

2007-2010

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.

	2007	2008	2009
A	724	735	746
B	752	763	774
C	789	801	813
D	820	832	844

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.

	2007	2008	2009
A	903	917	931
B	936	950	964
C	970	985	1000
D	1006	1021	1036

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.

	2007	2008	2009
A	420	426	432
B	435	442	449
C	447	454	461

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.

	2007	2008	2009
A	457	464	471

B	480	487	494
C	498	505	513
D	514	522	530

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.

	2007	2008	2009
A	554	562	570
B	578	587	596
C	602	611	620

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.

	2007	2008	2009
A	758	769	781
B	796	808	820
C	848	861	874
D	882	895	908
<i>Canadian Scale</i>			
A	825	837	850
B	868	881	894
C	923	937	951
D	961	975	990

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.

	2007	2008	2009
A	882	895	908
B	919	933	947
C	952	966	980
D	989	1004	1019
<i>Canadian Scale</i>			
A	961	975	990
B	1000	1015	1030
C	1037	1053	1069
D	1076	1092	1108

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.

	2007	2008	2009
A	961	975	990
B	984	999	1014
C	1009	1024	1039
D	1041	1057	1073

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.

	2007	2008	2009
A	449	456	463
B	460	467	474
C	473	480	487

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.

	2007	2008	2009
A	589	598	607
B	608	617	626
C	626	635	645
D	646	656	666
E	668	678	688

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.

	2007	2008	2009
A	541	549	557
B	564	572	581
C	585	594	603

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.

	2007	2008	2009
A	652	662	672
B	674	684	694
C	702	713	724
D	732	743	754

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.

	2007	2008	2009
A	541	549	557
B	564	572	581
C	585	594	603

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.

	2007	2008	2009
A	652	662	672
B	674	684	694
C	702	713	724
D	732	743	754

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.

	2007	2008	2009
A	652	662	672
B	674	684	694
C	702	713	724
D	732	743	754

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.

	2007	2008	2009
A	765	776	788
B	788	800	812
C	818	830	842
D	844	857	870

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.

	2007	2008	2009
A	652	662	672
B	674	684	694
C	702	713	724
D	732	743	754

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.

	2007	2008	2009
A	765	776	788
B	788	800	812
C	818	830	842
D	844	857	870

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.

	2007	2008	2009
A	732	743	754

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.

	2007	2008	2009
A	732	743	754

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.

	2007	2008	2009
A	652	662	672
B	674	684	694
C	702	713	724
D	732	743	754

APPLICATION ANALYST (See IT Jobs, Page)

APPLICATION ARCHITECT (See IT Jobs, Page)

APPLICATION DEVELOPMENT CONSULTANT (See IT Jobs, Page)

APPLICATION PROGRAMMER (See IT Jobs, Page)

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.

	2007	2008	2009
A	523	531	539
B	550	558	566
<i>New York Scale</i>			
A	540	548	556
B	568	577	586

BUILDING ATTENDANT

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

	2007	2008	2009
A	413	419	425

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.

	2007	2008	2009
A	646	656	666
B	675	685	695

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.

	2007	2008	2009
A	550	558	566
B	568	577	586

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.

	2007	2008	2009
A	687	697	707
B	720	731	742
C	749	760	771

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.

	2007	2008	2009
A	824	836	849
B	858	871	884
C	889	902	916
D	919	933	947

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.

	2007	2008	2009
A	1326	1346	1366
B	1405	1426	1447

C	1486	1508	1531
D	1583	1607	1631

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 judgment and a detailed knowledge of purchasing functions and responsibilities. The buyer is usually responsible for a specific category(s) or department(s). There may be some record maintenance responsibility. Items purchased fall within well-defined areas. Typical responsibilities may include:

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

	2007	2008	2009
A	678	688	698
B	706	717	728
C	737	748	759

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.

	2007	2008	2009
A	817	829	841
B	857	870	883

C	906	920	934
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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.

	2007	2008	2009
A	776	788	800
B	812	824	836
C	848	861	874

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.

	2007	2008	2009
A	533	541	549
B	565	573	582
C	589	598	607
<i>New York Scale</i>			
A	551	559	567
B	583	592	601
C	606	615	624

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.

