

## ATTACHMENT 2 – POSITION DESCRIPTIONS

### 1. AGILE PROJECT MANAGER II

#### **OVERALL PURPOSE OF POSITION:**

The purpose of this position is to perform agile project management activities, working with cross-functional IT teams and product owners to deliver business solutions; and to provide guidance and expertise to self-organizing teams in the areas of agile/iterative planning, agile execution techniques, and cross-team coordination.

#### **ESSENTIAL DUTIES:**

The position's essential duties include the following:

- You are passionate about our mission to help Americans gain access to essential communications technology
- Performing agile project management activities including planning, execution, tracking and reporting
- Developing and reporting team status and metrics to various stakeholders
- Coordinating software deployments and ensuring compliance with change control procedures
- Working as a Scrum Master, conducting and effectively participating in sprint planning, task estimating and sequencing, spring reviews and retrospectives
- Assisting the team with making appropriate commitments through story selection, task definition
- Developing and maintaining team standards, tools, and best practices
- Identifying and removing impediments, preventing distractions
- Helping to cultivate and establish robust and sustainable working relationships between business and technology teams
- Fostering an environment of cross-team collaboration and teamwork
- Serving as a coach and facilitating team self-organization and self-management rather than traditional command-control/directed styles
- Encouraging an environment where the team drives progress and feels ownership for its success;
- Facilitating discussion and conflict resolution
- Adhering to internal review processes and technical standards
- Developing training programs, documents, and materials
- Maintaining a thorough knowledge of business processes supported by software systems
- Documenting business requirements when necessary
- Participating in requirements reviews, design reviews, and change control activities
- Representing the IT department in coordination with other departments
- Support the management of outsourced work, consultants, vendors, and relationships
- Other duties, as assigned

#### **TECHNICAL EXPERIENCE:**

- You have 5 to 7 years of experience performing the duties outlined above in a professional environment
- You have 5 to 7 years of demonstrated experience with increasingly complex software development initiatives
- You have 3 to 5 years of hands-on experience in requirements analysis and technical documentation
- You have 2 to 3 years of professional experience as Scrum Master and/or PM in an Agile environment



- You have 2 to 3 years of experience with Microsoft Project
- You have 2 to 3 years of experience with project cost forecasting/budgeting
- You possess a bachelor's degree from an accredited institution in a related field or have equivalent related experience

**The following skills are required:**

- Certified Scrum Master

**The following skills are desired:**

- Experience as a project manager of software application development initiatives is desired
- Demonstrated experience managing contractors, consultant and/or vendors is desired
- You have acquired experience with application life-cycle development tools and techniques
- You have experience with software process improvement  
You have experience with software development

## 2. AGILE PROJECT MANAGER III

### **OVERALL PURPOSE OF POSITION:**

The purpose of this position is to perform agile project management activities for complex, high profile programs and projects, working with cross-functional IT teams and product owners to deliver business solutions; and to provide expert guidance and expertise to self-organizing teams in the areas of agile/iterative planning, agile execution techniques, and cross-team coordination.

### **ESSENTIAL DUTIES:**

The position's essential duties include the following:

- You are passionate about our mission to help Americans gain access to essential communications technology
- Performing agile project management activities including planning, execution, tracking and reporting
- Developing and reporting team status and metrics to various stakeholders
- Coordinating deployments and ensuring compliance with change control procedures
- Working as a Scrum Master, conducting and effectively participating in sprint planning, task estimates, task sequencing, sprint reviews and retrospectives
- Assisting the team with making appropriate commitments through story selection, task definition
- Scaling Scrum to large project teams using techniques such as “scrum of scrums” to allow clusters of teams to discuss their work, focusing especially on areas of overlap and integration
- Leading the development and maintenance of team standards, tools, and best practices
- Identifying and removing impediments, preventing distractions
- Taking the leadership role in cultivating robust and sustainable working relationships between business and technology teams
- Fostering an environment of cross-team collaboration and teamwork
- Serving as a coach for other Scrum Masters and Agile Project Managers
- Facilitating team self-organization and self-management rather than traditional command-control/directed styles
- Encouraging an environment where the team drives progress and feels ownership for its success
- Facilitating discussion and conflict resolution
- Leading the establishment of internal review processes and technical standards
- Developing training programs, documents, and materials
- Developing and maintaining a thorough knowledge of business processes supported by software systems
- Documenting business requirements when needed
- Participating in requirements reviews, design reviews, and change control activities
- Representing the IT department in coordination with other departments
- Managing outsourced work, consultants, vendors, and relationships

### **TECHNICAL EXPERIENCE:**

- You have 8 to 10 years of experience performing the duties outlined above in a professional environment
- You have 8 to 10 years of demonstrated experience with increasingly complex software development initiatives
- You have 6 to 8 years of experience as an agile project manager of increasingly complex software development initiatives
- You have 3 to 5 years of hands-on experience in requirements analysis and technical documentation



- You have 3 to 5 years of experience as a Scrum Master and/or as a project manager in an Agile environment, managing contractors, consultants and./or vendors, as well as coaching and mentoring Scrum Masters or project managers
- You have 3 to 5 years of experience developing and managing project budgets
- You have 3 to 5 years of experience with Microsoft Project
- You possess a bachelor's degree from an accredited institution in a related field or have equivalent related experience

**The following skills are required:**

- Certified Scrum Master is required

**The following skills are desired:**

- PMP certification is desired
- You have experience with software development



3. BUSINESS SYSTEMS ANALYST III - GIS

**OVERALL PURPOSE OF POSITION:**

Working in a creative and fast-paced environment, the GIS Business System Analyst III will develop, manage, and execute all phases of requirements gathering, including analysis of business processes that can be supported/enhanced through geospatial analysis, requirements and design documentation, and collaborating with both the business customers and IT development team. Among others, your responsibilities will include the following:

