

2004-2007
JOB DESCRIPTIONS AND SCALES

ACCOUNTANT

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.

	2004	2005	2006
A	690	701	713
B	716	728	741
C	752	764	777
D	781	794	808

Accountant, Senior

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.

	2004	2005	2006
A	861	875	890
B	891	906	922
C	925	940	956
D	958	974	991

Accounting Clerk I

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.

	2004	2005	2006
A	400	407	414
B	415	422	429
C	425	432	440

Accounting Clerk II

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.

	2004	2005	2006
A	435	442	450
B	458	465	473
C	475	483	491
D	489	497	506

Accounting Clerk III

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.

	2004	2005	2006
A	528	537	546
B	550	559	569
C	574	583	593

Account Development Executive

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.

	2004	2005	2006
A	722	734	747
B	759	771	784
C	808	821	835
D	840	854	869
	<i>Canadian Scale</i>		
A	786	799	813
B	827	840	855
C	879	893	909
D	916	931	947

Account Executive - Dow Jones Interactive

Responsible for selling Dow Jones Interactive to major corporations (Fortune 2000) within defined geographic regions. Follows up on qualified leads to arrange sales calls and demonstrations; uses initiative and creativity to develop leads and interest in Dow Jones Interactive (e.g., local direct mailings, arranging and conducting demonstrations and seminars to inform the public about the service) and follows up on these leads to close sales; participates in local and national trade shows and other special sales activities, and assists Account Development Executives at training sessions and seminars.

	2004	2005	2006
A	840	854	869
B	875	889	905
C	907	922	938
D	942	957	974
	Canadian Scale		
A	916	931	947
B	952	968	985
C	988	1004	1022
D	1025	1042	1060

Account Executive – Newswires

Under direction, sells Dow Jones Newswires services. Also services the needs of existing customers. Must have a thorough knowledge of the different services and peripheral equipment. May be required to analyze the market for sales potential and to develop prospects from various sources. May recommend changes and/or enhancements to existing product lines. Account Executives demonstrating superior ability or performance may be given the title “Senior Account Executive” but shall remain in this job classification for scale and seniority purposes.

	2004	2005	2006
A	916	931	947
B	937	952	969
C	961	977	994
D	992	1008	1026

Account Services Representative

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.

	2004	2005	2006
A	427	434	442
B	438	445	453
C	451	458	466

Advertising Coordinator

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.

	2004	2005	2006
A	561	570	580
B	580	589	599
C	596	606	617
D	615	625	636
E	637	647	658

Advertising Customer Service Associate

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.

	2004	2005	2006
A	516	524	533
B	537	546	556
C	557	566	576

Advertising Customer Service Associate, Senior

Under minimum supervision performs all of the duties of an Advertising Customer Service Associate and in addition may direct the work of Advertising Customer Service Associates. Requires the use of considerable discretion and judgment. May provide task-based training for new or existing employees and other related duties as assigned.

	2004	2005	2006
A	621	631	642
B	643	653	664
C	669	680	692
D	698	709	721

Advertising Processing Associate

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.

	2004	2005	2006
A	516	524	533
B	537	546	556
C	557	566	576

Advertising Processing Associate, Senior

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.

	2004	2005	2006
A	621	631	642
B	643	653	664
C	669	680	692
D	698	709	721

Advertising Publishing Administrator

Under supervision, communicates with internal and external customers assisting in answering inquires concerning scheduling, reservations, publishing calendars, security and other publishing concerns. May schedule large unit space, advertising supplements and special sections, monitor premium position space, color reservations, edition formulas and publishing calendars. Provide management and internal clients with up to date scheduling information. In addition imports data for analysis and distribution. 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.

	2004	2005	2006
A	621	631	642
B	643	653	664
C	669	680	692
D	698	709	721

Advertising Publishing Administrator, Senior

Under minimum supervision performs all of the duties of an Advertising Publishing Administrator and in addition may direct the work of Advertising Senior Publishing Administrators. Requires the use of considerable discretion and judgment. Performs all duties necessary to maintain user configurable advertising publishing administration, including managing premium position requests, system tables, security requests, monitors color reservations for Dow Jones Publications.

	2004	2005	2006
A	729	741	754
B	751	763	776
C	779	792	806
D	805	818	832

Advertising Quality Assurance Associate

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.

	2004	2005	2006
A	621	631	642
B	643	653	664
C	669	680	692
D	698	709	721

Advertising Quality Assurance Associate, Senior

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.

	2004	2005	2006
A	729	741	754
B	751	763	776
C	779	792	806
D	805	818	832

Advertising Sales Representative

Under direction, represents the Company in a specified geographic area or special category to sell display advertising space in a Dow Jones publication. Analyzes market for sales potential; may suggest changes or new programs to develop sales; delivers and may initiate or assist in the development of oral or visual presentations pointing out the advantages of Dow Jones publications. Does forecasts and accounts for gains and losses in business in written reports; acts as liaison between customer and production department; job includes writing sales letters. May be required to participate in job-related social functions.

	2004	2005	2006
A	698	709	721

Advertising Sales Representative - Interactive

Sells Dow Jones Interactive and advertising in Dow Jones/Wall Street Journal interactive products to agencies and clients within a specific geographic area in person, through direct mail and via telephone. Follows up on qualified leads to arrange sales calls and demonstrations; uses initiative and creativity to develop leads and interest in Dow Jones Interactive (e.g., local direct mailings, arranging and conducting demonstrations and seminars to inform the public about the service) and follows up on these leads to close sales. Responsible for assessing market potential and tracking performance within the region. May suggest changes or new programs to develop sales. Job includes writing sales letters. May be required to participate in job-related social functions.

	2004	2005	2006
A	698	709	721

Advertising Services Bureau Manager, Asst. To

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.

	2004	2005	2006
A	621	631	642
B	643	653	664
C	669	680	692
D	698	709	721

Application Analyst (See IT Jobs, Page)

Application Architect (See IT Jobs, Page)

Application Consultant (See IT Jobs, Page)

Application Specialist (See IT Jobs, Page)

Audiotext Newscaster

Writes audiotext scripts of prescribed length from wire services and other sources. Reads and records scripts for voice services. May prepare scripts for varying formats and methods of transmission. In addition, may exercise creative judgement in the collection and creating of scripts. Must perform with a minimum of supervision.