	2007	2008	2009
A	608	617	626

CLASSIFIED AD SALES ACCOUNT COORDINATOR, SENIOR

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

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

	2007	2008	2009
A	743	754	765

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.

	2007	2008	2009
A	568	577	586

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.

	2007	2008	2009
A	608	617	626
<i>New York Scale</i>			
A	627	636	646

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.

	2007	2008	2009
A	743	754	765
B	771	783	795

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.

	2007	2008	2009
A	784	796	808
B	800	812	824
C	818	830	842
D	871	884	897

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.

	2007	2008	2009
A	506	514	522
B	522	530	538
C	539	547	555

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.

	2007	2008	2009
A	678	688	698
B	706	717	728

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.

	2007	2008	2009
A	602	611	620

CLERK

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

	2007	2008	2009
A	414	420	426
B	426	432	438
C	436	443	450
<i>New York Scale</i>			
A	448	455	462
B	456	463	470
C	464	471	478
D	471	478	485

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

	2007	2008	2009
A	452	459	466
B	460	467	474
C	474	481	488
D	490	497	504

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.

	2007	2008	2009
A	542	550	558
B	562	570	579
C	590	599	608

COMPUTER OPERATOR, SENIOR (See IT Jobs, Page)**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.

	2007	2008	2009
A	1174	1192	1210
B	1237	1256	1275
C	1304	1324	1344
D	1372	1393	1414
E	1429	1450	1472
<i>Canadian Scale</i>			
A	1279	1298	1317
B	1347	1367	1388
C	1420	1441	1463
D	1495	1517	1540
E	1556	1579	1603

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.

	2007	2008	2009
A	829	841	854
B	861	874	887
C	914	928	942
D	1017	1032	1047
E	1076	1092	1108
F	1133	1150	1167

<i>Canadian Scale</i>			
A	902	916	930
B	939	953	967
C	995	1010	1025
D	1108	1125	1142
E	1171	1189	1207
F	1233	1251	1270

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.

	2007	2008	2009
A	706	717	728
B	733	744	755
C	762	773	785
D	807	819	831
<i>New York Scale</i>			
A	726	737	748
B	751	762	773
C	784	796	808
D	827	839	852

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.

	2007	2008	2009
A	732	809	821
B	774	855	868
C	817	903	917
D	862	953	967
E	912	926	940

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.

	2007	2008	2009
A	529	537	545
B	544	552	560
<i>New York Scale</i>			
A	544	552	560

B	564	572	581
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CREDIT ANALYST

Under minimal direction, collects outstanding accounts receivable in a timely manner; monitors accounts for required outside collection activity, write-offs 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.

	2007	2008	2009
A	585	594	603

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.

	2007	2008	2009
A	544	552	560
B	561	569	578
C	574	583	592

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.

	2007	2008	2009
A	470	477	484
B	486	493	500
C	498	505	513

CUSTOMER SERVICE CONSULTANT (See IT Jobs, Page)

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.

	2007	2008	2009
A	544	552	560
B	561	569	578
C	574	583	592

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.

	2007	2008	2009
A	626	635	645
B	648	658	668
C	672	682	692
D	697	707	718

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.

	2007	2008	2009
A	740	751	762
B	768	780	792

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).

	2007	2008	2009
A	626	635	645
B	648	658	668
C	672	682	692
D	697	707	718

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.

	2007	2008	2009
A	574	583	592
B	594	603	612
C	623	632	641
D	655	665	675

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.

	2007	2008	2009
A	717	728	739
B	745	756	767
C	775	787	799

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.

	2007	2008	2009
A	668	678	688
B	699	709	720

C	730	741	752
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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.

	2007	2008	2009
A	782	794	806
B	816	828	840
C	851	864	877
D	886	899	912

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.

	2007	2008	2009
A	677	687	697
B	700	711	722
C	728	739	750

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.

	2007	2008	2009
A	796	808	820
B	828	840	853
C	862	875	888
D	895	908	922
E	933	947	961
F	971	986	1001

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.

	2007	2008	2009
A	538	546	554
B	563	571	580
C	586	595	604

EDITIONS 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.