**ESSENTIAL DUTIES:**

The position’s essential duties include the following:

- Develops and maintains a thorough knowledge of business processes supported by geospatial software systems/products;
- Support the development/implementation of mapping, reporting and geo-analytics products that enable geospatial editing, analysis and visualization
- Documents business and system requirements and business processes that can be supported/enhanced through geospatial analysis;
- Develops geospatial software release documentation (release notes, user manuals, training guides);
- Analyzes and documents “as-is” and “to-be” scenarios (geospatial processes, models, use cases, plans and solutions);
- Communicates effectively with business customers and IT development to provide creative and valuable solutions leveraging geospatial technology
- Leads requirements reviews, design reviews, and change control activities;
- Defines and implements standards, methods and procedures for requirements gathering;
- Interact with QA to support the development of test cases
- Works as part of Agile Development Team; Effectively participates in agile development planning and agile ceremony meetings
- Mentor and coach junior GIS business systems analysts
- Other duties, as assigned.

**TECHNICAL EXPERIENCE:**

Type of Experience	Years of Experience
• Demonstrated experience with increasingly complex system analysis projects	10-12 years
• Experience developing user stories based on business and system requirements	2-3 years
• Experience defining and elaborating user stories with validation and acceptance criteria	2-3 years
• Experience with various requirements gathering techniques and methodologies (UML/ Use cases, Activity diagrams, JAD sessions).	7-10 years
• Experience with Scrum and/or other Agile Development frameworks	2-3 years
• Hands-on experience implementing, using and supporting geospatial software packages and related data management tools (e.g., ArcGIS, QGIS, CartoDB, SQL Server, PostgreSQL)	5-7 years
• Experience integrating external business systems with geospatial software packages	5-7 years

**NOTE:** In addition, this is desired experience.

- Experience with automated requirements engineering
- RDBMS experience (MS SQL Server and/or Oracle) and ability to write SQL queries.
- Experience with Project Management Software
- Experience with Software Development
- Experience in geospatial data development, data analysis, and geospatial system implementation



**SPECIAL SKILLS:**

- Analytical and problem solving skills
- Advanced problem solving and decision-making skills
- Preparing and delivering information in a concise, professionally written format
- Preparing and presenting information to staff in formal settings
- Working in teams, task forces, etc.
- Directing/coordination work among teams, groups, etc.
- Developing, documenting, and/or creating new or more effective ideas, approaches, etc.
- Developing, documenting, and/or creating methods, procedures, training, etc.
- Developing, documenting, and formulating short-range plans/decisions
- Analyzing and developing solutions to problems
- Managing various projects, work, technical support, etc.
- Developing and maintaining positive customer rapport
- Organizational skills
- Excellent interpersonal and communication skills
- General computer and presentation skills

#### 4. DATABASE ENGINEER II – ORACLE/SQL

##### **OVERALL PURPOSE OF POSITION:**

The purpose of this position is to perform and manage tasks related to the operation, support, administration, optimization, and maintenance of USAC owned databases and database tools.

##### **ESSENTIAL DUTIES:**

The position's essential duties include the following:

- Support of production and non-production databases:
  - Correct issues reported in production system
  - Support routine and ad-hoc IT DBA requests
  - Update documentation, if required as part of correcting production issues
  - Support implement SSIS packages and database objects like stored procedures, views, functions, triggers, etc.
  - Implement and monitor daily and nightly database maintenance jobs
  - Monitor, diagnose, and respond to system failure and performance issues, taking appropriate measures to reduce system downtime and eliminate recurrence of the problem
  - Work with USAC technical staff, including network engineers and software developers, to analyze and improve system performance
  - Formulate and implement backup procedures for all company databases
  - Serve as technical support for any database related performance or access issue
- Generate ad-hoc and routine reports and define metrics for database health and performance
- Administer, maintain, develop and implement policies and procedures for ensuring the security and integrity of company databases.
- Perform or affect the performance of all database installations, patches, and planned upgrades.
- Implement data models and database designs, data access and table maintenance codes.
- Resolve database performance issues, database capacity issues, replication, and other database issues;
- Perform database related development as dictated by departmental or project demands.
- Design and perform data migrations and data transformations as required by application delivery teams or business customers.
- Develop and maintain documentation, diagrams, and procedures and complies with company's change management control process.
- Ensure that all database designs adhere to industry best practices.
- Work with application delivery teams during database design.
- Possess substantial knowledge about application and database performance profiles of all databases under their management.
- Represent the IT department in terms of database expertise in coordination with other departments.

##### **TECHNICAL EXPERIENCE**

<u>Type of Experience - ORACLE</u>	<u>Years of Experience</u>
• Database administration with Oracle 10g/11g, ASM	4+ Years
• Reviewing, writing, debugging, tuning PL/SQL & SQL code	4+ Years
• Linux/Unix platforms and Linux Shell scripting	4+ Years
• TOAD, Erwin, SQL Management Studio	4+ Years
• Database design and database development such as stored procedures, triggers, views, etc.	4+ Years



- Oracle Dataguard (preferably Active Data Guard), Grid Control, RMAN 3+ Years
- Experience with database characteristics such as table design, relationships, data partition, efficient indexes, storage allocation, capacity planning etc., 3+ Years
- Display strong ability in troubleshooting complex issues 3+ Years
- Experience in performance tuning and load testing of database 3+ Years
- Knowledge of database security concepts 3+ Years

NOTE: In addition, this is desired experience.

