

2024 CAREER GUIDE

for Technology Professionals





2024 Career Guide

FOR TECHNOLOGY PROFESSIONALS

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2024 Outlook

Heading into 2023, many were bracing for an almost certain recession. However, despite these concerns, the labor market simply maintained a slow, but steady pace of growth. This resilience has led to a more cautiously optimistic outlook: hope for a possible “soft landing” of reduced inflation without a recession and massive unemployment.

As of the publication of this guide, job growth is consistent, unemployment remains low, labor force participation rates are holding steady (or slightly increasing), and the rate of workers quitting is returning to pre-pandemic levels. We’re still keeping an eye on the possibility of a recession—after all, the full impact of Federal Reserve interest rate changes can take 6 to 12 months to ripple through the economy.

However, one thing remains certain: competition in today’s job market is fierce as ever, so showcasing your value and staying tuned in to market trends is paramount.

Our 2024 Guide for IT Professionals is designed to help you:

- ▶ Gain insights into IT roles, ensuring you’re well-informed and prepared.
- ▶ Boost your confidence in career discussions, knowing the unique value you bring to the negotiating table.
- ▶ Equip you with the knowledge and tools to make informed career decisions and develop strategies for long-term growth.



Trends to Watch

Temporary employment continues to trend down, declining by 242,000 since March 2022. In the past, dips in temp employment have been leading indicators of recessions. That being said, temp employment is still higher than (or on par with) pre-pandemic levels.

In 2023, the Federal Reserve raised interest rates to address inflation. This means that while there could be an initial rise in wages in 2024, the momentum of this wage growth will likely taper off as the year progresses.

The labor force participation rate hasn't fully bounced back to its pre-pandemic levels, possibly because many individuals aged 55 and older chose early retirement during the pandemic. However, it's interesting to note that the participation rates for those aged 25 to 54 have seen a significant uptick.

Top In-Demand Technology Jobs in 2024

IT Service Desk/ Support

Day-to-Day: Respond to IT issues; from computer systems and software, to hardware or network troubleshooting.

Skill Highlight: Technical troubleshooting, customer service, and familiarity with common operating systems and software.

Career Trajectory: Can progress to roles like IT Support Specialist, IT Support Manager, or Systems Administrator.

Average Salary Range: \$35,000 - \$55,000

Software Developer

Day-to-Day: Design, code, test, and maintain software or applications to meet user needs.

Skill Highlight: Proficiency in programming languages like Python, Java, or C#. Problem-solving and logical thinking.

Career Trajectory: Can transition to roles like Senior Software Developer, Software Architect, or Tech Lead.

Average Salary Range: \$80,000 - \$120,000

Security Analysts & Engineers

Day-to-Day: Monitor and safeguard information systems from security breaches. Implement security protocols and conduct risk assessments.

Skill Highlight: Knowledge of malware, firewalls, and intrusion detection systems.

Career Trajectory: Can move up to roles like Senior Security Analyst, Security Architect, or CISO.

Average Salary Range: \$75,000 - \$110,000

Systems & Network Engineers

Day-to-Day: Design, implement, and oversee computer networks. Ensure network security, capacity, and performance are optimal.

Skill Highlight: Network configuration, troubleshooting, and expertise in network protocols.

Career Trajectory: Can move up to roles such as Senior Network Engineer or Network Architect.

Average Salary Range: \$70,000 - \$100,000

Data Scientists & Engineers

Day-to-Day: Analyze large datasets to derive meaningful insights. Design and construct data architectures and complex queries.

Skill Highlight: Statistical analysis, proficiency in languages like R or Python, and data visualization.

Career Trajectory: Can progress to roles such as Senior Data Scientist or Chief Data Officer.

Average Salary Range: \$90,000 - \$140,000

A man in a dark suit and light-colored trousers is riding a black bicycle. He is holding a coffee cup in his left hand and has a black bag slung over his shoulder. He is looking out over a city skyline across a body of water. The scene is set during sunset or sunrise, with a warm, golden light. A white geometric line graphic is overlaid on the image, forming a large triangle that points towards the text.

▶ IT Careers

With an emphasis on cloud computing, the collection and storage of big data, and information security, the demand for skilled IT talent is as robust as ever. To help you understand the roles in high demand and the expectations for those roles, take a look at the following job descriptions and salary data for key positions in IT.

Agile

Agile Coach

- Provides consulting, coaching, and training on Agile practices to enhance Agile software development practices.
- Identifies organizational impediments to successful Agile transformation and works to effectively resolve them.
- May manage others.
- Requires a bachelor's degree in area of specialty and 10 years of relevant experience.

DevOps Engineer

- Develops, maintains, and optimizes the software development environment.
- Responsible for infrastructure, build, integration and software deployment process.
- Creates email accounts and provides system access.
- Should know scripting languages such as Ruby and Python.
- Requires a bachelor's degree in area of specialty and 2 years of relevant experience.

Product Owner

- Key stakeholder of a product or product who translates business needs into product requirements and communicates these to the Scrum Team.
- Maintains a prioritized features list for product and works closely with the Scrum Master to ensure goals are met.
- Requires a bachelor's degree in area of specialty and 6 years of relevant experience.

RTE/Release Train Engineer

- Leads Agile transformation and successful execution of one or more value streams (Release Trains) to support the delivery of strategic technology products.
- Hybrid role that balances Agile leadership and program management to help software development teams build and deliver solutions more efficiently.
- Requires a bachelor's degree in area of specialty and 8 years of relevant experience.

Scrum Master

- Leads Agile process for one or more Scrum Teams to ensure delivery and releases are within scope.
- Responsible for ongoing development of team and continued improvement of development process, product quality and quantity of work delivered.
- Guides and coaches Scrum Team.
- Requires a bachelor's degree in area of specialty and 7 years of relevant experience.
- Scrum Master certification typically preferred.

Analyst

Applications Systems Analyst

- Responsible for planning, designing, and implementing information systems.
- Performs encoding, testing, debugging and installation activities as necessary.
- Works with organizational end users to clarify current operating procedures and communicate program objectives.
- Relies on established guidelines and instructions, as well as knowledge and professional discretion to perform daily job functions.
- Usually reports to a project leader or manager.
- May require a bachelor's degree in a related area.

Business Analyst

- Analyzes and evaluates business systems and user needs to align systems with overall business strategies.
- Studies system capabilities and data to improve procedures and develop solutions to business problems.
- Manages requirements at the project level to drive process changes and manage project scope.
- Requires strong management skills and an associate degree.

Change Management Specialist

- Evaluates the impact of change, including the implementation or revision of business processes, systems, and technology.
- Conducts an organizational assessment to determine change management strategies that minimize disruption and ensure optimal results.
- Offers recommendations to senior management based on research and experience.
- Relies on extensive knowledge and professional discretion to achieve goals.
- Usually reports to top management and is considered the top-level specialist in the field.
- Significant ingenuity and flexibility expected.
- Requires a master's degree in area of specialty and 7 years of relevant experience.

Data Analyst

- Analyzes data using a variety of techniques.
- Plans, executes, and monitors business solutions.
- Works directly with clients and project and business leaders to identify analytical requirements.
- Relies on established guidelines and instructions to perform daily job functions, as well as limited knowledge and professional discretion to achieve goals.
- Requires a bachelor's degree in area of specialty.

Database Development, Administration & Bi

Big Data Engineer/Architect

- Provides clean, usable data to clients.
- Ensures that data pipelines are scalable, repeatable and secure.
- Builds high-performance algorithms and proof of concepts.
- Knowledgeable of coding languages and big data technologies.
- Usually reports to a supervisor.
- Requires a bachelor's degree in area of specialty and 3-5 years of relevant experience.

Business Intelligence Analyst

- Analyzes data to extract market and business trends to increase profit, performance, and efficiency.
- Develops and documents business objectives, data requirements, processing documentation and specifications.
- Possesses strong analytical, leadership, communication, and documentation skills.
- Usually reports to Business Intelligence Manager.
- Requires a bachelor's degree in area of specialty and at least 5 years of relevant experience.
- An advanced degree in area of specialty may also be required.