	2007	2008	2009
A	1201	1219	1237
B	1259	1278	1297
C	1322	1342	1362
D	1382	1403	1424

EDITOR, MULTIMEDIA

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

	2007	2008	2009
A	829	841	854
B	861	874	887

C	914	928	942
D	1017	1032	1047
E	1076	1092	1108
F	1133	1150	1167

GLOBAL LAYOUT COORDINATOR

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

	2007	2008	2009
A	862	875	888
B	880	893	906
C	900	914	928
D	958	972	987

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.

	2007	2008	2009
A	732	743	754
B	774	786	798
C	817	829	841
D	862	875	888
E	912	926	940

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.

	2007	2008	2009
A	644	654	664
B	674	684	694
C	708	719	730

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.

	2007	2008	2009
A	922	936	950
B	986	1001	1016
C	1054	1070	1086
D	1128	1145	1162
E	1208	1226	1244

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.

	2007	2008	2009
A	900	914	928
B	962	976	991
C	1030	1045	1061
D	1102	1119	1136
E	1179	1197	1215

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.

	2007	2008	2009
A	863	876	889
B	925	939	953
C	989	1004	1019
D	1084	1100	1117
E	1146	1163	1180

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.

	2007	2008	2009
A	770	782	794
B	814	826	838
C	855	868	881
D	903	917	931

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.

	2007	2008	2009
A	956	970	985
B	1010	1025	1040
C	1063	1079	1095

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.

	2007	2008	2009
A	1010	1025	1040
B	1074	1090	1106
C	1137	1154	1171
D	1217	1235	1254

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.

	2007	2008	2009
A	867	880	893
B	928	942	956
C	1000	1015	1030

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.

	2007	2008	2009
A	1056	1072	1088
B	1141	1158	1175

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.

	2007	2008	2009
A	608	617	626
B	628	637	647
C	658	668	678
D	686	696	706

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.

	2007	2008	2009
A	574	583	592
B	594	603	612
C	623	632	641
D	655	665	675

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.

	2007	2008	2009
A	796	808	820
B	828	840	853
C	862	875	888
D	895	908	922
E	933	947	961
F	971	986	1001

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.

	2007	2008	2009
A	829	841	854
B	861	874	887
C	914	928	942
D	1017	1032	1047
E	1076	1092	1108
F	1133	1150	1167

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.

	2007	2008	2009
A	1174	1192	1210
B	1237	1256	1275
C	1304	1324	1344
D	1372	1393	1414
E	1429	1450	1472

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.

	2007	2008	2009
A	657	667	677
B	688	698	708
C	719	730	741

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(B) are excluded.) No employee shall be classified as an Intern for longer than one year without review by both the Company and the Union. Minimum scale for this position shall be \$10.00 per hour.

	2007	2008	2009
A	355	360	365

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.

	2007	2008	2009
A	414	420	426
B	426	432	438
C	436	443	450

MAIL DESK LEAD

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.

	2007	2008	2009
A	542	550	558
B	562	570	579

C	590	599	608
<i>New York Scale</i>			
A	562	570	579
B	579	588	597
C	606	615	624

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.

	2007	2008	2009
A	958	972	987
B	996	1011	1026
C	1030	1045	1061
D	1071	1087	1103

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.

	2007	2008	2009
A	732	743	754
B	758	769	781
C	790	802	814
D	825	837	850

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.

	2007	2008	2009
A	640	650	660
B	667	677	687
C	694	704	715

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.

	2007	2008	2009
A	782	794	806
B	825	837	850
C	864	877	890

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.

	2007	2008	2009
A	442	449	456
B	455	462	469
C	470	477	484
D	492	499	506
<i>Canadian Scale</i>			
A	480	487	494
B	495	502	510
C	512	520	528
D	535	543	551
<i>New York Scale</i>			
A	459	466	473
B	474	481	488
C	488	495	502
D	509	517	525

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 EditorialPage desks);
- Assists news department in checking copy for accuracy and making corrections during preparation for publication;
- Performs library functions of such other general news work as may be assigned.