- Oracle 11g Certification
- Demonstrated experience with Microsoft Reporting Services or other enterprise reporting tool.
- Experience with clustered Oracle databases and high availability architectures.
- SQLServer 2008 experience
- Experience with agile software development such as SCRUM and XP
- Experience with high availability database and application architectures

Type of Experience	SQL SERVER	Years of Experience
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|---|--|----------|
| • Database administration with SQL server 2005, 2008 R2.  |  | 4+ Years |
| • SQL Server Management Studio, SQL Server Integration Services   |  | 4+ Years |
| • Database design and development, triggers, views  |  | 4+ Years |
| • Reviewing, writing, debugging, tuning SQL code  |  | 4+ Years |
| • Developing of SQL scripts for stored procedures and functions   |  | 3+ Years |
| • Experience with physical database characteristics such as table design, relationships data partition, efficient indexes, storage allocation, capacity planning etc. |  | 3+ Years |
| • Display strong ability in troubleshooting complex issues  |  | 3+ Years |
| • Experience in performance tuning and load testing of database   |  | 3+ Years |
| • Knowledge of database security concepts   |  | 3+ Years |

NOTE: In addition, this is desired experience.

- SQL Server Certification
- Business Intelligence Development Studio 2005 / 2008R2
- SQL Server Reporting Services, SQL Server Analysis Services
- Microsoft Visio, Erwin Data Modeling, TOAD
- Idera SQL Server Diagnostic Manager; Idera SQL Safe; Idera SQL Doctor, Quest FogLight
- Oracle
- Experience with high availability database and application architectures

**SPECIAL SKILLS:**

- Analytical and problem solving skills
- Developing and/or creating new or more effective ideas, approaches, etc.
- Developing and executing short-range plans/decisions
- Excellent interpersonal and communication skills
- Ability to exercise sound judgment across a broad range of circumstances





**5. DATABASE ENGINEER III - POSTGRESQL**

**OVERALL PURPOSE OF POSITION:**

The purpose of this position is to perform and manage tasks related to the operation, support, administration, optimization, and maintenance of USAC owned databases and database tools.

**ESSENTIAL DUTIES:**

The position’s essential duties include the following:

- Install, configure, patch, and upgrade database software PostgreSQL
- Produce detailed technical architecture designs for PostgreSQL solutions.
- Support of production and non-production PostgreSQL databases
- Support of production and non-production databases:
  - Correct issues reported in production system
  - Support routine and ad-hoc IT DBA requests
  - Update documentation, if required as part of correcting production issues
  - Implement and monitor daily and nightly database maintenance jobs
  - Monitor, diagnose, and respond to system failure and performance issues, taking appropriate measures to reduce system downtime and eliminate recurrence of the problem
  - Work with USAC technical staff, including network engineers and software developers, to analyze and improve system performance
  - Formulate and implement backup and monthly maintenance procedures for PostgreSQL Production clusters
  - Serve as technical support for any database related performance or access issue
- Generate ad-hoc and routine reports and define metrics for database health and performance
- Administer, maintain, develop and implement policies and procedures for ensuring the security and integrity of company databases.
- Leading the team in providing technical support for any database-related performance or access issue
- Perform or affect the performance of all database installations, patches, and planned upgrades.
- Implement data models and database designs, data access and table maintenance codes.
- Resolve database performance issues, database capacity issues, replication, and other database issues;
- Perform database related development as dictated by departmental or project demands.
- Design and perform data migrations and data transformations as required by application delivery teams or business customers.
- Develop and maintain documentation, diagrams, and procedures and complies with company’s change management control process.
- Ensure that all database designs adhere to industry best practices.
- Work with application delivery teams during database design.
- Possess substantial knowledge about application and database performance profiles of all databases under their management.
- Represent the IT department in terms of database expertise in coordination with other departments.

**TECHNICAL EXPERIENCE**

Type of Experience - <b>PostgreSQL</b>	Years of Experience
• Experience with PostgreSQL database Administration	8+ Years
• Production support experience on (PostgreSQL)	8+ Years



- Experience with Puppet deployment tool 3+ Years
- Good understanding of Monitoring Tools such as PEM and TOAD 4+ Years
- Expert level of PostgreSQL knowledge and experience with PostgreSQL 9.5 5+ Years
- Experience with database characteristics such as table design, relationships, data partition, efficient indexes, storage allocation, Capacity planning, etc. 7+ Years
- High Availability Solutions (Master-Master, Master-Slave) and sharing 5+ Years
- Experience in performance tuning and load testing of database 7+ Years
- Knowledge of NoSQL database security concepts 5+ Years
- Experience in supporting PostgreSQL databases in Cloud (Google, AWS, etc.) 3+ Years
- Linux/Unix platforms and Linux Shell scripting 5+ Years
- Display strong ability in troubleshooting complex issues 5+ Years
- Experience in performance tuning and load testing of database 7+ Years
- Knowledge of database security concepts 5+ Years
- Experience with high availability database and application architectures 3+ Years

**NOTE:** In addition, this is desired experience.

- EDB PostgreSQL Certification
- You have experience with NoSQL databases, such as Couchbase, MongoDB etc.
- Experience with agile software development such as SCRUM and XP

**SPECIAL SKILLS:**

- Analytical and problem solving skills
- Developing and/or creating new or more effective ideas, approaches, etc.
- Developing and executing short-range plans/decisions
- Excellent interpersonal and communication skills
- Ability to exercise sound judgment across a broad range of circumstances



6. DATABASE ENGINEER III – MYSQL/MARIADB

**OVERALL PURPOSE OF POSITION:**

The purpose of this position is to perform and manage tasks related to the operation, support, administration, optimization, and maintenance of USAC owned databases and database tools.