Business Intelligence Architect

- Designs, develops, and enforces standards and architecture for installing, configuring and using business intelligence applications.
- Works collaboratively with a team of senior software architects and developers to implement solutions.
- Designs specifications and standards for semantic layers and multidimensional models for complex business intelligence projects across all environments.
- Usually reports to Business Intelligence Manager or Director.
- Requires a bachelor's degree in area of specialty and at least 8 years of relevant experience.
- An advanced degree in area of specialty may also be required.

Business Intelligence Developer

- Responsible for the technical development of the company's business intelligence applications.
- Builds solutions that enable clients to solve complex technical challenges using SS&C technology.
- Primarily works with databases and different types of reporting, visualization, or analytic software.
- Usually reports to Business Intelligence Manager.
- Requires a bachelor's degree in area of specialty and at least 5 years of relevant experience.
- An advanced degree in area of specialty may also be required.



Business Intelligence Specialist

- Leads strategic design and implementation activities for business intelligence applications, including integration with databases and data warehouses.
- Responsible for ensuring business intelligence is available to enhance decision making through all support functions.
- Identifies, researches, and resolves technical problems.
- Relies on extensive knowledge and professional discretion to plan and achieve goals.
- Manages others.
- Significant ingenuity and flexibility are expected.
- Usually reports to the head of a unit/department.
- Requires a bachelor's degree in area of specialty and 5 years of relevant experience.

Computer Systems Analyst

- Understands the role of IT systems in an organization and determines the best technologies to increase an organization's efficiency and effectiveness.
- Oversees the installation and configuration of systems to customize them to fit the organization's needs.
- Tests systems and trains organization on how to use systems.
- Usually reports to a project manager.
- Requires a bachelor's degree in area of specialty and 3-5 years of relevant experience.

Data Architect

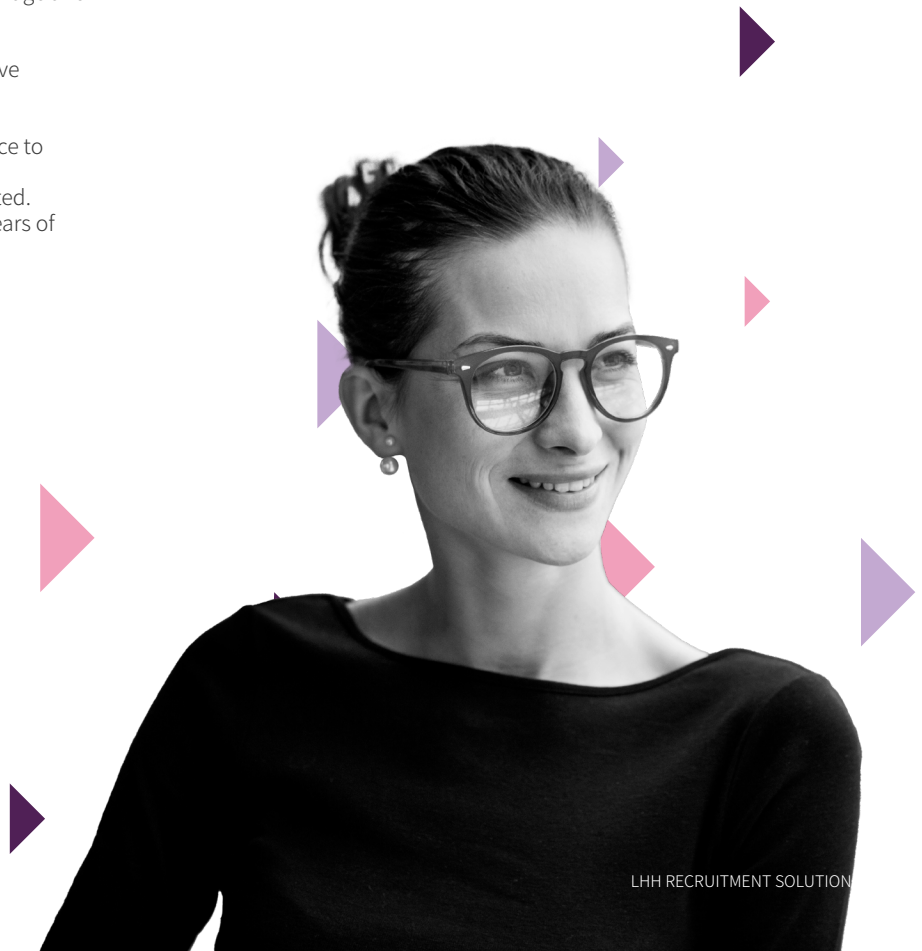
- Creates and implements a design for the storage and maintenance of data.
- Develops approaches for warehouse implementation, data acquisition and archive recovery.
- Deletes old data when necessary.
- May evaluate new data sources for adherence to quality standards and ease of integration.
- Significant ingenuity and flexibility is expected.
- May require a bachelor's degree and 0-10 years of relevant experience.

Data Modeling Analyst

- Creates and manages data models in accordance with an organization's needs.
- Oversees the flow of information between departments using relational databases.
- Eliminates data redundancies. Interfaces with stakeholders to understand an organization's data needs.
- Relies on knowledge and professional discretion to achieve goals.
- Significant ingenuity and flexibility required.
- May manage others.
- Usually reports to a manager.
- May require a bachelor's degree and at least 5 years of relevant experience.

Data Scientist

- Extracts and analyzes data and communicates conclusions that drive efficiency and process.
- Collaborates with data engineers and stakeholders on defining KPIs, data selection, preprocessing and formatting data sets for analysis.
- Possesses the ability to define, extract, analyze and implement insights within big data tools.
- Usually reports to Business Intelligence Manager or Director.
- Requires a bachelor's degree in area of specialty and at least 5 years of relevant experience.
- An advanced degree in area of specialty may also be required.





Database Warehouse Analyst

- Assesses business information needs and identifies system requirements.
- Evaluates business intelligence data and produces reports.
- Acts as liaison between IT and business units.
- Ensures data accuracy.
- Assesses data extraction, report generation and bugs appearing in operations involving the data warehouse.
- Relies on extensive knowledge and professional discretion to achieve goals.
- Performs a variety of tasks.
- Significant ingenuity and flexibility is expected.
- Usually reports to a supervisor or department head.
- Significant creativity is expected.
- Requires a bachelor's degree in area of specialty and 4-6 years of relevant experience.

Database Administrator

- Provides technical support for the development, implementation, and maintenance of an internal database.
- Maintains policies and procedures for ensuring database security and integrity.
- Implements data models, database designs, data access and table maintenance codes.
- Resolves database performance, capacity, replication, and distribution issues.
- Relies on knowledge and professional discretion to plan and achieve goals.
- Works under general supervision and usually reports to a supervisor, though some ingenuity and flexibility is required.
- May require a bachelor's degree in a related area and 2-4 years of relevant experience.



Database Analyst

- Maintains data storage and access by evaluating, designing, and implementing company database(s).
- Identifies data sources, constructs data decomposition diagrams, provides data flow diagrams and documents the process.
- Writes codes for database access, modifications, and constructions.
- Significant ingenuity and flexibility required.
- May require a bachelor's degree in a related area and 0-10 years of relevant experience.

Database Report Writer

- Responsible for developing, documenting, and supporting reporting activity utilizing software.
- Supports research teams or management by evaluating raw data and reporting results.
- Works with other stakeholders to achieve desired results.
- Relies on experience and professional discretion to achieve goals.
- Usually reports to a supervisor.
- Some degree of ingenuity and flexibility expected.
- Requires a bachelor's degree in area of specialty and 2-4 years of relevant experience.

Oracle Database Administrator

- Implements and executes policies to ensure the security, integrity, and operability of an Oracle database.
- Installs and upgrades Oracle server and application tools.
- Creates database storage structures, resolves database issues and maintains system security.
- Relies on limited knowledge and professional discretion to plan and accomplish goals.
- Works under general supervision and usually reports to a supervisor, though some ingenuity and flexibility is required.
- May require a bachelor's degree in a related area and 3-5 years of relevant experience.