	2007	2008	2009
A	591	600	609
B	610	619	628
C	639	649	659
D	669	679	689
<i>Canadian Scale</i>			
A	644	654	664
B	665	675	685
C	695	705	716
D	728	739	750
<i>New York Scale</i>			
A	608	617	626
B	628	637	647
C	658	668	678
D	686	696	706

NEWSCASTER/PRODUCTION ASSOCIATE MORNING SHOW

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

	2007	2008	2009
A	1220	1257	1295
B	1280	1318	1358
C	1340	1380	1421

NEWSCASTER/PRODUCTION ASSOCIATE PODCAST

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

	2007	2008	2009
A	1100	1133	1167
B	1150	1185	1221
C	1200	1236	1273

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.

	2007	2008	2009
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A	1266	1285	1304
B	1339	1359	1379
C	1395	1416	1437

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

	2007	2008	2009
A	413	419	425
B	424	430	436
C	434	441	448

OPERATIONS ANALYST (See IT Jobs, Page)

OPERATIONS ANALYST, SENIOR (See IT Jobs, Page)

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.

	2007	2008	2009
A	784	796	808
B	800	812	824
C	818	830	842
D	870	883	896

PAGINATION COORDINATOR, SENIOR

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

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

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

	2007	2008	2009
A	917	931	945

B	934	948	962
C	954	968	983
D	1013	1028	1043

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.

	2007	2008	2009
A	496	503	511
B	523	531	539
C	544	552	560

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

	2007	2008	2009
A	802	814	826
B	824	836	849
C	852	865	878
D	880	893	906

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.

	2007	2008	2009
A	571	580	589
B	597	606	615

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.

	2007	2008	2009
A	650	660	670
B	736	747	758
C	824	836	849

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.

	2007	2008	2009
A	1028	1043	1059
B	1071	1087	1103
C	1113	1130	1147

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.

	2007	2008	2009
A	900	914	928
B	943	957	971
C	985	1000	1015

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.

	2007	2008	2009
A	668	678	688
B	696	706	717

C	725	736	747
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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.

	2007	2008	2009
A	545	553	561
B	570	579	588

PROJECT ADMINISTRATOR (See IT Jobs, Page)

PROJECT COORDINATOR (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.

	2007	2008	2009
A	732	743	754
B	758	769	781
C	790	802	814
D	825	837	850

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.

	2007	2008	2009
A	512	520	528
B	536	544	552
C	566	574	583
D	597	606	615

QUALITY ASSURANCE ANALYST (See IT Jobs, Page)

QUALITY ASSURANCE CONSULTANT (See IT Jobs, Page)

QUALITY ASSURANCE DESIGNER (See IT Jobs, Page)

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.

	2007	2008	2009
A	438	445	452
B	447	454	461
C	462	469	476
D	487	494	501

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.

	2007	2008	2009
A	597	606	615
B	617	626	635
C	640	650	660
D	665	675	685
E	691	701	712

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.

	2007	2008	2009
A	908	922	936
B	945	959	973
C	992	1007	1022
D	1078	1094	1110
E	1164	1181	1199
F	1277	1296	1315
<i>Canadian Scale</i>			
A	990	1005	1020
B	1028	1043	1059
C	1080	1096	1112
D	1173	1191	1209
E	1267	1286	1305
F	1391	1412	1433

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.

	2007	2008	2009
A	796	808	820
B	828	840	853
C	862	875	888
D	895	908	922
E	933	947	961
F	971	986	1001

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.

	2007	2008	2009
A	706	717	728
B	744	755	766
C	774	786	798
<i>Canadian Scale</i>			
A	769	781	793
B	809	821	833
C	842	855	868

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.

	2007	2008	2009
A	413	419	425
B	424	430	436
C	434	441	448

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.

	2007	2008	2009
A	693	703	714
B	723	734	745
C	750	761	772
<i>Canadian Scale</i>			
A	755	766	777
B	787	799	811
C	816	828	840

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.

	2007	2008	2009
A	597	606	615
B	617	626	635
C	640	650	660
D	665	675	685
E	691	701	712

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.

	2007	2008	2009
A	506	514	522
B	523	531	539
C	546	554	562
D	571	580	589
<i>Canadian Scale</i>			
A	550	558	566
B	569	578	587
C	596	605	614
D	622	631	640
<i>New York Scale</i>			
A	523	531	539
B	543	551	559
C	566	574	583
D	590	599	608

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.