**ESSENTIAL DUTIES:**

The position’s essential duties include the following:

- Support of production and non-production databases:
  - Correct issues reported in production system
  - Support routine and ad-hoc IT DBA requests
  - Update documentation, if required as part of correcting production issues
  - Implement and monitor daily and nightly database maintenance jobs
  - Monitor, diagnose, and respond to system failure and performance issues, taking appropriate measures to reduce system downtime and eliminate recurrence of the problem
  - Work with USAC technical staff, including network engineers and software developers, to analyze and improve system performance
  - Formulate and implement backup procedures for all company databases
  - Serve as technical support for any database related performance or access issue
- Generate ad-hoc and routine reports and define metrics for database health and performance
- Administer, maintain, develop and implement policies and procedures for ensuring the security and integrity of company databases.
- Leading the team in providing technical support for any database-related performance or access issue
- Perform or affect the performance of all database installations, patches, and planned upgrades.
- Implement data models and database designs, data access and table maintenance codes.
- Resolve database performance issues, database capacity issues, replication, and other database issues;
- Perform database related development as dictated by departmental or project demands.
- Design and perform data migrations and data transformations as required by application delivery teams or business customers.
- Develop and maintain documentation, diagrams, and procedures and complies with company’s change management control process.
- Ensure that all database designs adhere to industry best practices.
- Work with application delivery teams during database design.
- Possess substantial knowledge about application and database performance profiles of all databases under their management.
- Represent the IT department in terms of database expertise in coordination with other departments.

**TECHNICAL EXPERIENCE**

Type of Experience - MySQL

Years of Experience

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|--|----------|
| • Provision MySQL instances, both in clustered and non-clustered configurations  | 8+ Years |
| • Understanding of MySQL’s underlying storage engines, such as InnoDB and MyISAM | 8+ Years |
| • Proficient in writing and optimizing SQL statements                            | 8+ Years |
| • Experience with replication configuration in MySQL                             | 6+ Years |
| • Managing MySQL User Accounts   | 7+ Years |



- Backing Up, Copying, and Recovering MySQL Databases 7+ Years
- Tuning the MySQL Server 7+ Years
- Running Multiple MySQL Servers 7+ Years
- MySQL Database Maintenance and Repair 7+ Years
- Developing of SQL scripts for stored procedures and functions 5+ Years
- Experience with physical database characteristics such as table design, relationships, data partition, efficient indexes, storage allocation, capacity planning etc. 7+ Years
- Knowledge of de-facto standards and best practices in MySQL 7+ Years
- Knowledge of limitations in MySQL and their workarounds in contrast to other popular relational databases
- Linux/Unix platforms and Linux Shell scripting 5+ Years
- Display strong ability in troubleshooting complex issues 5+ Years
- Experience in performance tuning and load testing of database 7+ Years
- Knowledge of database security concepts 5+Years
- Experience with high availability database and application architectures 3+ Years

**NOTE:** In addition, this is desired experience.

- MySQL Certification
- You have experience with NoSQL databases, such as Couchbase, MongoDB etc.
- Demonstrated experience with Microsoft Reporting Services or other enterprise reporting tool.
- Experience with clustered MySQL databases and high availability architectures.
- SQLServer 2012 experience
- Experience with agile software development such as SCRUM and XP
- Experience with high availability database and application architectures
- Experience with physical database characteristics such as table design, relationships data partition, efficient indexes, storage allocation, capacity planning etc. 5+ Years
- Display strong ability in troubleshooting complex issues 5+ Years
- Experience in performance tuning and load testing of database 5+ Years
- Knowledge of database security concepts 5+ Years

**SPECIAL SKILLS:**

- Analytical and problem solving skills
- Developing and/or creating new or more effective ideas, approaches, etc.
- Developing and executing short-range plans/decisions
- Excellent interpersonal and communication skills
- Ability to exercise sound judgment across a broad range of circumstances



## 7. IT PROJECT MANAGER I

### **OVERALL PURPOSE OF POSITION:**

The purpose of this position is to provide project management support. The project manager is responsible for supporting to successful conclusion all aspects of USAC information technology initiatives.

### **ESSENTIAL DUTIES:**

The position's essential duties include the following:

- Performs project planning, resourcing, cost estimating and scheduling;
- Manages resources assigned to the project team, from internal sources and/or external vendors;
- Works with stakeholders to assure project goals and execution are aligned with business goals;
- Contributes to system, data and application architecture decisions;
- Supports adherence to internal review processes and technical standards;
- Drives project activity to defined milestones and deliverables;
- Monitors, tracks, and reports on project schedules and costs;
- Updates project stakeholders as required;
- Coordinates project requirements with other IT functions;
- Generates standard project documentation that correspond to a specific project phase;
- Consults with departments on business requirements and specifications;
- Determines the development and application of criteria to evaluate alternative systems and provides recommendations for product selection;
- Supports the IT department in coordination with other departments

### **TECHNICAL EXPERIENCE:**

- You have 3 to 4 years of experience performing the duties outlined above in a professional environment
- You have 3 to 4 years of demonstrated experience in information systems
- You have 2 to 3 years of hands-on experience in IT project management, project management practices and techniques, and also project management software
- You possess a bachelor's degree from an accredited institution in a related field or have equivalent related experience

### **The following skills are required:**

- Preparing and delivering information in a concise, professionally written format
- Preparing and presenting information to staff in an informal setting
- Working in teams, task forces, etc.
- Coordinating work among teams, groups, etc.
- Maintaining positive customer rapport
- Organizational skills
- Strong interpersonal and communication skills
- Ability to lift 15 – 25 pounds
- Strong computer and presentation skills

### **The following skills are desired:**

- Project Management Professional (PMP)
- You have experience with managing Information Technology projects within the Capability Maturity Model framework.