Report Developer

- Responsible for database administration, data consolidation, data analysis and management reporting.
- Utilizes software to generate metrics and develop actionable recommendations.
- Supports research teams and management by collecting and analyzing data and reporting results.
- Collaborates with various functional teams such as marketing, research, and IT to achieve business results.
- Relies on experience, judgment and familiarity with practices and procedures to achieve goals.
- A certain degree of creativity and latitude expected.
- Typically reports to a supervisor or manager.
- Requires a bachelor's degree in area of specialty and 2-4 years of experience in the field or in a related area.

Reporting Analyst

- Analyzes and evaluates a wide array of data-related business processes and reporting.
- Develops data-gathering strategies to create reports within Crystal Reports and Tableau.
- Familiar with SQL and servers to design databases for securing a company's data.
- Ability to troubleshoot these systems.
- May require a bachelor's degree in a related field.

Software Developer, Big Data

- Develops new systems and tools for use with big data intake and analysis.
- Manages data extraction and builds new data pipelines from various sources, both structured and unstructured.
- Designs, develops, and executes solutions to solve operational and strategic problems.
- Develops automation for setup and maintenance of big data platform.
- Usually works under a supervisor, though some flexibility is required.
- Requires a bachelor's degree in area of specialty and a minimum of 5-8 years of relevant experience.

SQL Server Database Administrator

- Primary owner and maintainer of all SQL server databases.
- Monitors and maintains database to maximize stability and uptime across production and testing environments.
- Performs routine backup and recovery testing to ensure data recoverability.
- Conducts routine server audits to monitor compliance.
- Troubleshoots SQL Server service outages.
- Usually reports to a department head.
- Requires a bachelor's degree in area of specialty and a minimum of 5 years of relevant experience.



Enterprise Systems

Business Systems Analyst

- Designs, develops, and implements information systems and operations systems in support of network, communications and core business functions.
- Evaluates end user needs, client goals, budgets, and existing applications to define system requirements and technical standards.
- May be responsible for drafting user guides and beta testing pre-release systems.
- Relies on extensive knowledge and professional discretion to achieve goals.
- Usually reports to a department head or senior management.
- Manages others.
- Significant ingenuity and flexibility are expected.
- Requires a bachelor's degree and at least 7 years of relevant experience.

CRM Application Administrator

- Responsible for administering the Customer Relationship Management (CRM) software.
- Responsible for maintaining the CRM system and performing necessary updates.
- Keeps track of enterprise-wide usage of the system and performs administrative tasks.
- Works under general supervision and usually reports to a manager, though some ingenuity and flexibility is required.
- Must have a bachelor's degree in area of specialty and at least 6 years of relevant experience.

CRM Application Architect

- Designs, develops, and constructs Customer Relationship Management (CRM) application systems and consults with clients to meet application needs.
- Relies on extensive knowledge and professional discretion to achieve goals.
- Usually reports to a manager.
- Manages others.
- Significant ingenuity and flexibility expected.
- Requires a bachelor's degree in area of specialty and at least 7 years of relevant experience.

CRM Integration Specialist

- Responsible for Customer Relationship Management (CRM) system integration and development.
- Ensures all functions of CRM system effectively work with all other applications and operating systems.
- Familiar with a variety of the field's concepts, practices, and procedures.
- Relies on extensive experience and judgment to plan and accomplish goals.
- Performs a variety of tasks.
- Leads and directs the work of others.
- A wide degree of creativity and latitude is expected.
- Typically reports to a manager or head of a unit/department.
- Requires a bachelor's degree in area of specialty and at least 7 years of experience in the field or in a related area.

CRM Program Director

- Leads the Customer Relationship Management (CRM) initiative for an organization.
- Reviews CRM project proposals to determine costs, timeline, funding, staffing requirements and goals.
- Relies on extensive knowledge and professional discretion to achieve goals.
- Usually reports to senior management.
- Manages others.
- Significant ingenuity and flexibility expected.
- Requires a bachelor's degree in area of specialty and at least 10 years of relevant experience.

ERP Administrator

- Ensures optimal performance for Enterprise Resource Planning (ERP) systems.
- Implements, evaluates, and designs ERP systems and applications.
- Troubleshoots ERP-related issues and monitors ERP systems security.
- Installs new releases, system upgrades and patches, as required.
- Relies on limited knowledge and professional discretion to achieve goals.
- Works under general supervision and usually reports to a manager, though some ingenuity and flexibility is required.
- May require a bachelor's degree in a related area and 3-5 years of relevant experience.

ERP Analyst

- Helps with the implementation and ongoing maintenance of the Enterprise Resource Planning (ERP) system.
- Tests ERP layout to ensure the system is meeting business needs.
- Customizes and configures workflow to facilitate ERP integration with other applications.
- Relies on knowledge and professional discretion to achieve goals.
- Significant ingenuity and flexibility required.
- May require a bachelor's degree and 0-6 years of relevant experience.

ERP Program Manager

- Acts as liaison between key users of ERP system and ERP system developers.
- Finds solutions to process weaknesses and tests solutions.
- Manages timeline, resources, requirements traceability and overall operational project communication.
- Usually manages a team across disciplines.
- Requires a bachelor's degree and a minimum of 5 years of relevant experience.

ERP Programmer

- Evaluates, assesses, and enhances the programming systems needed to support an organization's Enterprise Resource Planning (ERP) applications.
- Ensures that other software can be fully integrated into the ERP system.
- Develops new modules to enhance system performance.
- Relies on knowledge and professional discretion to achieve goals.
- Usually reports to a supervisor.
- Significant ingenuity and flexibility expected.
- May require a bachelor's degree in area of specialty and 0-6 years of relevant experience.

ERP Project Manager

- Designs, produces, and executes the Enterprise Resource Planning (ERP) system.
- Establishes timelines, assigns resources and monitors ongoing progress.
- Assesses performance of ERP system and recommends enhancements.
- Relies on extensive knowledge and professional discretion to achieve goals.
- Usually reports to senior management.
- Manages a group of ERP Analysts.
- Significant ingenuity and flexibility expected.
- Requires a bachelor's degree in area of specialty and at least 8 years of relevant experience.

Operating Systems Programmer

- Evaluates, designs, implements, and refines computer operating systems to meet business goals.
- Diagnoses, troubleshoots, and documents related problems.
- Usually reports to a project leader, manager, or department head.
- May require an associate degree or its equivalent and 0-10 years of relevant experience.



SAP Basis Consultant

- Assists in the analysis, programming, design, and implementation of SAP Basis systems.
- Develops SAP architecture requirements and specifications and ensures the system is meeting corporate needs.
- Relies on extensive knowledge and professional discretion to achieve goals.
- Typically reports to a department head.
- Significant ingenuity and flexibility expected.
- Requires a bachelor's degree in area of specialty and at least 7 years of relevant experience.

SAP Program Manager

- Works directly with project teams to confirm requirements and scope projects.
- Ensures SAP projects are delivered within scope, time, and budget requirements.
- Regularly provides manager with project status updates and conveys any complications.
- Usually reports to a department head.
- Requires a bachelor's degree and 7-10 years of relevant experience.

SAP Project Manager

- Manages all activities related to SAP implementation projects.
- Ensures that all SAP project goals are achieved.
- Relies on extensive knowledge and professional discretion to achieve goals.
- Typically reports to senior management.
- Manages others.
- Significant ingenuity and flexibility expected.
- Requires a bachelor's degree in area of specialty and at least 7 years of relevant experience.



Executive Leadership

Chief Information Officer

- Oversees the operations of the information technology (IT) department.
- Develops and maintains IT policies and standards.
- Evaluates, develops, and implements an IT strategy that aligns with business priorities.
- Ensures compliance and security.
- Usually reports to CEO.
- Manages others.
- Requires a bachelor's degree in area of specialty and a minimum of 10 years of relevant experience.