	2007	2008	2009
A	614	623	632
B	630	639	649
C	651	661	671

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.

	2007	2008	2009
A	442	449	456
B	450	457	464
C	464	471	478
D	480	487	494

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.

	2007	2008	2009
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[Special Writer]

A	1379	1400	1421
B	1434	1456	1478

[Special Writer, Sr.]

A	1596	1620	1644
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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.

	2007	2008	2009
A	564	572	581
B	590	599	608
C	622	631	640
<i>New York Scale</i>			
A	582	591	600
B	607	616	625
C	639	649	659

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.

	2007	2008	2009
A	721	732	743
B	746	757	768
C	777	789	801
D	806	818	830
<i>Canadian Scale</i>			
A	786	798	810
B	811	823	835
C	848	861	874
D	878	891	904

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.

	2007	2008	2009
A	1379	1400	1421
B	1434	1456	1478

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.

	2007	2008	2009
A	668	678	688
B	699	709	720
C	730	741	752

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.

	2007	2008	2009
A	782	794	806
B	816	828	840
C	851	864	877
D	886	899	912

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.

	2007	2008	2009
A	442	449	456
B	450	457	464
C	464	471	478
D	480	487	494

SYSTEM SUPPORT OPERATOR

Under supervision responsible for some or all of:

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

	2007	2008	2009
A	504	512	520
B	530	538	546
C	563	571	580

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 TRAINER (See IT Jobs, Page)

TECHNICAL TRAINING CONSULTANT (See IT Jobs, Page)

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.

	2007	2008	2009
A	984	999	1014
B	1028	1043	1059
C	1073	1089	1105
D	1117	1134	1151

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:

2007-2010 IT Scales

	Tier 1A	Tier 1	Tier 2	Tier 3	Tier 4
2007					
A	581	731	886	1,157	1,402
B	624	774	939	1,223	1,483
C	667	817	991	1,291	1,563
2008					
A	590	742	899	1,174	1,423
B	633	786	953	1,241	1,505
C	677	829	1006	1,310	1,586
2009					
A	599	753	912	1,192	1,444
B	642	798	967	1,260	1,528
C	687	841	1021	1,330	1,610

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 a vendor liaison.(provides vendor management)

Systems Support Analyst – Tier 1

Overtime Status: Non-Exempt

Under supervision provides support, maintenance and operation of electronic and electromechanical systems used to produce publications or products at various corporate locations.

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

Systems Support Specialist – Tier 2

Overtime Status: Non-Exempt

Under minimal supervision provides support, maintenance and operation of electronic and electromechanical systems used to produce publications or products at various corporate locations.

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

Systems Support Specialist, Senior – Tier 3

Overtime Status: Non-Exempt

Works independently, providing support, maintenance and operation of electronic and electromechanical systems used to produce publications or products at various corporate locations.

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

Technical Support Analyst – Tier 1

Overtime Status: Non-Exempt

Under supervision, analyzes, troubleshoots, repairs, and resolves any technical problems on supported equipment to the component level.

- Initiate request(s) for the necessary supplies/parts required for day-to-day operation.
- Provide telephone support.
- Assist in the installation and training of systems when necessary.
- Assist in the development, modification, and (or) upgrade of any new or existing systems/equipment.

Technical Support Engineer – Tier 2

Overtime Status: Non-Exempt

Under minimal supervision, analyzes, troubleshoots, repairs and resolves any technical problems on supported equipment to the component level. Maintains records and histories of all repaired components and communicates with management and other corporate departments, as well as outside vendors, on problems encountered, and suggests possible improvements.

- Supplies telephone support to corporate technical staff when necessary.
- Provide training and guidance for technical staff.
- Provide user training of supported equipment.
- Install and modify supported systems.
- Develop tests and maintenance policies
- Works with vendors to resolve replacement or modification issues.

