGRAMMER, SENIOR (SEE IT JOBS, PAGE 48)

SYSTEMS SUPPORT ANALYST (SEE IT JOBS, PAGE 48)

SYSTEMS SUPPORT SPECIALIST (SEE IT JOBS, PAGE 48)

SYSTEMS SUPPORT SPECIALIST, SENIOR (SEE IT JOBS, PAGE 49)

SYSTEMS TECHNICIAN (SEE IT JOBS, PAGE 50)

TECHNICAL ARCHITECT (SEE IT JOBS, PAGE 52)

TECHNICAL DESIGN CONSULTANT (SEE IT JOBS, PAGE 51)

TECHNICAL DESIGNER (SEE IT JOBS, PAGE 51)

TECHNICAL SUPPORT ANALYST (SEE IT JOBS, PAGE 50)

TECHNICAL SUPPORT ENGINEER (SEE IT JOBS, PAGE 50)

TECHNICAL TRAINER (SEE IT JOBS, PAGE 55)

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.

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.

INFORMATION TECHNOLOGY JOBS

IT JOB CLASSIFICATIONS

Table of Contents

PRODUCTION CATEGORY	
COMPUTER OPERATOR – TIER 1A	38
COMPUTER OPERATOR, SENIOR -- TIER 1	38
DATA CENTER SPECIALIST – TIER 1A	38
OPERATION ANALYST – TIER 2	39
OPERATIONS ANALYST, SENIOR – TIER 3	39
CUSTOMER SERVICE CATEGORY	
CUSTOMER SERVICE ANALYST – TIER 1	40
CUSTOMER SERVICE SPECIALIST – TIER 2	40
CUSTOMER SERVICE CONSULTANT – TIER 3	41
CUSTOMER SERVICE ARCHITECT - TIER 4	41
APPLICATION CATEGORY	
APPLICATION PROGRAMMER – TIER 1	42
APPLICATION ANALYST – TIER 2	42
APPLICATION DEVELOPMENT CONSULTANT – TIER 3	43
APPLICATION ARCHITECT - TIER 4	43
INFORMATION CATEGORY	
DATA WAREHOUSE ANALYST - TIER 1	44
DATA WAREHOUSE DESIGNER - TIER 2	44
DATA WAREHOUSE CONSULTANT - TIER 3	45
DATABASE ADMINISTRATOR - TIER 2	45
DATABASE ADMINISTRATION CONSULTANT - TIER 3	46
INFORMATION ARCHITECT - TIER 4	46
TECHNICAL CATEGORY	
SYSTEMS PROGRAMMER – TIER 2	47
SENIOR SYSTEMS PROGRAMMER – TIER 3	48
SYSTEMS SUPPORT ANALYST – TIER 1	48
SYSTEMS SUPPORT SPECIALIST – TIER 2	48
SYSTEMS SUPPORT SPECIALIST, SENIOR – TIER 3	49
TECHNICAL SUPPORT ANALYST – TIER 1	50
TECHNICAL SUPPORT ENGINEER – TIER 2	50
SYSTEMS TECHNICIAN - TIER 1	50
SYSTEMS ADMINISTRATOR – TIER 2	50
SYSTEMS ADMINISTRATION CONSULTANT – TIER 3	51
TECHNICAL DESIGNER – TIER 2	51
TECHNICAL DESIGN CONSULTANT – TIER 3	51
TECHNICAL ARCHITECT – TIER 4	52