Director of Engineering

- Responsible for planning, growth and staffing of engineering department.
- Provides guidance on engineering projects.
- Writes and reviews proposals, final reports, and technical papers.
- Manages the execution of product development projects.
- Prepares and presents reports of engineering projects to management and/or customers.
- Usually reports to senior management.
- Manages a team.
- Requires a bachelor's degree in area of specialty and a minimum of 10 years of relevant experience.

Vice President of Engineering

- Oversees engineering and product execution operations.
- Communicates and ensures that all safety guidelines and standards are followed.
- Ensures products meet safety and performance regulatory requirements.
- Creates long-term objectives and standards of performance for the department.
- Usually reports to senior management.
- Manages a team.
- Requires a bachelor's degree in area of specialty and a minimum of 10 years.

Vice President of Information Technology

- Responsible for leading, executing and realizing the company's IT vision and strategy.
- Assesses IT applications to determine their ability to yield optimal business results.
- Builds strong relationships across departments.
- Maintains overall responsibility for management of e-commerce platforms.
- Requires 10+ years prior experience in successfully managing web programs and IT teams.

Management

Data Center Director

- Directs personnel and implements policies to ensure the optimization of servers, networks, and systems.
- Provides timely, accurate and consistent technical infrastructure service and presentation to internal and external clients.
- Coordinates with other teams to identify and implement new systems to support business function at effective cost.
- Relies on extensive knowledge and professional discretion to achieve goals.
- Usually reports to senior management.
- Manages others.
- Significant ingenuity and flexibility required.
- Requires a bachelor's degree in area of specialty and at least 10 years of field experience.

Data Management Director

- Ensures a smooth and effective data management infrastructure encompassing data warehouses, data stores, database architecture and other related systems.
- Responsible for overseeing data systems and ensuring they meet organizational requirements.
- Relies on extensive knowledge and professional discretion to achieve goals.
- Significant ingenuity and flexibility expected.
- Manages others.
- Usually reports to senior management.
- Requires a bachelor's degree and at least 10 years of field experience.

Data Warehouse Manager

- Designs, develops, and manages information management strategies and solutions.
- Oversees the warehouse and all related activities, including data sourcing, migration, design, implementation, and quality control.
- Relies on knowledge and professional discretion to achieve goals.
- Manages others.
- Significant ingenuity and flexibility expected.
- Usually reports to senior management.
- Requires a bachelor's degree with at least 7 years of relevant experience.

Database Administration Manager

- Provides technical leadership for architecture, design, documentation and maintenance of an internal database and related systems.
- Oversees the evaluation, design and implementation of database enhancements and develops a long-term strategy for data storage.
- Establishes policies and procedures related to data security and integrity and monitors and limits database access as needed.
- Relies on extensive knowledge and professional discretion to achieve goals.
- Manages others.
- Significant ingenuity and flexibility expected.
- Usually reports to top management.
- Requires a bachelor's degree with at least 7 years of relevant experience.

Information Security Manager

- Manages and oversees systems to protect data from unauthorized access.
- Creates and implements policies and procedures for identifying, recording, and addressing security violations.
- Relies on extensive knowledge and professional discretion to achieve goals.
- Usually reports to a department head.
- Significant ingenuity and flexibility expected.
- May require a bachelor's degree in area of specialty and at least 7 years of field experience.

Information Technology Manager

- Manages the IT department.
- Develops and executes plans that support the organization's IT needs.
- Ensures proper functioning of the information processing system and oversees necessary upgrades.
- Aligns hardware, software, and associated peripherals with organizational needs.
- Relies on extensive knowledge and professional discretion to achieve goals.
- Usually reports to senior management.
- Manages others.
- Significant ingenuity and flexibility expected.
- Requires a bachelor's degree and at least 5 years of relevant experience.

Information Security Risk Manager

- Identifies and analyzes risks to information assets and IT systems.
- Defines risk management plans.
- Manages the information security risk assessment process.
- Remediates areas of non-compliance by implementing automated policy enforcement when possible.
- Ensures that project goals are accomplished and in line with business objectives.
- Requires a bachelor's degree in area of specialty and 8-10 years of relevant experience.

IT Quality Assurance Manager

- Assures consistent quality of IT systems by developing, executing, and enforcing enterprise quality assurance practices and procedures.
- Leads a team of quality assurance analysts and oversees testing and validation initiatives to uncover potential issues.
- Makes recommendations for product or service enhancements and updates.
- Relies on extensive knowledge and professional discretion to achieve goals.
- Usually reports to department head.
- Manages others.
- Significant ingenuity and flexibility expected.
- Requires a bachelor's degree with at least 7 years of field experience.

Information Technology Director

- Plans and implements additions, deletions, and major modifications in pursuit of IT and business goals.
- Assesses needs across the enterprise and within individual business units to determine strategies for meeting business objectives.
- Modifies existing IT systems or develops new approaches.
- Relies on extensive knowledge and professional discretion to achieve goals.
- Usually reports to the CIO.
- Manages others.
- Significant ingenuity and flexibility expected.
- Requires a bachelor's degree in a related area with at least 8 years of field experience.

Network Control Center Manager

- Manages the network control function of an organization.
- Monitors and maintains quality levels for the network and resolves issues related to transmission quality.
- Relies on extensive knowledge and professional discretion to achieve goals.
- Usually reports to a department head.
- Manages others.
- Significant ingenuity and flexibility expected.
- Requires a bachelor's degree in area of specialty and at least 7 years of relevant experience.

Mobile Development

Android Developer

- Designs and builds applications for the Android platform.
- Works with outside data sources and APIs.
- Fixes bugs and improves application performance.
- Collaborates with cross-functional teams to determine and launch new features.
- Should have knowledge of core web technologies (HTML5, CSS3, JavaScript).
- Requires a bachelor's degree in area of specialty and 2 years of relevant experience.

iOS Developer

- Designs and builds applications for the iOS platform.
- Works with outside data sources and APIs.
- Fixes bugs and improves application performance.
- Collaborates with cross-functional teams to determine and launch new features.
- Should have knowledge of core web technologies (HTML5, CSS3, JavaScript).
- Requires a bachelor's degree in area of specialty and 2 years of relevant experience.





Network/Systems Design & Administration

Citrix Administrator

- Oversees and maintains Citrix applications while developing professional infrastructure and solving technical issues.
- Designs, develops, and manages virtualized application environment.
- May require a bachelor's degree in related field and at least 5-10 years of relevant experience.

Cloud Administrator

- Configures and manages the cloud management system including applications running in its environments.
- Installs and supports cloud servers including security configurations, patching, and troubleshooting issues as needed.
- Requires a bachelor's degree in computer science or related field with 2-5 years of relevant experience.

Cloud Architect

- Defines and executes cloud automation strategy for enterprise applications and application components.
- Supports, maintains, and develops cloud-based software.
- Builds innovative and reliable solutions to meet demanding customer needs.
- Usually works with minimal supervision.
- Requires a bachelor's degree in area of specialty and a minimum of 8 years of relevant experience.

Cloud Developer

- Builds elastic computation and storage.
- Automates feedback loop of monitoring resources.
- Controls the cloud's size, speed and robustness as needed.
- Should be fluent in Java and other coding languages.
- Requires a bachelor's degree in area of specialty and a minimum of 5 years of relevant experience.

Enterprise Infrastructure Architect

- Responsible for guiding the implementation of technology platforms needed to support enterprise infrastructure and initiatives.
- Assesses system requirements and ensures that system can be integrated with existing applications.
- Ensures optimal performance for all systems.
- Offers support to other departments as needed.
- Possesses extensive knowledge of infrastructure, application programming and web and software applications.
- Relies on extensive knowledge and professional discretion to achieve goals.
- Usually reports to senior management.
- Manages others.
- Significant ingenuity and flexibility expected.
- Requires a bachelor's degree in area of specialty and 6-8 years of relevant experience.

Mail Server Administrator

- Designs, develops, and maintains an organization's email network and system(s).
- Establishes user accounts and security guidelines, tracks server performance and provides first-level resolution for issues.
- Monitors existing messaging infrastructure and server usage, ensuring proper working order.
- May document internal policies or develop training for end users.
- Relies on knowledge and professional discretion to achieve goals.
- Works under general supervision and usually reports to a manager, though a certain degree of ingenuity and flexibility is required.
- Requires a bachelor's degree and 2-4 years of experience in systems administration and/or client support.
- May require certification in one or more messaging systems.