	2004	2005	2006
A	760	772	786
B	789	802	816
C	821	834	849
D	853	867	882
E	889	903	919
F	926	941	957

Audiotext Newscaster, Assistant

Handles, under close supervision, routine, lower-priority editorial material and routine production work. Takes in outside feeds, both audio and text, and transmits non-news items through production system. Also can pre-record non-news items, such as network entertainment features and programs, and can do system maintenance work.

	2004	2005	2006
A	645	656	667
B	667	678	690
C	694	705	717

Building Assistant

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.

	2004	2005	2006
A	498	506	515
B	524	533	545
	<i>New York Scale</i>		
A	515	523	532
B	541	550	560

Building Attendant

Under close supervision, responsible for general housekeeping, including cleaning floors, windows and trash removal.

	2004	2005	2006
A	394	400	407

Building Maintenance Specialist

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.

	2004	2005	2006
A	615	625	636
B	644	654	665

Business Analyst (See IT Jobs, Page)

Business Analyst I

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.

	2004	2005	2006
A	524	533	542
B	541	550	560

Business Analyst II

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.

	2004	2005	2006
A	654	665	677
B	686	697	709
C	713	725	738

Business Analyst, Senior

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.

	2004	2005	2006
A	785	798	812
B	817	830	845
C	847	861	876
D	875	889	905

Business Architect (See IT Jobs, Page)

Business Consultant (See IT Jobs, Page)

Business Designer (See IT Jobs, Page)

Business Development Specialist

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.

	2004	2005	2006
A	1263	1284	1306
B	1338	1360	1384
C	1416	1439	1464
D	1508	1533	1560

Buyer

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 judgement 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.

	2004	2005	2006
A	646	657	668
B	673	684	696
C	703	714	726

Buyer, Senior

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.

	2004	2005	2006
A	778	791	805
B	816	829	844
C	864	878	893

Circulation Sales Rep

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.

	2004	2005	2006
A	740	752	765
B	773	786	800
C	808	821	835

Circulation Staff Assistant

Under minimum supervision, performs diversified duties related to the department's operations. Requires knowledge of company and departmental work processes/procedures, some independent judgment and initiative. May direct the work of others.

Processes carrier payroll, new hires, status changes and termination forms. Verifies, adjusts and reconciles coded bills and prepares invoices. Compiles and types (may use word processor, personal computer with Lotus, electronic typewriters, etc.) various weekly and monthly statistical reports profiling departmental operations and expenses.

Periodically communicates with customers and vendors to provide information and/or resolve problems. Interacts with internal departments/staff and external organizations, such as the U.S. Postal Service, to answer customer inquiries.

Handles office duties, such as composing and typing routine correspondence, setting-up and formatting reports, filing, photocopying, making travel arrangements, answering

telephones, distributing reports and memos, arranging for the department to function effectively.

The position requires extensive use of the photocopying machine, postage meter, work processing software, personal computers, spreadsheet software, the circulation customer service computer system and other systems/procedures necessary to provide effective distribution and customer satisfaction.

	2004	2005	2006
A	472	480	488
B	505	513	522
C	530	539	548
D	552	565	571

Classified Advertising –Inside Sales Rep.

Under direction, sells classified advertising space in a Dow Jones publication through telemarketing. Answers telephone inquiries and accurately takes classified ads over the phone. Processes ads received from advertisers, answers written inquiries and assists advertisers in preparation of ads (i.e. layout and size). Job includes writing letters for direct marketing special campaigns, contracting sales, inputting and updating mailing systems. Acts as liaison between customer, credit and production departments.

	2004	2005	2006
A	508	516	525
B	538	547	557
C	561	570	580
	<i>New York Scale</i>		
A	525	534	543
B	555	564	574
C	578	587	597

Classified Ad Sales Account Coordinator

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.

	2004	2005	2006
A	580	589	599

Classified Ad Sales Account Support

Under direction, creates classified advertisements and classified pages for the Wall Street Journal and other Dow Jones publications. Responsible for accurately processing classified advertising, orders and materials received by fax, electronic transmission or advertising letter. May create display advertisements for customer approval, to be used by the sales staff in selling classified advertising.

Prepares layouts of advertisements, special sections and classified pages. Reviews advertisements to ensure they meet company guidelines, policies and mechanical requirements. May correspond with billing and credit departments.

	2004	2005	2006
A	541	550	560

Classified Advertising Sales Representative

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.

	2004	2005	2006
A	580	589	599
	<i>New York</i>		
	<i>Scale</i>		
A	597	607	618

Classified Advertising Sales Rep., Senior

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.

	2004	2005	2006
A	707	719	732
B	735	747	760

Classified Coordinator

Independently of, but in cooperation with, the regional advertising services manager, oversees the daily operation of the office. Typical responsibilities may include:

- _ Processing all classified insertion orders and ads in accordance with departmental procedures;
- _ Reviewing advertisements to ensure that they meet company guidelines, policies and mechanical requirements;
- _ Laying-out all classified advertising sections;
- _ Working with other departments/areas to resolve inter-departmental issues or problems, including the composing room, mechanical production, advertising sales, billing, customer services and credit;
- _ Corresponding with billing and credit departments to update advertiser credit status.
- _ Communicating with sales offices regarding advertiser schedules and customer service;
- _ Procedural and computer training of the staff;
- _ Overseeing scheduling of staff, including work shifts, assignments, vacations and floaters;
- _ Creating house ads for special sections;
- _ Inventorying and maintaining all materials for advertising make-up;
- _ Coding all free runs, fillers and discount ads;
- _ Mailing out tearsheets and recording and mailing out box mail.

	2004	2005	2006
A	747	759	772
B	762	774	788
C	779	792	806
D	829	843	858

Classified Marketing Assistant

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.

	2004	2005	2006
A	482	490	499
B	497	505	514
C	514	522	531

Classified, Nat'l Support Manager, Ass't to the

Performs all duties of a classified advertising sales account coordinator and, in addition, supervises and directs the flow of work of account coordinators and/or classified advertising sales account support staff and oversees direction of office during manager's absence.

Under direction, oversees the flow of advertising orders and copy through the department. Required to use considerable discretion and judgment. Oversees the retrieving of advertising dates and material electronically and scans material. Works closely with ad services and communications departments to insure proper release of pages.

Must be thoroughly familiar with electronic page layout and electronic page build. May be required to handle all facets of classified advertising, from receipt to page delivery.