QUALITY ASSURANCE CATEGORY	
QUALITY ASSURANCE ANALYST – TIER 1	52
QUALITY ASSURANCE DESIGNER – TIER 2	53
QUALITY ASSURANCE CONSULTANT – TIER 3	53
DESKTOP SYSTEMS CATEGORY	
DESKTOP SYSTEMS ANALYST – TIER 1	54
DESKTOP SYSTEMS ENGINEER – TIER 2	54
SENIOR DESKTOP SYSTEMS ENGINEER – TIER 3	54
TRAINING CATEGORY	
TECHNICAL TRAINER – TIER 2	55
DOCUMENTATION CATEGORY	
TECHNICAL WRITER – TIER 2	56
NETWORK CATEGORY	
NETWORK ENGINEER – TIER 2	56
NETWORK ENGINEER SENIOR – TIER 3	57
NETWORK ENGINEERING ARCHITECT – TIER 4	57
NETWORK OPERATOR – TIER 1	58
NETWORK ANALYST – TIER 2	58
NETWORK ANALYST, SENIOR – TIER 3	58
NETWORK OPERATIONS ARCHITECT – TIER 4	59
PROJECT CATEGORY	
PROJECT ADMINISTRATOR – TIER 2	60
PROJECT COORDINATOR – TIER 3	60
BUSINESS CATEGORY	
BUSINESS ANALYST – TIER 1	61
BUSINESS DESIGNER – TIER 2	61
BUSINESS CONSULTANT – TIER 3	62
BUSINESS ARCHITECT - TIER 4	
SECURITY CATEGORY	
DISASTER RECOVERY ENGINEER – TIER 2	63
DISASTER RECOVERY CONSULTANT – TIER 3	63

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

Operation 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

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.

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 Analyst	Tier 2
Application Programmer	Tier 1

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 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.

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
Senior Systems Programmer	Tier 3
Systems Programmer	Tier 2
Systems Administration Consultant	Tier 3
Systems Administrator	Tier 2
Systems Technician	Tier 1
Systems Support Specialist, Senior	Tier 3
Systems Support Specialist	Tier 2
Systems Support Analyst	Tier 1
Technical Support Engineer	Tier 2
Technical Support Analyst	Tier 1
Technical Design 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.

Senior Systems Programmer – 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.

Systems Support Specialist – Tier 2

Overtime Status: Non-Exempt

Under minimal 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 the operation.
- Provides technical assistance, guidance, and training to staff and customers.
- Maintains corporate technology and publication quality standards.
- Implements the corporate technology direction. This includes desktop and server hardware, telephony, operating systems, middleware, messaging, network architectures, and electromechanical equipment.
- Implements high availability platforms and business resumption planning architectures.
- Acts as a liaison for vendors during installation, rearrangement and/or removal of equipment.
- Performs system software, application, and hardware upgrades.
- Develop and maintain documentation needed by support staff, including troubleshooting steps, installation instructions, new tools overviews, and contact lists.
- Implements and maintains training programs.
- Performs investigation and analysis to solve problems.
- Provides hardware and systems software support, including ancillary software products.
- Directs trouble resolution activities, coordinating with technical staff, vendors, and carriers.
- Notifies management and customers of network/systems troubles through a tiered notification and escalation process.
- Organizes, conducts and documents post-mortems for network and system problems.
- Performs limited system administrator functions.
- Responsible for the effectiveness, quality, and timeliness of trouble resolution, quality of service and implementation success, also services Tier 1 agreements.

Systems Support Specialist, Senior – Tier 3

Overtime Status: Non-Exempt

Works independently, providing 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 the operations.
- Acts as a liaison for vendors during installation rearrangement and/or removal of equipment.
- Provides technical assistance, guidance, and training to staff and customers.
- Maintains corporate technology and publication quality standards.
- Implements the corporate technology direction. This includes desktop and server hardware, telephony, operating systems, middleware, messaging, and network architectures, electromechanical equipment.
- Responds to complex issues escalated by other support personnel.
- Provides project leadership, including analysis and evaluation of resource and delivery requirements with project estimates.
- Develops and maintains documentation needed by support staff, including troubleshooting steps, installation instructions, new tools overviews, and contact lists.
- Develops and maintains training programs.
- Creates and modifies programs and scripts needed for support infrastructure.
- Plans and performs system software, application, and hardware upgrades.
- Provides hardware, software, application, and network support for servers.
- Acts as the technical lead for projects.
- Performs limited database administrator functions.
- Performs systems administrator functions.
- Establishes / recommends policies on system use and services.
- Accountable for the effectiveness, quality, and timeliness of trouble resolution, quality of service and implementation success, also services Tier 1 agreements.
- Works pro-actively to ensure high performance, high reliability, and rapid trouble resolution of the network(s) including hardware and software.
- Directs trouble resolution activities, coordinating with technical staff, vendors, and carriers.
- Notifies management and clients of network/system troubles through a tiered notification and escalation process.