- You have experience with Agile Methodologies
- Recommending and formulating short-range plans/decisions
- Analyzing and developing solutions to problems
- Recommending and formulating short-range plans/decisions
- Analyzing and developing solutions to problems



## 8. IT PROJECT MANAGER II

### **OVERALL PURPOSE OF POSITION:**

The project manager is responsible for managing to successful conclusion all aspects of USAC information technology initiatives. The results of this position will be a managed approach to information technology projects with increased scope, time, and objective achievement.

### **ESSENTIAL DUTIES:**

The position's essential duties include the following:

- Performs project planning, resourcing, cost estimating and scheduling;
- Manages technical resources assigned to the project team, from internal sources and/or external vendors;
- Works with stakeholders to assure project goals and execution are aligned with business goals;
- Contributes to system, data and application architecture decisions;
- Assures adherence to internal review processes and technical standards;
- Drives project activity to defined milestones and deliverables;
- Monitors, tracks, and reports on project schedules and costs;
- Updates project stakeholders through weekly status reports and appropriate meetings;
- Coordinates project requirements with other IT functions;
- Generates standard project documentation that correspond to a specific project phase;
- Consults with departments on business requirements and specifications;
- Determines the development and application of criteria to evaluate alternative systems and provides recommendations for product selection;
- Represents the IT department in coordination with other departments;
- Manages outsourced work, consultants, vendors, and relationships.

### **TECHNICAL EXPERIENCE:**

- You have 5 to 7 years of experience performing the duties outlined above in a professional environment
- You have 4 to 6 years of demonstrated experience in information systems
- You have 4 to 6 years of hands-on experience in IT project management, project management practices and techniques, and also project management software
- You possess a bachelor's degree from an accredited institution in a related field or have equivalent related experience

### **THE FOLLOWING SKILLS ARE RQUIRED:**

- Project Management Professional (PMP)
- Preparing and delivering information in a concise, professionally written format
- Preparing and presenting information to staff in an informal setting
- Working in teams, task forces, etc.
- Coordinating work among teams, groups, etc.
- Maintaining positive customer rapport
- Organizational skills
- Strong interpersonal and communication skills
- Ability to lift 15 – 25 pounds
- Strong computer and presentation skills



**THE FOLLOWING SKILLS ARE DESIRED:**

- You have experience with managing Information Technology projects within the Capability Maturity Model framework.
- You have experience with Agile Methodologies
- Recommending and formulating short-range plans/decisions
- Analyzing and developing solutions to problems





## 9. IT PROJECT MANAGER III

### **OVERALL PURPOSE OF POSITION:**

The project manager is responsible for driving to successful conclusion all aspects of USAC information technology initiatives. The results of this position will be a managed approach to information technology projects with increased scope, time, and objective achievement.

### **ESSENTIAL DUTIES:**

The position's essential duties include the following:

- Performs project planning, resourcing, cost estimating and scheduling;
- Manages technical resources assigned to the project team, from internal sources and/or external vendors;
- Works with stakeholders to assure project goals and execution are aligned with business goals;
- Contributes to system, data and application architecture decisions;
- Assures adherence to internal review processes and technical standards;
- Drives project activity to defined milestones and deliverables;
- Monitors, tracks, and reports on project schedules and costs;
- Updates project stakeholders through weekly status reports and appropriate meetings;
- Coordinates project requirements with other IT functions;
- Generates standard project documentation that correspond to a specific project phase;
- Consults with departments on business requirements and specifications;
- Determines the development and application of criteria to evaluate alternative systems and provides recommendations for product selection;
- Represents the IT department in coordination with other departments;
- Manages outsourced work, consultants, vendors, and relationships.

### **TECHNICAL EXPERIENCE:**

- You have 8 to 10 years of experience performing the duties outlined above in a professional environment
- You have 8 to 10 years of demonstrated experience in information systems
- You have 6 to 8 years of hands-on experience in IT project management, project management practices and techniques, and also project management software
- You have 4 to 5 years of experience with Agile software development methodologies
- You possess a bachelor's degree from an accredited institution in a related field or have equivalent related experience

### **THE FOLLOWING SKILLS ARE REQUIRED:**

- Project Management Professional (PMP)
- Preparing and delivering information in a concise, professionally written format
- Preparing and presenting information to staff in an informal setting
- Working in teams, task forces, etc.
- Coordinating work among teams, groups, etc.
- Maintaining positive customer rapport
- Organizational skills
- Strong interpersonal and communication skills
- Ability to lift 15 – 25 pounds
- Strong computer and presentation skills



**THE FOLLOWING SKILLS ARE DESIRED:**

- You have experience with managing Information Technology projects within the Capability Maturity Model framework.
- You have experience with Agile Methodologies
- Recommending and formulating short-range plans/decisions
- Analyzing and developing solutions to problems

## 10. PERFORMANCE ENGINEER

### OVERALL PURPOSE OF POSITION:

The Performance Engineer manages and executes performance testing in a multi-tiered environment, including analysis and recommendations of the performance test results.