	2004	2005	2006
A	646	657	668
B	673	684	696

Classified Telemarketing Sales Rep

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.

	2004	2005	2006
A	574	583	593

Clerk

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

	2004	2005	2006
A	395	401	408
B	406	413	420
C	416	423	430
	<i>New York Scale</i>		
A	426	433	441
B	434	441	449
C	442	449	457
D	449	456	464

Clerk Senior

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 judgement 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.

	2004	2005	2006
A	430	437	445
B	438	445	453
C	452	459	467
D	467	475	483

Computer Equipment Operator/Printing Plants

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.

	2004	2005	2006
A	517	525	534
B	535	544	554
C	562	571	581

Computer Operator, Senior (See IT Jobs, Page)

Contingency Planner

Under direct supervision, assists in the development and implementation of business contingency plans. Assists with scheduling of contingency tests and auditing of contingency test results. Responsible for maintaining disaster recovery and business resumption plans for all Dow Jones business units. Assists with the planning and implementation process in

cooperation with the business units. Will assist with the organization and coordination of project teams, which may include representatives from various departments and levels of management. Will assist with department risk assessments and consult with business units on recovery projects and activities. Position requires ability to interact with team members on various technological platforms used by Dow Jones.

	2004	2005	2006
A	990	1006	1024
B	1027	1044	1062
C	1068	1085	1104

Copy Editor

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.

	2004	2005	2006
A	1119	1137	1157
B	1179	1198	1219
C	1243	1263	1285
D	1308	1329	1352
E	1362	1384	1408
	<i>Canadian Scale</i>		
A	1218	1238	1260
B	1283	1304	1327
C	1353	1375	1399
D	1425	1448	1473
E	1483	1507	1533

Copy Reader, National

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

	2004	2005	2006
A	790	803	817
B	820	833	848
C	871	885	900
D	969	985	1002
E	1025	1042	1060
F	1079	1097	1116
	<i>Canadian Scale</i>		
A	860	874	889
B	894	909	925
C	948	963	980
D	1056	1073	1092
E	1116	1134	1154
F	1175	1194	1215

Copy Reader, Regional

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.

	2004	2005	2006
A	673	684	696
B	699	710	722
C	726	738	751
D	768	785	795

New York

Scale

A	692	703	715
B	715	727	740
C	747	759	772
D	788	801	815

Copywriter/Project Coordinator

Under direction, works with in-house client to determine advertising and promotion needs for various Dow Jones products. Analyzes product's strengths, markets and marketing objectives to recommend appropriate creative strategy. Duties include writing and coordinating production of board and slide presentations, brochures, sales letters and other promotional materials.

	2004	2005	2006
A	698	709	721
B	738	750	763
C	778	791	805
D	821	834	849
E	870	884	899

Courier

Drives company vehicle between offices of the company or other destinations. Transports messages, documents, letters, packages or other material. May transport passengers. May hand-deliver some material. Must have the required legal driver's license and have a good driving record.

	2004	2005	2006
A	504	512	521
B	519	527	536

New York

Scale

A	519	527	536
B	537	546	556

Credit Analyst

Under minimal direction, collects outstanding accounts receivable in a timely manner; monitors accounts for required outside collection activity, writeoffs and refunds; follows up on older items referred to Customer Service or other departments; researches/resolves specific claims and communicates findings to the appropriate parties. Also gathers credit information, evaluates financial statements and approves credit limits. All actions taken are within established policy and the account assignment. May perform other related credit duties as assigned.

	2004	2005	2006
A	557	566	576

Credit Representative

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.

	2004	2005	2006
A	519	527	536
B	534	543	553
C	547	556	566

Customer Relations Clerk/Field

Working under supervision, answers telephone calls from subscribers in a courteous and professional manner, accurately records customer information and purpose of calls, answers subscriber requests and inquiries and initiates action, if necessary. Uses computer-connected terminals to look up customer records and process transactions. Relays messages to

delivery employees; calls back customers who are waiting for information or to follow-up on service complaints. Refers calls to other departments as necessary to satisfy customer needs without additional call transfers. Performs related clerical duties associated with customer relations and delivery. Must have the ability to communicate clearly and correctly, both verbally and through correspondence.

	2004	2005	2006
A	427	434	442
B	440	447	455
C	456	463	471
D	475	483	491

Customer Service Analyst (See IT Jobs, Page)

Customer Service Architect (See IT Jobs, Page)

Customer Service Assistant

Under supervision, receives customer requests for service. Records information such as name, address, nature of trouble and item to be repaired or service to be rendered. Dispatches crew. May type, file and perform routine clerical duties.

	2004	2005	2006
A	448	455	463
B	463	471	479
C	475	483	491

Customer Service Consultant (See IT Jobs, Page)

Customer Service Rep/Communications

Under minimum supervision, processes incoming orders received via telephone, fax, client network, Telerate fieldwatch system and related departments. Responds to inquiries from customers and forwards to the appropriate group. Receives and processes orders that require thorough knowledge of service areas, warranties, contracts and service rates as they

apply to specific manufacturers and products. Closes calls with technicians in contract maintenance and Telerate fieldwatch system. Orders parts and creates process software as needed for field techs, and assigns orders to appropriate areas.

Processes surveys, installs and special projects from sales coordinators via Telerate fieldwatch system and assigns to contract maintenance system for the service centers. Performs file maintenance in contract maintenance and Telerate fieldwatch systems. Processes, inputs and files records necessary for accurate service and billing information. Performs courtesy calls and projects for clients and sales department. Maintains interoffice files and adequate supplies for printers and fax machines.

	2004	2005	2006
A	467	475	483
B	482	490	499
C	498	506	515
D	519	527	536

Customer Service Representative/ Credit

Under minimum supervision, receives inquiries and claims from customers and others within Dow Jones. Takes all necessary steps to research, resolve and document disposition of each inquiry or claim and communicate it to the appropriate parties; maintains records and prepares reports. Must maintain a good rapport with customers. May do related clerical work as assigned.

	2004	2005	2006
A	519	527	536
B	534	543	553
C	547	556	566

Customer Service Representative/ Marketing

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.

	2004	2005	2006
A	596	606	617
B	617	627	638
C	641	651	662
D	664	675	687

Customer Service Representative – Marketing, Senior

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.