Linux/UNIX Administrator

- Provisions, installs, configures, and maintains Linux/UNIX operating systems.
- Identifies problems associated with the operating system and performs troubleshooting activities.
- Monitors systems performance and ensures compliance with security standards.
- Relies on limited knowledge and professional discretion to achieve goals.
- Works under general supervision and usually reports to a project leader or manager, though some ingenuity and flexibility is required.
- May require a bachelor's degree in a related area and 3-5 years of relevant experience.
- May also require a Linux certification such as Red Hat®.

Messaging and Collaboration Engineer

- Designs, develops, implements, and manages messaging systems.
- Ensures the consistency and compatibility of all messaging applications.
- Relies on knowledge and professional discretion to achieve goals.
- Performs a variety of complicated tasks.
- Significant ingenuity and flexibility expected.
- Usually reports to a supervisor.
- Requires a bachelor's degree and at least 5 years of relevant experience.

Network Administrator

- Supports, designs, maintains, and monitors internal and external networks.
- Implements and manages all systems, applications, security, and network configurations.
- Resolves network performance issues and establishes a disaster recovery plan.
- Recommends upgrades, patches and new applications and equipment.
- Provides technical support and guidance to users.
- Relies on knowledge and professional discretion to achieve goals.
- Usually reports to a supervisor or department head.
- May require a bachelor's degree in area of specialty and 0-10 years of relevant experience.

Storage Management Specialist

- Develops and implements storage systems and procedures.
- Resolves issues related to storage systems.
- Generates usage reports for submission to leadership.
- Maintains efficient and reliable backup and recovery procedures.
- Experienced with operating systems and Storage Area Networks (SAN) and backup solutions.
- Relies on knowledge and professional discretion to achieve goals.
- Usually reports to a department head.
- May manage others.
- Significant ingenuity and flexibility expected.
- Requires a bachelor's degree in area of specialty and at least 5 years of relevant experience.

Network Control Technician

- Manages the company's network systems and detects, analyzes, and resolves issues when necessary.
- Recommends and implements network enhancements.
- Relies on knowledge and professional discretion to achieve goals.
- Usually reports to a supervisor.
- May require an associate degree in a related area and 0-5 years of relevant experience.

Network Engineer

- Oversees the installation, configuration, and ongoing maintenance of networked information systems.
- Uses knowledge of LAN/WAN systems to help design and install internal and external networks.
- Tests and evaluates network systems to eliminate problems and make improvements.
- Relies on knowledge and professional discretion to achieve goals.
- Usually reports to a supervisor.
- Significant ingenuity and flexibility expected.
- Requires a bachelor's degree in area of specialty and 0-5 years of relevant experience.

Network Architect

- Plans, designs, analyzes, and provides technical support for data communications network or group of networks.
- Designs and implements network solutions.
- Handles technical issues and major incidents through hands-on troubleshooting.
- Should be familiar with scripting languages such as Ruby and Python.
- Requires a bachelor's degree in area of specialty or equivalent work experience.

Systems Architect

- Systems Architect is responsible for the architectural design, development, and deployment of the enterprise's overall systems.
- This includes the design of technical infrastructure such as hardware, software, web portals, Internet and intranet connections, firewalls, servers, and systems security.
- May require a bachelor's degree in a related area and 2-5 years of relevant experience.

Programming/Software Engineering

.NET Architect

- Develops and implements approach to new frameworks, including architecture blueprints and roadmaps, based on interdepartmental goals.
- Ensures project compliance with applications' architectural roadmaps, principles, standards, and reference architectures.
- Tests and maintains applications to work out bugs.
- Requires a bachelor's degree in area of specialty and 5 years of relevant experience.

.NET Developer

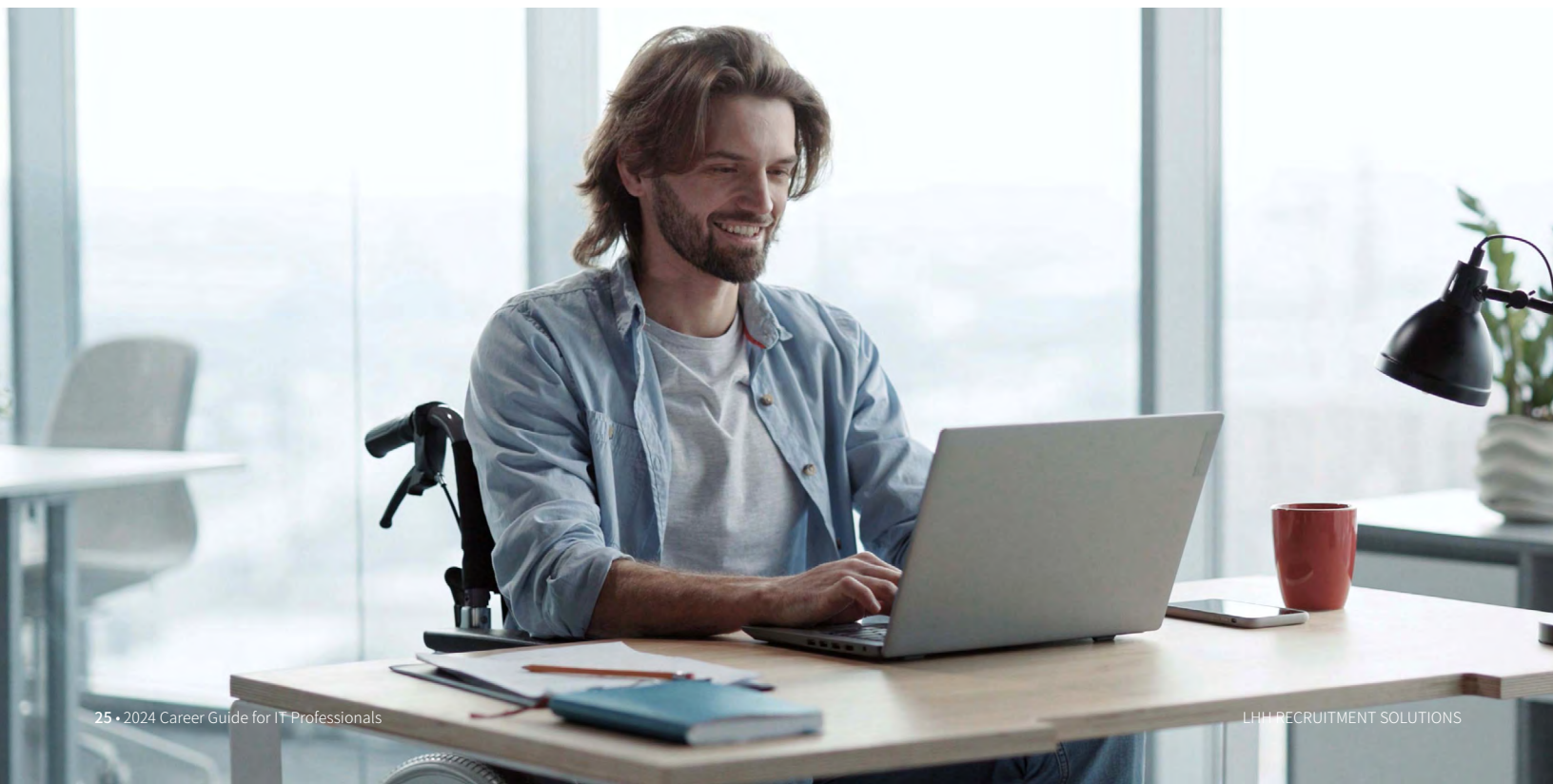
- Builds, designs and implements software packages for websites.
- Troubleshoots and debugs software code.
- Has knowledge of SQL, C++, HTML, CGI, JavaScript, and other concepts.
- Relies on limited knowledge and professional discretion to achieve goals.
- Works under general supervision and typically reports to a project leader.
- Some ingenuity and flexibility required.
- Requires a bachelor's degree in a related area and 2-5 years of relevant experience.