### ESSENTIAL DUTIES:

The position's essential duties include the following:

- Develops and maintains a thorough knowledge of business processes supported by software systems/products
- Documents business processes, contributes to training programs and materials.
- Certifies each release by performing impact analysis on staging environments.
- Performs impact analysis of any infrastructure changes including OS upgrades, maintenance releases, and hardware upgrades.
- Performs fail-over and recovery scenarios and documents the performance metrics.
- Creates test plans, test scenarios and executes using performance tools.
- Analyze results for load, stress, volume and endurance testing.
- Recommends technical approach based on performance test results and collect data to build benchmarks to provide optimal performance levels.
- Leads test case reviews, design reviews, and change control activities
- Creates and contributes to test plans, test requirements, test scenarios, and test data for use during performance testing phase of the software development lifecycle, for new and existing software systems/products.
- Ensures that performance test plans and scenarios fully exercise every aspect of the product.
- Produces and presents formal test plans; leads the performance testing effort for assigned projects.
- Documents and reports issues discovered during performance testing, and follows up for resolution.
- Defines standards, methods, and procedures for performance testing activities.
- Works as part of Scrum Development Team, effectively participates in sprint planning, task estimates, task sequencing, task assignments, sprint reviews and retrospectives.
- Other tasks as assigned by USAC management.

### TECHNICAL EXPERIENCE:

Type of Experience	Years of Experience
• Hands-on software testing tools like LoadUI, JMeter, Loadrunner	6-8 years
• Demonstrated experience with increasingly complex projects	6-8 years
• Hands-on QA testing experience in client server and/or web-based environment	6-8 years
• Experience developing performance test scripts	6-8 years
• Experience with 3rd party testing and change management tools	6-8 years
• Experience with test case gathering techniques	6-8 years
• Experience with automated test management tool (JIRA/Zephyr)	6-8 years
• RDBMS experience (MS SQL Server and/or Oracle) and ability to write SQL queries.	6-8 years
• Experience developing test strategies and plans.	6-8 years
• Experience with metrics and report creation.	6-8 years
• Experience with tools used for data validation and comparison.	6-8 years

### **NOTE:** In addition, this is desired experience.

- Experience with Project Management Software



- Experience with Scrum and/or other Agile Development frameworks
- Experience with Software Development

**SPECIAL SKILLS:**

- Self-directed and able to work well in a small team environment.
- Strong attention to detail and excellent diagnostic capabilities.
- Strong customer service orientation.
- Analytical and problem solving skills
- Ability to develop new or more effective ideas, approaches, etc.
- Ability to develop and execute short-range plans/decisions
- Excellent interpersonal and communication skills
- Ability to exercise sound judgment across a broad range of circumstances

## 11. PERFORMANCE ENGINEER - APPIAN

### OVERALL PURPOSE OF POSITION:

The Performance Engineer manages and executes performance testing in a multi-tiered environment, including analysis and recommendations of the performance test results.

### ESSENTIAL DUTIES:

The position's essential duties include the following:

- Develops and maintains a thorough knowledge of business processes supported by software systems/products
- Certifies each release by performing impact analysis on staging environments.
- Performs impact analysis of any infrastructure changes including OS upgrades, maintenance releases, and hardware upgrades.
- Performs fail-over and recovery scenarios and documents the performance metrics.
- Creates test plans, test scenarios and executes using performance tools.
- Analyze results for load, stress, volume and endurance testing.
- Recommends technical approach based on performance test results and collect data to build benchmarks to provide optimal performance levels.
- Leads test case reviews, design reviews, and change control activities
- Creates and contributes to test plans, test requirements, test scenarios, and test data for use during performance testing phase of the software development lifecycle, for new and existing software systems/products.
- Ensures that performance test plans and scenarios fully exercise every aspect of the product.
- Produces and presents formal test plans; leads the performance testing effort for assigned projects.
- Documents and reports issues discovered during performance testing, and follows up for resolution.
- Defines standards, methods, and procedures for performance testing activities.
- Works as part of Scrum Development Team, effectively participates in sprint planning, task estimates, task sequencing, task assignments, sprint reviews and retrospectives.
- Other tasks as assigned by USAC management.

### TECHNICAL EXPERIENCE:

<u>Type of Experience</u>	<u>Years of Experience</u>
• Hands-on performance testing tools: <b>JMeter</b>	8-10 years
• Hands on experience in <b>Appian Platform</b>	8-10 years
• Hands on experience in <b>Bean shell Scripting</b>	8-10 years
• Hands-on QA testing experience in cloud based environment	8-10 years
• Hands on experience in <b>Java and Groovy Scripting</b>	5+ years
• Demonstrated experience with increasingly complex projects	5+ years
• Experience with performance scenarios gathering techniques	5+ years
• Experience with defect and test management tools like: JIRA	5+ years
• RDBMS experience (MS SQL Server and/or Oracle) and ability to write SQL queries.	8+ years
• Experience developing test strategies and plans.	5+ years

### **NOTE: In addition, this is desired experience.**

- Experience with Scrum and/or other Agile Development frameworks
- Experience with Software Development



**SPECIAL SKILLS:**

- Self-directed and able to work well in a small team environment.
- Strong attention to detail and excellent diagnostic capabilities.
- Preparing and delivering information in a concise, professionally written format
- Preparing and presenting information to staff in formal settings
- Analyzing and developing solutions to problems
- Managing various projects, work, technical support, etc.
- Developing and maintaining positive customer rapport
- Organizational skills
- Excellent interpersonal and communication skills



## 12. SOFTWARE AUTOMATION DEVELOPER II

### **OVERALL PURPOSE OF POSITION:**

Working in close co-operation with the business customers and IT teams, the quality assurance analyst applies analytical and business skills to evaluate existing and identify new or enhanced systems, products and processes which advance business objectives. The quality assurance analyst also develops, manages, and executes all phases of quality assurance testing, including analysis of product requirements to produce test requirements, and development and execution of functional/system test plans in a multi-tiered environment.