	2004	2005	2006
A	705	716	729
B	732	744	757

Customer Service Specialist (See IT Jobs, Page)

Customer Service Technician

Under general supervision, answers customers' and sales representatives' inquiries concerning billing, ordering and in-depth technical support issues for Dow Jones products and services, as well as software and third-party communications software that accesses Dow Jones information. Requires a thorough knowledge of Dow Jones News/Retrieval and Interactive Publishing products and their operating environments, including DOS commands, Windows, Windows95, Windows NT, Macintosh, Lotus Notes and peripheral devices (i.e., modems and printers).

Also must have a thorough knowledge of networking and the Internet, including browser software, the World Wide Web, telnet protocol and TCP/IP. This includes creating customized scripts to access server gateways. Also must have working knowledge of the networking environment and peripheral devices (i.e., modems, printers, spreadsheets and word-processing programs).

	2004	2005	2006
A	596	606	617
B	617	627	638
C	641	651	662
D	664	675	687

Data Base Editorial Assistant

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.

	2004	2005	2006
A	547	556	566
B	566	575	585
C	593	603	614
D	624	634	645

Data Base Marketing Specialist

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.

	2004	2005	2006
A	675	686	698
B	700	711	723
C	730	742	755

Data Base Statistician

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.

	2004	2005	2006
A	637	647	658
B	666	677	689
C	696	707	719

Data Base statistician, senior

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.

	2004	2005	2006
A	745	757	770
B	777	790	804
C	811	824	838
D	844	858	873

Data Base Writer I

Under direction, writes and prioritizes news stories from wire services and other sources. Codes, classifies, formats, condenses and inputs news according to data base style for appearance. Does minor editing on material from The Wall Street Journal, the Dow Jones News Services and other sources. There will be no more than three employees in this job at any one time. It is anticipated that a majority of such employees will be promoted to this job from within the Company.

	2004	2005	2006
A	645	656	667
B	667	678	690
C	694	705	717

Data Base Writer II

Writes and prioritizes news stories from wire services and other sources. Codes, classifies, formats, condenses and inputs news according to data base style for appearance. Does minor editing on material from The Wall Street Journal, the Dow Jones News Services and other sources. Must consistently exercise independent news judgment.

	2004	2005	2006
A	759	771	784
B	789	802	816
C	821	834	849
D	853	867	882
E	889	903	919
F	926	941	957

Data Center Specialist (See IT Jobs, Page)

Data Warehouse Analyst (See IT Jobs, Page)

Data Warehouse Consultant (See IT Jobs, Page)

Data Warehouse Designer (See IT Jobs, Page)

Database Administration Consultant (See IT Jobs, Page)

Database Administrator (See IT Jobs, Page)

Desktop Systems Analyst (See IT Jobs, Page)

Desktop Systems Engineer (See IT Jobs, Page)

Desktop Systems Engineer, Senior (See IT Jobs, Page)

Disaster Recovery Consultant (See IT Jobs, Page)

Disaster Recovery Engineer (See IT Jobs, Page)

Duplicating Machine Operator

Under direction, reproduces drawings, graphs, typewritten or similar matter using offset duplicating machine that requires chemical agents and printing plates. May clean printing plates after use, cleans and oils machine. Operates copy camera to make offset plates and changes camera chemicals. May operate plate burner in the making of plates. Also performs related clerical and finishing duties.

	2004	2005	2006
A	513	521	530
B	536	545	555
C	558	567	577

Edition Coordinator

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.

	2004	2005	2006
A	1144	1163	1183
B	1199	1219	1240
C	1259	1280	1302
D	1318	1339	1362

Editor, Multimedia

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

	2004	2005	2006
A	790	803	817
B	820	833	848
C	871	885	900
D	969	985	1002
E	1025	1042	1060
F	1079	1097	1116

Graphic Artist

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.

	2004	2005	2006
A	698	709	721
B	738	750	763
C	778	791	805
D	821	834	849
E	870	884	899

Graphic Artist Assistant

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.

	2004	2005	2006
A	613	623	634
B	643	653	664
C	675	686	698

Graphic Coordinator

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.

	2004	2005	2006
A	878	892	908
B	939	954	971
C	1004	1020	1038
D	1074	1092	1111
E	1151	1170	1190

Graphic Designer

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.

	2004	2005	2006
A	858	872	887
B	917	932	948
C	982	998	1015
D	1050	1067	1086
E	1124	1142	1162

Graphic Illustrator

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.

	2004	2005	2006
A	822	835	850
B	881	895	911
C	942	957	974
D	1033	1050	1068
E	1092	1110	1129

Information Architect (See IT Jobs, Page)

Information Graphics Artist

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.

	2004	2005	2006
A	725	737	750
B	765	777	791
C	805	818	832
D	850	864	879

Information Graphics Designer

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.

	2004	2005	2006
A	900	915	931
B	950	965	982
C	1000	1016	1034

Information Graphics Coordinator

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.

	2004	2005	2006
A	950	965	982
B	1010	1026	1044
C	1070	1087	1106
D	1145	1164	1184

Interactive Designer

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.

	2004	2005	2006
A	826	839	854
B	884	898	914
C	952	968	985

Interactive Designer, Senior

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.

	2004	2005	2006
A	1006	1022	1040
B	1087	1105	1124

Interactive News Assistant

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.

	2004	2005	2006
A	580	589	599
B	598	608	619
C	627	637	648
D	653	664	676

Interactive News Indexer

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.

	2004	2005	2006
A	547	556	566
B	566	575	585
C	593	603	614
D	624	634	645

Interactive News Indexer, Senior

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.

	2004	2005	2006
A	759	771	784
B	789	802	816
C	821	834	849
D	853	867	882
E	889	903	919
F	926	941	957

Interactive News Reader

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.

	2004	2005	2006
A	790	803	817
B	820	833	848
C	871	885	900
D	969	985	1002
E	1025	1042	1060
F	1079	1097	1116

Interactive News Writer

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.

	2004	2005	2006
A	1119	1137	1157
B	1179	1198	1219
C	1243	1263	1285
D	1308	1329	1352
E	1362	1384	1408

Interactive Production Artist

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.

	2004	2005	2006
A	626	636	647
B	655	666	678
C	685	696	708

Intern

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(C) 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.

	2004	2005	2006
A	354	360	366

Mail Clerk

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.