- Organizes, conducts and documents post-mortems for severe system and network outages.
- Develops test and maintenance procedures and policies
- Acts as a technical consultant during all phases of the planning, design, and implementation or operations process.

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 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.

Desktop Systems Engineer, Senior	Tier 3
Desktop Systems Engineer	Tier 2
Desktop Systems 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.

Desktop Systems Analyst – Tier 1

Overtime Status: Non-Exempt

Under supervision, provides guidance, assistance, coordination, follow-up on customer issues, and real-time desktop support pertaining to all systems applications, hardware and software.

- Provides 2nd level desktop support including problem resolution for software applications, PC hardware and full range of peripheral related problems.
- Records and logs all details related to support calls dispatched by call tracking system.
- Support and troubleshoot end-user programs.
- Performs system software, application and hardware upgrades.
- Configures and performs installation of new PC's.
- Participates in the evaluation of 3rd party software products.
- Participates in pre-beta testing of new applications.
- Provides timely updates and reports to management on all project work and unique assignments.

Desktop Systems Engineer – Tier 2

Overtime Status: Non-Exempt

Under supervision, provides guidance, assistance, coordination, follow-up on customer issues, and real-time desktop support pertaining to all systems applications, hardware and software.

- Responds to complex issues escalated by the Desktop Systems Analyst.
- Provides 2nd level desktop support including problem resolution for software applications, PC hardware and full range of peripheral related problems.
- Records and logs all details related to support calls dispatched by call tracking system.
- Performs system software, application and hardware upgrades.
- Performs initial installation of new PC's.
- Coordinates the evaluation of 3rd party software products.
- Coordinates pre-beta testing of new applications.
- Provides telephone support to remote users who experience software or hardware problems.
- Develops and maintains technical documentation.
- Provides guidance and training to support personnel.
- Provides timely updates and reports to management on all project work and unique assignments.

Senior Desktop Systems Engineer – Tier 3

Overtime Status: Exempt

Under minimal supervision, provides guidance, assistance, coordination, follow-up on customer issues, and real-time desktop support pertaining to all systems applications, hardware and software.

- Responds to more complex issues escalated by all other support personnel.
- Provides 3rd level desktop support including problem recognition, research, isolation and resolution steps for system and application software, PC hardware, and peripherals.
- Provides project leadership, including analysis and evaluation of resource and delivery requirements with project estimates.

- Develop and maintain documentation needed by support staff, including troubleshooting steps, installation instructions, new tools overviews, and contact lists.
- Records and logs all details related to support calls dispatched or handled in call tracking system.
- Researches, evaluates and analyzes end-user operations and support processes, and makes recommendations to management on methods for optimizing and improving overall customer service.
- Creates and modifies programs and scripts needed for support infrastructure.
- Performs system software, application and hardware upgrades.
- Analyzes and evaluates 3rd party software products available in the marketplace for potential implementation, and makes recommendation to management.
- Conducts pre-beta production environment testing of new applications.
- Provides guidance and training to support personnel.
- Develops and maintains training programs.
- Provides telephone support to remote users who experience software or hardware problems.
- Provides timely updates and reports to management on all project work and unique assignments.

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.

NETWORK CATEGORY

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-affecting 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-affecting 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 Manager	Tier 4 non unit
Project Coordinator	Tier 3
Project Administrator	Tier 2

Individuals in this group generally move into this category from others in the matrix. Due to the high level of skills, this category does not have an entry position.

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.

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.