### **ESSENTIAL DUTIES:**

The position's essential duties include the following:

- Develops and maintains a working knowledge of business processes supported by software systems/products;
- Contributes to training programs, documents, and materials;
- Conduct and participate in test case reviews, requirement reviews, design reviews, and change control activities;
- Creates and contributes to the creation of test plans, test cases, test scenarios, and test data for use during the testing phases of the software development lifecycle, for new and existing software systems/products;
- Ensures that test plans and scenarios fully exercise every aspect of the product;
- Produces formal test plans; leads the testing effort for assigned projects;
- Documents and reports issues discovered during testing, and reports issues to team leads;
- Works as part of Scrum Development Team, effectively participates in sprint planning, task estimates, task sequencing, task assignments, sprint reviews and retrospectives;
- Creates test cases and performs test case execution, and reviews. Maintains automation framework.
- Executes automated test scripts for all IT environments.
- Collaborates with other team members to understand the scope of test cases that will be used for automated scripts.
- Collaborates with end users for UAT on a specific test.
- Documents and discovers defects/issues during testing, and follows up for resolution.
- Other duties, as assigned.



**TECHNICAL EXPERIENCE:**

Type of Experience	Years of Experience
• Demonstrated experience with increasingly complex projects	6 years
• Hands-on QA testing experience in client server and/or web-based environment	6 years
• Experience with 3rd party testing and change management tools	6 years
• Experience with test case gathering techniques	6 years
• Experience with test management tools (JIRA/Zephyr)	6 years
• RDBMS experience (MS SQL Server and/or Oracle) and ability to write SQL queries.	6 years
• Experience developing test strategies and plans.	6 years
• Experience with metrics and report creation.	6 years
• Experience with tools used for data validation and comparison.	6 years

NOTE: In addition, this is desired experience.

- Experience with Project Management Software
- Experience with Software Development
- Experience with Scrum and/or other Agile Development frameworks
- Experience with vbScript
- Experience with Cucumber/ruby, Selenium, soapUI
- Experience with Unified Functional Testing (formerly known as QTP).

**SPECIAL SKILLS:**

- Preparing and delivering information in a concise, professionally written format
- Preparing and presenting information to staff in formal settings
- Working in teams, task forces, etc.
- Analyzing and developing solutions to problems
- Managing various projects, work, technical support, etc.
- Developing and maintaining positive customer rapport
- Organizational skills
- Excellent interpersonal and communication skills





### 13. SOFTWARE AUTOMATION DEVELOPER III

#### **OVERALL PURPOSE OF POSITION:**

Working in close co-operation with the business customers and IT teams, the quality assurance analyst applies analytical and business skills to evaluate existing and identify new or enhanced systems, products and processes which advance business objectives. The quality assurance analyst also develops, manages, and executes all phases of quality assurance testing, including analysis of product requirements to produce test requirements, and development and execution of functional/system test plans in a multi-tiered environment.

#### **ESSENTIAL DUTIES:**

The position's essential duties include the following:

- Develops and maintains a working knowledge of business processes supported by software systems/products;
- Conduct and participate in test case reviews, requirement reviews, design reviews, and change control activities;
- Creates and contributes to the creation of test plans, test cases, test scenarios, and test data for use during the testing phases of the software development lifecycle, for new and existing software systems/products;
- Ensures that test plans and scenarios fully exercise every aspect of the product;
- Produces formal test plans; leads the testing effort for assigned projects;
- Documents and reports issues discovered during testing, and reports issues to Management.
- Works as part of Scrum Development Team, effectively participates in sprint planning, task estimates, task sequencing, task assignments, sprint reviews and retrospectives;
- Creates and performs complex test execution. Builds and manages automation framework and performance tests.
- Collaborates with other team members to understand the scope of test cases that will be used for automated scripts.
- Ensures full test coverage for assigned deliverables.
- Defines standards, methods and procedures for test automation.
- Executes automated test scripts for all IT environments.
- Collaborates with end users for UAT on an entire release.
- Documents and reports defects/issues discovered during testing, and works with team to develop resolution. Implements quality standards, methods and procedures for quality control activities.
- Other duties, as assigned.



**TECHNICAL EXPERIENCE:**

Type of Experience	Years of Experience
• Demonstrated experience with increasingly complex projects	8-10 years
• Hands-on QA testing experience in client server and/or web-based environment	8-10 years
• Experience with 3rd party testing and change management tools	8-10 years
• Experience with test case gathering techniques	8-10 years
• Experience with test management tools (JIRA/Zephyr)	8-10 years
• RDBMS experience (MS SQL Server and/or Oracle) and ability to write SQL queries.	8-10 years
• Experience developing test strategies and plans.	8-10 years
• Experience with metrics and report creation.	8-10 years
• Experience with tools used for data validation and comparison.	5-8 years

**NOTE:** In addition, this is desired experience.

- Experience with Project Management Software
- Experience with Software Development
- Experience with Scrum and/or other Agile Development frameworks
- Experience with vbScript
- Experience with Cucumber/ruby, Selenium, soapUI
- Experience with Unified Functional Testing (formerly known as QTP).

**SPECIAL SKILLS:**

- Preparing and delivering information in a concise, professionally written format
- Preparing and presenting information to staff in formal settings
- Working in teams, task forces, etc.
- Analyzing and developing solutions to problems
- Managing various projects, work, technical support, etc.
- Developing and maintaining positive customer rapport
- Organizational skills
- Excellent interpersonal and communication skills



## 14. SOFTWARE AUTOMATION DEVELOPER IV

### **OVERALL PURPOSE OF POSITION:**

Working in close co-operation with the business customers and IT teams, the quality assurance analyst applies analytical and business skills to evaluate existing and identify new or enhanced systems, products and processes which advance business objectives. The quality assurance analyst also develops, manages, and executes all phases of quality assurance testing, including analysis of product requirements to produce test requirements, and development and execution of functional/system test plans in a multi-tiered environment.