Applications Engineer

- Supports the design, development and modification of applications and programs.
- Evaluates company products and competing equipment based on ability and capacity.
- Acts as the technical liaison to the sales team by providing capability reports.
- Relies on knowledge and professional discretion to achieve goals.
- Usually reports to a supervisor or department head, though some ingenuity and flexibility is required.
- May require a bachelor's degree in area of specialty and 0-10 years of relevant experience.

Applications Systems Architect

- Leads the development of system design and execution.
- Documents development requirements for database, applications, and operation system environment.
- Consults with end users to test and debug applications to meet client needs.
- Serves as expert for all aspects of application design and development and may lead training for IT staff.
- Relies on extensive knowledge and professional discretion to achieve goals.
- May offer consultation to senior leadership and is considered the top-level expert in this field.
- Usually reports to a department head.
- Requires a bachelor's degree and may be expected to have an advanced degree in area of specialty and at least 5 years of relevant experience.



Client/Server Programmer

- Supports client/server software applications by reviewing, assessing, and modifying programming systems.
- Familiar with relational database concepts and client-server concepts.
- Relies on knowledge and professional discretion to achieve goals.
- Usually reports to a project leader or manager.
- Significant ingenuity and flexibility expected.
- May require a bachelor's degree in a related area and 0-10 years of relevant experience.

Java Developer

- Creates, designs, and tests web-based Java applications to support business goals.
- Performs program coding and testing and addresses technical issues through research, investigation and debugging.
- Relies on knowledge and professional discretion to achieve goals.
- A degree of ingenuity and flexibility is required.
- Usually reports to a supervisor.
- Requires a bachelor's degree in area of specialty and 1-6 years of relevant experience.

Fullstack Developer

- Responsible for designing and developing both front and back-end website architecture.
- Creates and optimizes new web design features while ensuring website or application is responsive and interactive.
- Proficient in multiple server-side languages and frameworks.
- Requires a bachelor's degree in computer science or related area.

Mainframe Programmer

- Analyzes, designs, develops, and tests various components for large-scale mainframe computer systems.
- Manages online and batch application programs, implements disaster recovery plans and develops specifications and workflows.
- Relies on knowledge and professional discretion to achieve goals.
- Usually reports to a project leader or manager.
- May manage others.
- Significant ingenuity and flexibility expected.
- May require a bachelor's degree in a related area and 0-10 years of relevant experience.

Java Architect

- Designs software to meet business and technical needs.
- Analyzes application specifications and technology approach to ensure scalability.
- Engages in day-to-day project tracking to ensure team is meeting technical requirements.
- Contributes to development of standards and practices for Java development. May manage others.
- Requires a bachelor's degree in area of specialty and 7-9 years of relevant experience.

Programmer

- Analyzes, designs, develops, and tests various programming systems, including encoding, testing, debugging and documenting programs.
- Relies on knowledge and professional discretion to achieve goals.
- Usually reports to a project leader or manager.
- Significant ingenuity and flexibility expected.
- May require a bachelor's degree and 0-10 years of relevant experience.

Software Architect

- Designs and develops new software and revises old software.
- Determines product requirements and develops high-level architectural specifications with a focus on feasibility, functionality, and ease of integration with existing systems.
- Relies on extensive knowledge and professional discretion to achieve goals.
- Usually reports to a department head.
- May lead a team of developers.
- Requires a bachelor's degree and at least 7 years of relevant experience.
- An advanced degree in area of specialty may also be required.

Software Engineer

- Creates and designs new software by analyzing, testing, assessing, and implementing programming applications.
- Supports and installs applications and operating system.
- Assists in the testing process by conducting reviews and analyses, witnessing tests, and participating in software certification.
- Relies on knowledge and professional discretion to achieve goals.
- Usually reports to a supervisor or department head.
- Significant ingenuity and flexibility expected.
- Requires a bachelor's degree in a related area and 0-10 years of relevant experience.

Software Support Engineer

- Addresses technical software and setup issues for customers, technicians, and engineers.
- Develops technical solutions and performs troubleshooting activity, when required.
- Implements workaround procedures when standard methods have failed to ensure issues are addressed as quickly as possible.
- When necessary, escalates urgent problems to internal resources.
- Relies on knowledge and professional discretion to achieve goals.
- Works under general supervision and usually reports to a supervisor, though some ingenuity and flexibility is required.
- Requires a bachelor's degree in area of specialty and 0-6 years of relevant experience.



Quality Assurance

Automation Quality Assurance Tester

- Creates program level automation test plan for a project in conjunction with development team, including testing strategy and approach.
- Generates test cases and test scripts and devises or acquires test data.
- Executes test scripts to identify defects prior to production.
- Requires a bachelor's degree in area of specialty and 3-5 years of relevant experience.

Quality Assurance Manager

- Manages, coordinates, and leads the quality control program to ensure continuous production and consistency with established standards.
- Through intermediate personnel, manages workers engaged in activities to ensure continuous control over materials, facilities, services, and products.
- May require a bachelor's degree and 5-8 years of experience.

Release Engineer

- Manages software builds and releases.
- Responsible for the design and execution of builds, scripts, installation procedures and systems, including source code control and issue tracking.
- Works collaboratively with quality assurance team to ensure integrity of final version.
- Relies on knowledge and professional experience to achieve goals.
- Usually reports to a supervisor.
- Requires a bachelor's degree in a related area and 3-5 years of relevant experience.

Software Quality Assurance Analyst

- Evaluates and tests software applications for usability and functionality.
- Responsible for developing and executing tests, writing, and maintaining test automation and formulating quality assurance standards.
- Determines metrics for assessing quality assurance performance.
- Must have a working knowledge of quality assurance methodologies.
- Familiar with NT, UNIX and/or Solaris environments.
- Relies on knowledge and professional discretion to achieve goals.
- Usually reports to a supervisor, though some ingenuity and flexibility is required.
- Requires a bachelor's degree and 1-5 years of experience coding in C, C++ and Java.

Security

Cybersecurity Analyst

- Performs systems and network analysis of intrusions.
- Monitors information security alerts to resolve as needed.
- Reviews security events that may impact overall security.
- Provides strategic and real time auditing of security-related activities to detect and prioritize threat responses.
- Performs risk analysis and vulnerability testing.
- Provides suggested solutions for potential security issues.
- Requires a bachelor's degree in area of specialty and 5 years of relevant experience.

Cybersecurity Architect

- Maintains, configures, and troubleshoots cyber security systems.
- Coordinates cyber security audits and communicates results.
- Pursues necessary changes of critical tasks identified from audits.
- Develops, documents, and communicates cyber security policies and procedures.
- Requires a bachelor's degree in area of specialty and 5 years of relevant experience.

Data Security Analyst

- Ensures the safety of information systems assets and protects systems from access or destruction.
- Recognizes intrusion attempts and compromises through reviews and analysis of relevant event details and summary information.
- Prepares and documents standard procedures and protocols.
- Assesses firewall change requests to determine organizational risk.
- Requires a bachelor's degree in area of specialty and 3 years of relevant experience.

Governance Risk & Compliance Auditor

- Develops and implements audit procedures and recommends IT system or process improvements based on findings.
- Submits reports on corrections identified and controls in need of improvement.
- Provides general tracking of issue remediation.
- Performs risk assessments of existing or new services and technologies to identify and mitigate inherent risks.
- Requires a bachelor's degree in area of specialty and 5 years of relevant experience.

Information Security Administrator

- Implements network security policies, protects network from unauthorized access, monitors network usage and resolves access issues.
- Relies on extensive knowledge and professional discretion to achieve goals.
- Usually reports to a supervisor.
- May manage others.
- Significant ingenuity and flexibility expected.
- Requires a bachelor's degree with at least 5 years of field experience.