	2004	2005	2006
A	395	401	408
B	406	413	420
C	416	423	430

Mail Desk Supervisor

Reports to and assists Mail Room Supervisor by operating a mailroom in a remote location. With the assistance of a mail staff, provides and schedules pickup and delivery

service for newspapers, mail boxes and priority air deliveries. Receives and accounts for all incoming deliveries. Maintains inventory of stockroom and mailroom supplies and reorders as necessary. Assigns and reports overtime, employee attendance and vacation records. Uses DowCor, APPO and Employee Directory System and performs some computer entry work. May operate company vehicles.

	2004	2005	2006
A	517	525	534
B	535	544	554
C	562	571	581
	<i>New York Scale</i>		
A	535	544	554
B	551	560	570
C	578	587	597

Make-Up /Advertising

Under a minimum 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. May be required to perform duties of an assistant to the advertising production manager.

	2004	2005	2006
A	747	759	772
B	762	774	788
C	779	792	806
D	829	843	858

Make-Up /News

Under a minimum of supervision, organizes and directs the page layouts of The Wall Street Journal so as to display stories according to their relative newsworthiness and typographical integration; responsible for meeting edition deadlines. May be required to perform duties of news

production editor, slot person (Regional Copy Reader) or News Assistant II on occasion.

	2004	2005	2006
A	747	759	772
B	762	774	788
C	779	792	806
D	829	843	858

Market Data Analyst

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.

	2004	2005	2006
A	913	928	944
B	949	964	981
C	982	998	1015
D	1020	1037	1055

Market Research Analyst

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.

	2004	2005	2006
A	698	709	721
B	722	734	747
C	753	765	778
D	786	799	813

Marketing Coordinator

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.

	2004	2005	2006
A	610	620	631
B	636	646	657
C	661	672	684

Marketing Coordinator, Senior

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.

	2004	2005	2006
A	745	757	770
B	786	799	813
C	823	836	851

Network Analyst (See IT Jobs, Page)

Network Analyst, Senior (See IT Jobs, Page)

Network Engineer (See IT Jobs, Page)

Network Engineer, Senior (See IT Jobs, Page)

Network Engineer Architect (See IT Jobs, Page)

Network Operations Architect (See IT Jobs, Page)

Network Operator (See IT Jobs, Page)

News Assistant I

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.

	2004	2005	2006
A	421	428	435
B	433	440	448
C	448	455	463
D	469	477	485
	<i>Canadian</i>		
	<i>Scale</i>		
A	437	444	452
B	472	480	488
C	487	495	504
D	510	518	527

*New York
Scale*

A	437	444	452
B	452	459	467
C	465	473	487
D	484	492	501

News Assistant II

Under supervision, performs one or more of the following duties:

- Assists reporters in gathering news;
- Assists copy desks and special desks (such as Page One and Editorial Page desks);
- Assists news department in checking copy for accuracy and making corrections during preparation for publication;
- Performs library functions of such other general news work as may be assigned.

	2004	2005	2006
A	563	572	582
B	582	591	601
C	609	619	630
D	638	648	659

*Canadian
Scale*

A	613	623	634
B	634	644	685
C	662	673	685
D	694	705	717

*New York
Scale*

A	580	589	599
B	598	608	619
C	627	637	648
D	653	664	676

Newscaster/Telephone

Writes telephone script of prescribed length and in respective style from news stories gathered from various sources. Reads and tapes script for transmission via appropriate equipment.

	2004	2005	2006
A	759	771	784
B	789	802	816
C	821	834	849
D	853	867	882
E	889	903	919
F	926	941	957

Newscaster/ Writer

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.

	2004	2005	2006
A	1206	1226	1247
B	1275	1296	1312
C	1328	1350	1374

Office Assistant

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

	2004	2005	2006
A	394	400	407
B	404	411	418
C	414	421	428

Operations Analyst (See IT Jobs, Page)

Operations Analyst, Senior (See IT Jobs, Page)

Page Make-up Associate

Works with minimal direction to build pages 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 makeup. Imports news, statistics, standing heads, graphics and other elements onto pages as they become available. Proofs and releases pages to transmission following approval. Handles any scanning or camera shots required for as long as these processes are needed. Reports to the Associate Manager, Page Makeup Group, though work is primarily directed by Page Makeup Coordinators.

	2004	2005	2006
A	605	615	626
B	627	637	648
C	652	663	675
D	680	691	703

Page Make-up Coordinator

Follows the layouts from Edition Planning and executes the layout in conjunction with the National News Desk. Guides and directs the implementation of the edition plan. Follows through and approves changes from the news desk. Groups stories of similar interest based on news value. Generates replate lists to be distributed to appropriate departments. Keeps the Associate Manager, Page Makeup Group, informed of late advertising, news or layout changes. Directs, assigns and manages product layout through Page Makeup Associates and acts on the changes and input from Quality Assurance Associates. Approves the release of completed pages to distribution after all news and ad requirements are met, concurrently proofing for Quality Assurance Associates' review. Checks ad and story placement, headlines, text, ad/news conflicts and graphics.

	2004	2005	2006
A	764	776	790
B	785	798	812
C	812	825	839
D	838	852	867

Page Make-up Associate, Senior

Performs all duties of the Page Makeup Associate, in addition to helping tutor Page Makeup Associates on new programs and procedures. Also helps develop Page Makeup Group formats to keep PMG reactive to the needs of news and advertising. Corrects page-distribution problems and ensures that all pages to be made up are in the page track database. Is a problem solver or contact person for day-to-day page-building problems. Tests system changes in preparation for prime time.

	2004	2005	2006
A	711	723	736
B	732	744	757
C	759	771	784
D	785	798	812

Pagination Coordinator

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.

	2004	2005	2006
A	738	750	763
B	753	765	778
C	769	782	796
D	819	832	847

Payroll Clerk

Under general supervision, performs a range of recordkeeping and payroll processing activities following instructions and/or standard procedures. Duties may include maintaining petty cash fund, processing expense accountings, processing wage and overtime payments, correcting data-entry documents, checking records for conformance with established standards and reconciling differences. May also include light typing, clerical work and using a computer or a computer work station. Knowledge of bookkeeping and/or payroll required.

	2004	2005	2006
A	473	481	489
B	498	506	515
C	519	527	536

Pre-Press Coordinator

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

	2004	2005	2006
A	755	767	780
B	775	788	802
C	802	815	829
D	828	841	856

Printing Plant Assistant

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.