Systems Technician - Tier 1

Overtime Status: Non-Exempt

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

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

Systems Administrator – Tier 2

Overtime Status: Non-Exempt

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

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

Systems Administration Consultant – Tier 3

Overtime Status: Exempt

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

- Acts as the technical lead for a project.
- Performs investigation and analysis to solve problems.
- Assists in server configuration.
- Acts as a vendor liaison. (vendor management)
- Installs, configures, and maintains server based firewalls and rulesets.
- Perform limited database administrator functions.
- Helps design server topology.

- Establishes / recommends policies on system use and services.
- Perform analysis to tune systems.
- Provides training and guidance to technical staff.

Technical Designer – Tier 2

Overtime Status: Non-Exempt

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

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

Technical Design Consultant – Tier 3

Overtime Status: Exempt

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

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

Technical Architect – Tier 4

Overtime Status: Exempt

Leads the multi-disciplined technical team for deployment of new technologies. This includes translating complex business requirements and aligning the appropriate technology architecture solution to support business needs. Has the ability to deliver technology architectures at the enterprise level (multiple systems). Works with other groups supporting corporate

projects. Leads effort to create production-ready configurations in the delivery of flagship architectures/technologies via business focused projects.

Responsibilities include:

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

QUALITY ASSURANCE CATEGORY

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

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

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

Quality Assurance Analyst – Tier 1

Overtime Status: Non-Exempt

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

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

Quality Assurance Designer – Tier 2

Overtime Status: Non-Exempt

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

- Provides business specification and prototype consulting to develop testing approach and requirements for project teams.
- Implements and supports quality assurance programs and services.
- Provides test planning advice and testing standards support services.
- Supports the testing environment ,usability and acceptance testing.
- Coordinates operational readiness testing-support.
- Support stress, functionality and compatibility testing.
- Participates in integration testing support services.
- Works with customers in a support role to achieve successful implementations.
- Conducts post-implementation reviews to ensure that the business system solution delivers as expected. (timeliness, quality, cost)

Quality Assurance Consultant – Tier 3

Overtime Status: Exempt

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

Responsibilities include:

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

DESKTOP SYSTEMS CATEGORY

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

Desktop Systems Engineer, Senior	Tier 3
Desktop Systems Engineer	Tier 2
Desktop Systems Analyst	Tier 1

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

Desktop Systems Analyst – Tier 1

Overtime Status: Non-Exempt

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

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

Desktop Systems Engineer – Tier 2

Overtime Status: Non-Exempt

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

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

Senior Desktop Systems Engineer – Tier 3

Overtime Status: Exempt

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

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

TRAINING CATEGORY

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

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

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

Technical Trainer – Tier 2

Overtime Status: Non-Exempt

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

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

DOCUMENTATION CATEGORY

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

Technical Writer	Tier 2
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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, operate, maintains and administers network operations. This category contains two sub-categories; Network Operations and Network Engineer.

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

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

Network Engineer – Tier 2

Overtime Status: Exempt

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

Responsible for one or more of the following:

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

Network Engineer Senior – Tier 3

Overtime Status: Exempt

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

Responsible for one or more of the following:

- Acts as principal designer for major voice/data telecommunications systems and their subsystems through a thorough understanding of available technology, tools and existing designs.
- Develops complex, tiered network designs.
- May participate in network Architecture decisions
- Performs analysis, design, documentation, testing, implementation and on-going support for complex networking technologies.

- Acts as technical leader for large, complex projects; assists in planning, organizing and controlling the activities as well as the development of the network project plan and timetables.
- Provides technical consulting and leadership to identify and implement new networking technologies, which assist the business units in meeting their strategic objectives.
- Acts as a technical consultant to technology staff members during all phases of the planning, design, implementation or operations process.

Network Engineering Architect – Tier 4

Overtime Status: Exempt

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

Responsible for one or more of the following:

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

Network Operator – Tier 1

Overtime Status: Non-Exempt

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

Overall responsibilities are:

- Follows methods and procedures to support administer, install, and maintain the operation of all network equipment to ensure proper functioning of lines, hardware and software through the use of network management tools and systems.
- Identification and resolution of network problems utilizing structured troubleshooting methods, techniques and tools.
- Follows defined escalation and notification processes.
- Notifies Management and clients of network troubles through a tiered notification and escalation process.
- Provides basic help desk support for client areas, including providing information on trouble resolution and network status.
- Participates with vendors, common carriers and technical staff during problem analysis/resolution, and post-mortem analyses as required.
- Performs network administration functions, including the implementation of documented changes.