Information Security Analyst

- Instructs computer users on security policies and procedures.
- Monitors network activity and ensures data is protected from unauthorized users.
- Identifies, reports, and resolves security violations.
- Relies on knowledge and professional discretion to plan and achieve goals.
- Works under general supervision and usually reports to a supervisor, though ingenuity and flexibility is required.
- May require a bachelor's degree and 0-8 years of relevant experience.

Information Security Director

- Responsible for specific information security functions and the goals, budgets, team, policies, and procedures within a security department.
- Manages direct reports to accomplish security initiatives.
- Reports to a security department VP, CISO or CIO.
- Promotes information security initiatives and awareness.
- Requires a bachelor's degree, security certifications, leadership experience and at least 8 years of information security experience.

Information Security Engineer

- Provides expertise of security tools within an environment.
- Assists in oversight, and ongoing management of the information security programs and technical systems.
- Plans, deploys, and manages network security devices.
- Typically works under general supervision and usually reports to a supervisor, though some ingenuity and flexibility is required.
- May require a bachelor's degree and 0-8 years of relevant experience.

Information Security Risk Analyst

- Conducts security risk assessments to identify, manage and mitigate risks to applications, systems, and services.
- Conveys recommendations to management and communicates technical information and guidance to IT teams to mitigate security risks.
- Requires a bachelor's degree in area of specialty and 1-3 years of relevant experience.

Information Security Supervisor

- Supervises the data security team and related activity to protect systems from unauthorized access.
- Identifies, records, and addresses security violations.
- Relies on knowledge and professional discretion to achieve goals.
- Usually reports to a department head.
- Significant ingenuity and flexibility expected.
- May require a bachelor's degree in area of specialty and at least 4 years of field experience.

Systems/Application Security Analyst

- Evaluates information security systems and applications and suggests enhancements.
- Relies on extensive knowledge and professional discretion to achieve goals.
- Usually reports to a department head.
- Significant ingenuity and flexibility is expected.
- Requires a bachelor's degree with at least 5 years of field experience.

Technical Support

Help Desk Supervisor

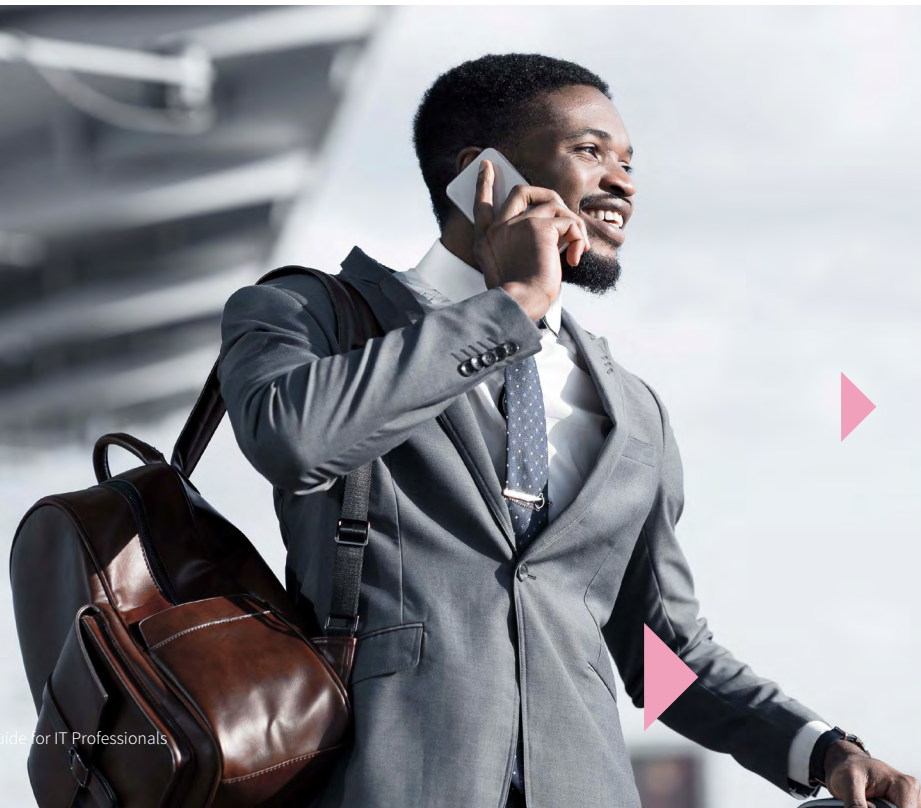
- Supervises and coordinates activities of help desk personnel.
- Assists end users in resolving hardware and software issues by fielding telephone calls and email communication, diagnosing problems, and performing troubleshooting activities.
- Develops escalation and resolution procedures and ensures help desk personnel adhere to these procedures.
- Trains, coaches, and mentors help desk personnel.
- Relies on extensive knowledge and professional discretion to achieve goals.
- Usually reports to a department head.
- Significant ingenuity and flexibility expected.
- Manages others and has some authority for personnel actions.
- May require a bachelor's degree and at least 5 years of experience.

Help Desk Support

- Assists end users in resolving hardware and software issues by fielding telephone calls and email communication, diagnosing problems, and performing troubleshooting activities.
- Documents, tracks, and monitors the problem to facilitate a timely resolution.
- Relies on established guidelines and instructions to perform daily job functions.
- Works under immediate supervision.
- May require an associate degree in a related area and 0-5 years of experience.

Help Desk Support Assistant

- Assists end users in resolving hardware and software issues by fielding telephone calls and email communication, diagnosing problems, and performing troubleshooting activities.
- Documents, tracks, and monitors the problem to facilitate a timely resolution.
- Relies on established guidelines and instructions to perform daily job functions.
- Works under immediate supervision and usually reports to a supervisor.
- May require an associate degree in a related area.
- This is an entry-level position and experience may not be required.



LAN Support

- Configures, tests, maintains, and resolves issues related to LAN.
- Provides troubleshooting support to end users.
- Installs workstations.
- Relies on limited knowledge and professional discretion to achieve goals.
- Works under general supervision and usually reports to a project leader or manager, though some ingenuity and flexibility is required.
- May require an associate degree in a related area and 0-5 years of relevant experience.

LAN/WAN Administrator

- Oversees the day-to-day operations of LAN/WAN and related hardware or software.
- Makes recommendations for products and services enhancements, manages network security, maintains systems, and troubleshoots a variety of issues.
- Relies on knowledge and professional discretion to achieve goals.
- Usually reports to a department head.
- May manage others.
- Significant ingenuity and flexibility expected.
- Requires a bachelor's degree in area of specialty and 2-5 years of relevant experience.

PC Maintenance Technician

- Installs, tests, monitors, upgrades, troubleshoots, and repairs computer systems, networks and peripherals.
- Manages user account information, including rights, security, and systems groups.
- Relies on limited knowledge and professional discretion to achieve goals.
- Works under general supervision and usually reports to a project leader or manager, though some ingenuity and flexibility is required.
- May require an associate degree or its equivalent and 0-5 years of relevant experience.

Technical Support Analyst

- Provides technical assistance to end users by answering questions or troubleshooting issues.
- Documents interactions with end users and recommends improvements.
- Responsible for evaluating operational efficiency of different IT systems.
- Relies on limited knowledge and professional discretion to achieve goals.
- Works under general supervision and usually reports to a project leader or manager, though some ingenuity and flexibility is required.
- May require an associate degree in a related area and 0-5 years of relevant experience.



Technical Writing

Instructional Technology Specialist

- Assists with the development of technical training materials and instructional courses.
- Coordinates with vendors, monitors training facilities and acts as a liaison between educators and end users.
- Relies on knowledge and professional discretion to achieve goals.
- Usually reports to a supervisor.
- May manage others.
- Significant ingenuity and flexibility expected.
- Typically reports to a manager.
- Requires a bachelor's degree in area of specialty and 2-4 years of relevant experience.

Technical Trainer

- Plans, prepares for and leads technical training classes.
- Determines training goals, drafts training materials, and designs and administers exams.
- Monitors performance of class participants and issues final evaluations.
- Relies on limited knowledge and professional discretion to achieve goals.
- Works under general supervision and usually reports to a manager.
- Requires a bachelor's degree in a related area and 2-4 years of relevant technical experience.