	2004	2005	2006
A	544	553	563
B	569	578	588

Procedures Writer

Under direct supervision, writes instructions and procedures for users of computer services, explaining in detail how to prepare input for computer systems; and, for the control section, how to control completeness and accuracy of input and output. Writes computer system documentation. Verifies procedures with user departments.

	2004	2005	2006
A	541	550	560
B	558	567	577
C	580	589	599

Product Testing Analyst

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.

	2004	2005	2006
A	619	629	640
B	702	713	725
C	785	798	812

Product Testing Analyst, Lead

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.

	2004	2005	2006
A	980	996	1013
B	1020	1037	1055
C	1061	1078	1097

Product Testing Analyst, Senior

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.

	2004	2005	2006
A	858	872	887
B	898	913	929
C	938	953	970

Production Coordinator

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.

	2004	2005	2006
A	637	647	658
B	663	674	686
C	691	702	714

Production/Material Coordinator

Under general direction, schedules and coordinates flow of work orders within or between engineering work

centers. Reviews “MRP” (Material Requirement Planning) and may reschedule workload, due to priority changes, availability of materials or capacity of a work center. May be required to:

- Distribute work-order requests, work orders, pick lists, etc., to proper engineering groups.
- Confer with group supervisors to determine progress of work and supply information received on CHANGEs/ECO's, etc.
- Maintain bills of materials, cost of parts/products, as well as do cost estimating and ordering of raw materials. Compute material and production cost used on work orders/projects. Originate progress reports of projects/devices on a periodic basis until completion.
- Find and evaluate outside vendors for new fabricated parts/assemblies or vendors to repair or refurbish parts/equipment. Schedule, issue purchase orders, supply materials and track progress of these vendors.

	2004	2005	2006
A	520	528	537
B	543	552	562

Project Administrator (See IT Jobs, Page)

Project Consultant (See IT Jobs, Page)

Project Manager (See IT Jobs, Page)

Promotion Assistant

Implements value-added supplement packages offered to advertisers who run advertising supplements, including Wall Street Journal teaser ads, radio spots, reprints, distributions and other custom proposals. Coordinates value-added proposals and plans that involve other Dow Jones products; acts as a contact for sales of such proposals involving other Company products; arranges value-added opportunities for all WSJ Special Reports, and advises sales and regional marketing of all value-added opportunities and changes as they evolve.

Also identifies cross-merchandising opportunities within Dow Jones; arranges distribution of the Wall Street Journal at national conventions, trade shows and meetings;

orders WSJ advertising specialty items, and coordinates the Company's presence at major conventions.

	2004	2005	2006
A	698	709	721
B	722	734	747
C	753	765	778
D	786	799	813

Purchasing Assistant

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.

	2004	2005	2006
A	487	495	504
B	511	519	528
C	539	548	558
D	569	578	588

Quality Assurance Analyst (See IT Jobs, Page)

Quality Assurance Consultant (See IT Jobs, Page)

Quality Assurance Designer (See IT Jobs, Page)

Quality Assurance Inspector I

Under direct supervision, performs all inspection functions on commercial, fabricated and Dow Jones manufactured parts and assemblies using Dow Jones engineering standards, drawings, supplier manuals and other available data. This includes the use of all equipment that may be pertinent, as well as the recording of all necessary information into the proper system. In addition, performs inspection duties on work orders and may also, on a limited basis, devise, document and perform tests as appropriate to the quality assurance function. Collects, records, inputs, formats and extracts all information relative to the above using standard methods.

	2004	2005	2006
A	505	513	522
B	528	537	546

Quality Assurance Inspector II

Under minimal supervision, performs inspection functions on commercial, fabricated and Dow Jones manufactured parts using Dow Jones engineering standards, drawings, supplier manuals and other available data. This includes the use of all equipment that may be pertinent, as well as the recording of all necessary information into the proper system. In addition, performs inspection duties on work orders and devises, documents and performs tests as appropriate to the quality assurance function. Collects, records, inputs, formats and extracts all information relative to the above. In general, performs work that includes a closer tolerance level than that of Quality Assurance Inspector I.

	2004	2005	2006
A	596	606	617
B	636	646	657

Receptionist

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.

	2004	2005	2006
A	418	425	432
B	425	432	440
C	440	447	455
D	464	472	480

Regional Sales Associate

Under minimum supervision, supports Sales Account Executives in efforts to service existing accounts by scheduling meetings, preparing sales materials and monitoring account activity. Requires communication and coordination of efforts with billing, customer support, marketing and clients. May be required to have direct customer contact, use computer software, and produce reports. Will respond to subscriber order and billing inquiries and coordinate installation and relocation of subscriber services. Maintains contact with other departments concerning service installations and relocations. Assists sales staff in resolving discrepancies in reports and responds to inquiries. Position requires knowledge of Dow Jones' business policies, products, pricing and service agreements sufficient to respond to or resolve customer inquiries and service problems. May be expected to process billing orders, organize mailing lists and other related sales/office support duties. May be assigned to generate leads and pre-qualify leads for the Account Executives.

	2004	2005	2006
A	569	578	588
B	588	598	608
C	610	620	631
D	634	644	655

E	658	669	681
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Reporter

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.

	2004	2005	2006
A	866	880	895
B	900	915	931
C	945	960	977
D	1027	1044	1062
E	1109	1127	1147
F	1216	1236	1258

*Canadian
Scale*

A	943	958	975
B	980	996	1013
C	1029	1046	1064
D	1118	1136	1156
E	1207	1227	1248
F	1324	1346	1370

Reporter/Tape Editor

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.

	2004	2005	2006
A	759	771	784
B	789	802	816
C	821	834	849
D	853	867	882
E	889	903	919
F	926	941	957

Reporting / Editorial Assistant

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.

	2004	2005	2006
A	673	684	696
B	708	720	733
C	738	750	763
	<i>Canadian Scale</i>		
A	733	745	758
B	770	783	797
C	803	816	830

Retail Checker

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.

	2004	2005	2006
A	394	400	407
B	404	411	418
C	414	421	428

Sales Associate

The Sales Associate is responsible for assisting the other members of his/her sales team (Account Executive and Account Development Executive) in making new sales and developing existing business. This includes phone training, prospecting, flat fee renewals and certain administrative jobs, which can free up the other team members to spend more time selling with customers. This job requires 4 years of college, excellent communication skills and self initiative. He/she must develop an intricate working knowledge of all of the Dow Jones Interactive Publishing products/services, as well as the various internal systems used by the sales organization. "May provide training either at Dow Jones or external client sites."