- Ensures that standard operating procedures for the network, technical specifications and documents, drawings, system documentation including operating manuals are kept current.
- Tracks and documents defined network performance metrics and statistical data, and produces standardized reports.
- Follows network security policies.

Network Analyst – Tier 2

Overtime Status: Non-Exempt

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

Overall responsibilities are:

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

Network Analyst, Senior – Tier 3

Overtime Status: Exempt*

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

Overall responsibilities are:

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

Network Operations Architect – Tier 4
Overtime Status: Exempt

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

Overall responsibilities are:

- Analyzes network performance data and approves recommendations for changes to ensure high performance, and high reliability, of the network.
- Approves processes and procedures for trouble resolution, coordinating with network operations and engineering staff, vendors, and carriers.
- Provides the highest in-house level of tiered network operations support and engages vendor support as required.
- Communicates with senior management and clients on status of network troubles and expected resolution through a tiered notification and escalation process.
- Approves conclusions and recommendations of post-mortems for severe network-affecting events.
- Reviews, evaluates, and utilizes troubleshooting procedures for network problems utilizing structured methods, techniques and tools.
- Represents network operations in the review of all designs and architectures to be implemented in the production network. Ensures that network operations is trained and has the proper tools to support new technology as well as ensure the design is operationally manageable.
- Develops vendor requirements for network reliability and contingency, and reviews disaster recovery and security plans.
- Conduct or organize training sessions.
- Reviews and evaluates changes to network operations hardware and software listings.
- Assists in the evaluation of vendor proposals and in the benefits of changes in hardware, communications protocols, tools, switching methods, access methods, tariffs, and in the procurement of software and equipment.
- Reviews and evaluates recommendations made for changes to network elements, processes, or tools to improve quality and timeliness or trouble resolution.

PROJECT CATEGORY

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

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

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

Project Administrator – Tier 2

Overtime Status: Non-Exempt

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

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

Project Coordinator – Tier 3

Overtime Status: Exempt

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

- Maintains existing on-going working relationships with business partners, customers and corporate systems community.
- Works with the business representative to prepare functional requirements.
- Coordinates the project budget, scope of work, project schedule and project team. May prepare timely project status reports.
- Prepares technical requirements.
- Understands project scope and objectives, as well as the roles of all team members, to effectively coordinate the activities of the team.
- Tracks project progress according to the planned deliverables.
- Identifies issues that impact scope, budget or schedule associated with successful project completion.
- Assures all documentation and training are complete, acceptable and in accordance with standards.
- May also perform other functions on the project team as required by area of expertise. (e.g. business, application or technical consultant)
- Maintains current knowledge of application, information and technical architecture standards as well as industry-wide technical innovations.

- Provides input to the delivery of system standards via the analysis of business requirements.
- Prepares project plan and could perform project administration tasks
- Closes out a project, reviews and shares best practices and lessons learned.

BUSINESS CATEGORY

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

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

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

Business Analyst – Tier 1

Overtime Status: Non-Exempt

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

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

Business Designer – Tier 2

Overtime Status: Non-Exempt

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

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

Business Consultant – Tier 3

Overtime Status: Exempt

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

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

SECURITY CATEGORY

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

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

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

Disaster Recovery Engineer – Tier 2

Overtime Status: Non-Exempt

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

Overall responsibilities are:

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

Disaster Recovery Consultant – Tier 3

Overtime Status: Exempt

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

Overall responsibilities are:

- Recommend corporate policies and procedures for disaster recovery/business continuation.
- Provides leadership by coordinating all aspects of plan development for corporate groups both nationally and internationally.
- Perform risk assessments and present recommendations to management.
- Work with management in selection of the best solution for recovery of their operation that will also be the most cost-effective choice for our company.
- Assist with recovery services vendor selection and contract negotiations.
- Develop disaster recovery/ business continuation plans that document the personnel and steps to be executed to restore the business function.
- Plan, coordinate and audit tests.
- Act as a consultant for other corporate personnel who are assigned business recovery projects and activities.
- Monitor and maintain project management information.

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