Technical Writer

- Writes, edits, and packages a variety of technical documents, including proposals, articles, brochures, reports, and manuals.
- Relies on knowledge and professional discretion to achieve goals.
- Usually reports to a supervisor.
- Significant ingenuity and flexibility expected.
- May require a bachelor's degree and 0-6 years of relevant experience.



Web Development & Administration

Front End Developer

- Designs and develops web applications.
- Encodes, tests, debugs, and supports new and existing programs.
- Has knowledge of C++ language programming, XMotif programming interfaces, GUI API packages and other GUI principles.
- Relies on knowledge and professional discretion to plan and accomplish goals.
- Works under general supervision and usually reports to a project leader or manager, though some ingenuity and flexibility is required.
- May require a bachelor's degree in a related area and 0-5 years of relevant experience.

Interaction Designer – Web

- Creates interfaces for a variety of web-based applications.
- Designs and evaluates visual human interfaces utilizing user-centric design principles.
- Works with the product development team to achieve desired user experience. Ensures that interfaces function to achieve desired business goals.
- Relies on established guidelines and instructions to perform daily job functions.
- Works under immediate supervision and usually reports to a supervisor.
- May require an associate degree with 0-2 years of relevant experience.

Interaction Design Director – Web

- Responsible for directing a team of interface designers in the design and implementation of online interfaces.
- Leads the design of interface systems, including standards, usability guidelines, design protocols, HTML layouts, GUI prototypes and development procedures.
- Ensures that interfaces function to achieve desired business goals.
- Relies on knowledge and professional discretion to plan and accomplish goals.
- Usually reports to a department head.
- Manages others.
- Significant ingenuity and flexibility expected.
- May require an advanced degree with at least 5 years of relevant experience.

Interface Developer

- Designs the visual layout for websites or web-based products with the goal of enhancing appeal to the user while maximizing functionality.
- Designs graphics, pages, forms, and navigation schema.
- Requires familiarity with HTML and various graphic design software packages.
- Has knowledge of commonly used concepts, practices, and procedures within a particular field.
- Relies on instructions and pre-established guidelines to perform the functions of the job.
- Works under immediate supervision.
- Primary job functions do not typically require exercising independent judgment.
- Typically reports to a supervisor or manager.
- May require a bachelor's degree and 0-2 years of experience in the field or in a related area.

UX Designer

- Develops graphics and designs and organizes copy for online publication.
- Ensures copy and graphics are appropriately arranged in accordance with company guidelines and visual best practices.
- May select font styles, sizes, and other elements to enhance overall aesthetics.
- Relies on limited knowledge and professional discretion to plan and accomplish goals.
- Works under general supervision and usually reports to a supervisor, though some ingenuity and flexibility is required.
- May require an associate degree or its equivalent and 2-4 years of relevant experience.

Web Software Developer

- Creates, maintains, and implements software packages for websites.
- Performs troubleshooting and debugging activity.
- Implements software code.
- Has knowledge of SQL, C++, HTML, CGI, JavaScript, and related concepts.
- Relies on limited knowledge and professional discretion to plan and accomplish goals.
- Works under general supervision and usually reports to a project leader or manager, though some ingenuity and flexibility is required.
- May require a bachelor's degree in a related area and at least 2 years of relevant experience.

Web Application Developer

- Creates, maintains, and implements web-based application systems.
- Resolves issues and recommends enhancements, when necessary.
- Has knowledge of HTML, Java, and related concepts.
- Relies on knowledge and professional discretion to plan and accomplish goals.
- Usually reports to a department head.
- Significant ingenuity and flexibility expected.
- May require a bachelor's degree in a related area and at least 2-4 years of relevant experience.



Project Management

Program Manager

- Responsible for overall project management and planning for projects and programs.
- Manages project scope, budgets and resources.
- Understands, tracks and communicates issues, risks and action items in a timely manner, updating appropriate stakeholders as needed.
- Requires a bachelor's degree in area of specialty and a minimum of 5 years of relevant experience.

Project Manager

- Creates, manages and executes project plans to support the ongoing needs of the IT department.
- Coordinates resources, establishes deadlines and assigns responsibilities.
- Tracks the progress of projects and compiles status reports for senior management.
- Builds working relationships with team members, vendors and other departments involved in the projects.
- Relies on knowledge and professional discretion to achieve goals.
- Usually reports to a department head.
- Significant ingenuity and flexibility is expected.
- May require a bachelor's degree and 2-7 years of relevant experience.





Benefits of Working with a Recruiter

As a technology professional with the right mix of skills and experience, you're a hot commodity. The skills gap in the industry is fueling competition among employers, which means greater opportunities for candidates. Generous bonuses and greater professional development opportunities are more commonplace and working with a recruiter is more valuable than ever.

Employers are outsourcing hiring

Reviewing resumes and screening candidates is time-consuming, and the cost of making a bad hire can cost hundreds of thousands of dollars. That's why more employers are trusting third-party recruiters to take care of their hiring. The initial interviewing and screening allow hiring managers to focus on their other priorities. Hiring managers are then exposed to only the most qualified candidates.

This means many of the best positions aren't found on a job board or a company's careers page. These positions are often only revealed when working with a recruiter. Specifically, by working with a recruiter who specializes in the technology industry. Unless you're working with a well-connected recruiter, you might miss out on your dream job.

Recruiters know what employers want

Yes, there are career opportunities made possible by the skills gap, but employers still spend time, attention, and resources to avoid costly hiring mistakes. While presenting yourself as the ideal candidate, you may unknowingly sabotage yourself.

A recruiter can work with you to determine in which areas you excel. Recruiters also know how to clean up any areas that need a little polishing. They can get you feedback from interviews that you may otherwise not be privy to. This way, you'll know what the employer thinks you did well or where you fell short. This insight can be invaluable as it can help you avoid making the same mistakes in the next interview or how to adjust before you accept an offer.



Using a recruiter is a better use of your time

Job searching alone is time-consuming, particularly if you're currently working. On your own, you may be able to apply and talk to three companies a week. Working with a recruiter, you could reach ten times as many employers in the same amount of time. Since that's their full-time job, recruiters work 40+ hours a week to get candidates hired. It will save you time and as a candidate, it costs nothing. That's a pretty good return on investment.

Negotiate a higher salary, as well as better benefits and perks

While we are all for initiatives that reward loyalty, it must be said that switching jobs typically means a big boost in pay. If you've been with your current employer for a while, you've probably been receiving cost of living adjustments and promotions amounting to three to ten percent per year. But when you switch jobs, you could be looking at up to a 15 percent increase or more. If you're not up to date on current salary ranges and bonuses, you could end up leaving money on the table. A recruiter, on the other hand, is keenly aware of the going rate for your skill set and experience and can help negotiate to make sure you're paid what you are worth.

With the demand for talent outpacing supply, especially for experienced technology talent, candidates have a real opportunity to benefit from higher salaries and other perks. Working with an experienced, connected recruiter can help you take advantage of this job market by connecting you to excellent opportunities and competitive pay in far less time than it would take to conduct a job search on your own.

LHH is plugged in to the technology world and has offices all over the country, with recruiters specializing in your market. Visit [LHH.com](https://www.lhh.com) to get connected with a recruiter today!

At LHH, we exist to help people, teams and organizations find and prepare for what's next. Our end-to-end HR solutions future-proof organizations and careers all over the world. Through Career Transition & Mobility, Leadership Development and Recruitment Solutions, we enable transformation, and our job is never done because there's always another tomorrow to prepare for.

We make a difference to everyone we work with, and we do it with local expertise, backed by global infrastructure and industry-leading technology. LHH's over 8,000 colleagues and coaches span over 60 countries worldwide, working with more than 15,000 organizations, a majority of Fortune Global 500, and nearly 500,000 candidates each year. Together we address needs across the entire talent journey, helping organizations build their capabilities and individuals build brighter futures. There is a world of opportunity out there. Let's get to work.

LHH is a part of the Adecco Group, the world's leading talent advisory and solutions company, headquartered in Zurich, Switzerland.

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