	2004	2005	2006
A	660	671	683
B	689	700	712
C	714	726	739
	<i>Canadian Scale</i>		
A	719	731	744
B	750	762	775
C	777	790	804

Sales Assistant

Under minimum supervision, responds to subscriber order and billing inquiries and coordinates installation and relocation of subscriber services. Maintains contact with other departments concerning service installations and relocations. Assists sales staff in resolving discrepancies in reports and responds to inquiries. Position requires knowledge of Dow

Jones business policies, products, pricing and service agreements sufficient to respond to or resolve customer inquiries and service problems. May be expected to process billing orders, organize mailing lists and other related sales/office support duties.

May be required to have direct customer contact, use computer software, and produce reports.

	2004	2005	2006
A	569	528	588
B	588	598	608
C	610	620	631
D	634	644	655
E	658	669	681

Script Writer – Radio/Television/Telephone

Writes radio and television scripts of prescribed length and in respective styles from news stories gathered from various sources. Types scripts into appropriate input machines for radio and television.

	2004	2005	2006
A	759	771	784
B	789	802	816
C	821	834	849
D	853	867	882
E	889	903	919
F	926	941	957

Secretary

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.

	2004	2005	2006
A	482	490	499
B	498	506	545
C	521	529	538
D	544	553	563
	<i>Canadian Scale</i>		
A	524	533	542
B	542	551	561
C	568	577	587
D	592	602	613
	<i>New York Scale</i>		
A	498	506	515
B	518	526	535
C	539	548	558
D	562	571	581

Section Chief

Under direction, assists managers or supervisor in one or more sections of a department in a lead role. Assists, guides, trains and leads personnel as directed. Maintains records and prepares reports as directed. May also perform duties similar to those they lead.

	2004	2005	2006
A	585	595	605
B	600	610	621
C	620	630	641

Security Administrator (See IT Jobs, Page)

Security Administrator Analyst (See IT Jobs, Page)

Security Technical/Audit Architect (See IT Jobs, Page)

Security Technical/Audit Consultant (See IT Jobs, Page)

Security Technical/Audit Engineer (See IT Jobs, Page)

Shipping/Receiving Clerk

Under general supervision, receives, signs for and routes to appropriate area any shipments received. Prepares and sends outgoing shipments, maintaining any logs as appropriate. Expedites and traces any shipments as appropriate. Tracks orders from initiation through delivery. Makes appropriate entries into the APPO or other systems. Coordinates with the ordering department, purchasing department, accounts payable and the vendor or shipping company to resolve problems. May also perform some Stock Clerk duties.

	2004	2005	2006
A	421	428	435
B	428	435	443
C	442	449	457
D	458	465	473

Special Writer / Senior Special Writer

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.

	2004	2005	2006
A	1315	1336	1359
B	1367	1389	1413

*Special
Writer, Sr.*

A	958	974	991
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Staff Assistant I

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.

	2004	2005	2006
A	530	539	548
B	555	564	574
C	585	595	605
	<i>New York Scale</i>		
A	547	556	566
B	572	581	591
C	601	611	622

Staff Assistant II

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.

	2004	2005	2006
A	687	698	710
B	710	722	735
C	741	753	766
D	767	780	794

*Canadian
Scale*

A	749	761	774
B	772	785	799
C	808	821	835
D	836	850	865

Staff Writer (Barron's)

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.

	2004	2005	2006
A	1315	1336	1359
B	1367	1389	1413

Statistician

Under supervision, performs statistical work involving collection, compilation and verification of corporate and other data for publication; performs such other clerical and general duties as may be assigned.

	2004	2005	2006
A	637	647	658
B	666	677	689
C	696	707	719

Statistician, Senior

Performs all the duties of a Statistician with a minimum of supervision and, in addition, analyzes and prepares for publication corporate financial reports and other statistical news material. Statisticians may become eligible for this classification by demonstrating, in the opinion of management, superior ability and responsibility in statistical work.

	2004	2005	2006
A	745	757	770
B	777	790	804
C	811	824	838
D	844	858	873

Stock Clerk

Under general supervision, receives material, equipment and supplies. Counts and sorts articles and catalogues them. Stores incoming material in proper place. From bill of material or assembly drawings, distributes stock or components to proper place for use, assembly or shipping. Prepares and records inventory and keeps track of materials available in stockroom. Records stock requisitions.

	2004	2005	2006
A	421	428	435
B	428	435	443
C	442	449	457
D	458	465	473

Systems Administrator (See IT Jobs, Page)

Systems Administration Consultant (See IT Jobs, Page)

Systems Programmer (See IT Jobs, Page)

Systems Programmer, Senior (See IT Jobs, Page)

Systems Support Analyst (See IT Jobs, Page)

Systems Support Specialist (See IT Jobs, Page)

Systems Support Specialist, Senior (See IT Jobs, Page)

Systems Technician (See IT Jobs, Page)

Technical Architect (See IT Jobs, Page)

Technical Design Consultant (See IT Jobs, Page)

Technical Designer (See IT Jobs, Page)

Technical Support Analyst (See IT Jobs, Page)

Technical Support Engineer (See IT Jobs, Page)

Technical Technical (See IT Jobs, Page)

Technical Training Consultant (See IT Jobs, Page)

Telephone Operator

Under general supervision, operates PBX switchboard, cord or cordless. May operate a paging system and perform duties of receptionist. May check telephone bills and perform related clerical work. May transmit messages over record communications equipment.

	2004	2005	2006
A	470	478	486
B	481	489	498
	<i>New York Scale</i>		
A	470	478	486
B	481	489	498
C	487	495	504
D	504	512	521

Translation Editor

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.

	2004	2005	2006
A	937	952	969
B	980	996	1013
C	1022	1039	1057
D	1064	1081	1100

Typist

Under close supervision, performs straight typing of a routine sort, including form letters, reports, bills, envelope addressing or other copy material from rough draft or corrected copy; may perform routine clerical duties.

	2004	2005	2006
A	406	413	420
B	416	423	430
C	426	433	441
	<i>New York Scale</i>		
A	447	454	462
B	459	466	474
C	470	478	486

Typist, Senior

Under general supervision, types varied material of more than average difficulty; may include statistical typing. Involves planning, set-up and arrangement of work and exercise of some initiative and judgment. Requires more than ordinary skill in typing speed and accuracy (60wpm). May be required to perform related clerical duties and answer phone.

	2004	2005	2006
A	439	446	454
B	459	466	474
C	475	483	491

Typist, Statistical

Must be capable of performing all the duties of a Senior Typist; however, specializes in material that requires typing of a numerical nature, such as financial and statistical data. May verify totals on report forms. (Much of this work is non-routine in nature.)

	2004	2005	2006
A	470	478	486
B	487	495	504
C	504	517	526
	<i>New York Scale</i>		
A	485	493	502
B	505	513	522
C	525	534	543

Typist/Dictation

Take dictations (direct to the typewriter) over the telephone or in person, or from a recording device, of news material including market quotations and other statistical reports. Also performs clerical and general typing work. Must have a high degree of typing accuracy and speed and well above-average vocabulary and spelling ability. No shorthand is required.

	2004	2005	2006
A	486	494	503
B	507	515	524
C	520	528	537

*New York
Scale*

A	504	512	521
B	523	532	541
C	538	547	557

Wire Operator I

Under supervision, prepares and transmits news and messages on teletype, checking for accuracy. May be required to read tape and handle routine machine servicing. Duties may include related clerical work.

	2004	2005	2006
A	525	534	543
B	540	549	559
C	566	575	585

*New York
Scale*

A	542	551	561
B	557	566	576
C	583	593	603

Wire Operator II

Under a minimum of supervision, transmits news material on Dow Jones teletype and/or facsimile wires and similar equipment. Must be able to read tape and may be required to perform general duties related to wire transmitters and receivers of various types, including handling and filing of copy; routine machine servicing, and making troubleshooting calls when indicated.

	2004	2005	2006
A	626	636	647
B	642	652	663
C	659	670	682
D	694	705	717

New York

Scale

A	642	652	663
B	658	669	681
C	679	690	702
D	710	722	735

Wireperson I

Under close supervision, constructs electrical controls, machinery and electronic devices. Reads wiring diagrams and assembly drawings. Performs simple wiring of electrical machinery, equipment and cables. Installs component parts on printed circuit assemblies. May test motors, condensers and other electrical equipment.

	2004	2005	2006
A	451	458	466
B	472	480	488

Wireperson II

Under general supervision, constructs complex electrical controls and electronic equipment from assembly drawings or oral instructions. Must be competent to do all types of wiring and install components in complex assemblies using wiring diagrams and schematics or oral instructions. Diagnoses problems and faults in electrical and electromechanical devices, using schematics and written troubleshooting aids, and corrects problems in complex devices, replacing defective parts and materials.

	2004	2005	2006
A	525	534	543
B	548	557	567

Writer - Cable - TV

Drawing on various sources, writes stories in cable-tv style for transmission on appropriate equipment.

	2004	2005	2006
A	777	790	804
B	807	820	834
C	834	848	863
D	866	880	895
E	897	912	928
F	932	947	964

Information Technology Jobs

All job classifications in the Information Technology group, the descriptions for which are listed below, are subject to the following minimum scales, depending on the Tier of the particular job:

2004-2007 IT Scales

	Tier 1A	Tier 1	Tier 2	Tier 3	Tier 4
2004					
A	553	697	844	1,102	1,335
B	594	738	894	1,165	1,413
C	636	778	944	1,230	1,490
2005					
A	562	708	858	1,120	1,357
B	604	750	909	1,184	1,436
C	646	791	959	1,250	1,514
2006					
A	572	720	873	1,140	1,381
B	615	763	925	1,205	1,461
C	657	805	976	1,272	1,540

For purposes of IT jobs only, the “A” scale is the minimum salary for newly hired or newly promoted employees. Employees who have accumulated one full year of experience within a job classification or within IT jobs on the same Tier as of February 1 of any contract year shall be paid not less than the “B” scale for their Tier. Employees who have accumulated two full years of experience within a job classification or within IT jobs on the same Tier as of February 1 of any contract year shall be paid not less than the “C” scale for their Tier. Employees in these job classifications are not subject to the quarter-year experience credit calculations of Article III(A) of the contract.

IT Job Classifications

Table of Contents

Production Category
Computer Operator – Tier 1A
Computer Operator, Senior -- Tier 1
Data Center Specialist – Tier 1A
Operation Analyst – Tier 2
Operations Analyst, Senior – Tier 3
Customer Service Category
Customer Service Analyst – Tier 1
Customer Service Specialist – Tier 2
Customer Service Consultant – Tier 3
Customer Service Architect - Tier 4
Application Category
Application Programmer – Tier 1
Application Analyst – Tier 2
Application Development Consultant – Tier 3
Application Architect - Tier 4
Information Category
Data Warehouse Analyst - Tier 1
Data Warehouse Designer - Tier 2
Data Warehouse Consultant - Tier 3
Database Administrator - Tier 2
Database Administration Consultant - Tier 3
Information Architect - Tier 4
Technical Category
Systems Programmer – Tier 2

Senior Systems Programmer – Tier 3
Systems Support Analyst – Tier 1
Systems Support Specialist – Tier 2
Systems Support Specialist, Senior – Tier 3
Technical Support Analyst – Tier 1
Technical Support Engineer – Tier 2
Systems Technician - Tier 1
Systems Administrator – Tier 2
Systems Administration Consultant – Tier 3
Technical Designer – Tier 2
Technical Design Consultant – Tier 3
Technical Architect – Tier 4
Quality Assurance Category
Quality Assurance Analyst – Tier 1
Quality Assurance Designer – Tier 2
Quality Assurance Consultant – Tier 3
Desktop Systems Category
Desktop Systems Analyst – Tier 1
Desktop Systems Engineer – Tier 2
Senior Desktop Systems Engineer – Tier 3
Training Category
Technical Trainer – Tier 2
Technical Training Consultant – Tier 3
Documentation Category
Technical Writer – Tier 2
Network Category
Network Engineer – Tier 2
Network Engineer Senior – Tier 3
Network Engineering Architect – Tier 4
Network Operator – Tier 1
Network Analyst – Tier 2
Network Analyst, Senior – Tier 3
Network Operations Architect – Tier 4
Project Category
Project Administrator – Tier 2
Project Coordinator – Tier 3
Business Category
Business Analyst – Tier 1
Business Designer – Tier 2
Business Consultant – Tier 3
Business Architect - Tier 4
Security Category

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

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 as 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 rule sets.
- 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 Developer	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.

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.