### **ESSENTIAL DUTIES:**

The position's essential duties include the following:

- Develops and maintains a working knowledge of business processes supported by software systems/products;
- Conduct and participate in test case reviews, requirement reviews, design reviews, and change control activities;
- Creates and contributes to the creation of test plans, test cases, test scenarios, and test data for use during the testing phases of the software development lifecycle, for new and existing software systems/products;
- Ensures that test plans and scenarios fully exercise every aspect of the product;
- Produces formal test plans; leads the testing effort for assigned projects;
- Documents and reports issues discovered during testing, and reports issues to Management.
- Works as part of Scrum Development Team, effectively participates in sprint planning, task estimates, task sequencing, task assignments, sprint reviews and retrospectives;
- Creates and performs complex test execution. Leads development of automation framework.
- Creates and maintains automated framework using standard coding methodologies.
- Collaborates with other team members to understand the scope of test cases that will be used for automated scripts.
- Defines standards, methods and procedures for test automation.
- Executes automated test scripts for all IT environments.
- Leads test management strategy. Influences and improves UAT experience.
- Leads defect tracking and resolution efforts. Leads the test management strategy. Anticipates and monitors risks.
- Implements quality standards, methods and procedures for quality control activities.
- Other duties, as assigned.



**TECHNICAL EXPERIENCE:**

Type of Experience	Years of Experience
• Demonstrated experience with increasingly complex projects	12+ years
• Hands-on QA testing experience in client server and/or web-based environment	12 years
• Experience with 3rd party testing and change management tools	12+ years
• Experience with test case gathering techniques	12+ years
• Experience with test management tools (JIRA/Zephyr)	12 + years
• RDBMS experience (MS SQL Server and/or Oracle) and ability to write SQL queries.	12+ years
• Experience developing test strategies and plans.	12+ years
• Experience with metrics and report creation.	12 + years
• Experience with tools used for data validation and comparison.	12 + years

NOTE: In addition, this is desired experience.

- Experience with Project Management Software
- Experience with Software Development
- Experience with Scrum and/or other Agile Development frameworks
- Experience with vbScript
- Experience with Cucumber/ruby, Selenium, soapUI
- Experience with Unified Functional Testing (formerly known as QTP)

**SPECIAL SKILLS:**

- Preparing and delivering information in a concise, professionally written format
- Preparing and presenting information to staff in formal settings
- Working in teams, task forces, etc.
- Analyzing and developing solutions to problems
- Managing various projects, work, technical support, etc.
- Developing and maintaining positive customer rapport
- Organizational skills
- Excellent interpersonal and communication skills

## 15. SENIOR BUSINESS INTELLIGENCE ANALYST

### OVERALL PURPOSE OF POSITION:

Serves as technical team leader in the development of business intelligence solutions and other reports and analysis across all divisions of the organization. Writes complex SQL scripts to extract data from various databases and systems to make data available for enterprise reporting. Provides day-to-day management of overall reporting environment. The results provide ongoing support to USAC decision-makers, the FCC, Congress, and other interested parties.

### ESSENTIAL DUTIES:

The position's essential duties include the following:

- Serve as technical team lead in the development of business intelligence reports and analysis, providing mentoring, guidance and troubleshooting to analysis team members in solving complex reporting and analytical problems
- Manage reporting environment including report data sources, security, subscriptions and metadata
- Assist in initiative towards data normalization and data integrity across the enterprise
- Assist Data Warehouse Engineer in identifying and revising enterprise reporting requirements
- Evaluate, test and implement new or upgraded software
- Troubleshoot reported problems pertaining to reports and the reporting database environment, working closely with other IT members, especially DBAs, Systems Analysts and Systems Engineers, identifying the cause and designing or developing an approach for resolution
- Assess impact of changes and updates to source production systems, planning and implementing resulting changes to reports
- Conduct end user training on reporting system

### TECHNICAL EXPERIENCE:

Type of Experience	Years of Experience
• Knowledge of Relational Databases	12 years
• Knowledge of Columnar Databases or columnar storage	5 years
• SQL Programming	12 years
• Microsoft SQL Server 2005 or above	8 years
• SQL Server Management Studio	4 years
• SQL Server Integration Services	4 years
• SQL Server Analysis Services	2 years
• Pentaho BI Suite	5 years
• PDI ETL	5 years
• Pentaho Analytics/Reporting	5 years
• Microsoft Excel	4 years
• Microsoft Access	1 year
• Microsoft Visio	2 years
• Data Modelling	4 years
• Data Warehousing	5 years

NOTE: In addition, this is desired experience.

- Microsoft SQL Server 2018/2020
- HP Vertica
- Amazon Redshift
- Pentaho BI Suite



- Pentaho PDI
- Any other BI Tools like Business Objects, Cognos, etc.
- Team Foundation Server
- ERwin
- TOAD for Oracle
- Creating visual displays for data analysis and presentation

**SPECIAL SKILLS:**

- Ability to track records in entity relationship and dimensional modeling.
- Ability to translate logical models into physical implementation.
- Excellent verbal and written communication skills are an absolute must.
- Ability to work well under pressure and work on multiple tasks simultaneously.
- Outstanding analytic skills—in particular, an ability to translate an unstructured strategic question into a structured program of research, to disaggregate potential drivers of performance, to explore relationships between multiple pieces of data, and to test and identify the drivers underlying performance measures
- Outstanding ability to synthesize research results into actionable strategies and recommendations
- Advanced verbal and written communication skills and the ability to present effectively to small and large groups.
- Energetic, organized, detail-oriented
- Consistent ability to meet deadlines in a fast-paced environment
- Must be strong self-starter able to work independently under limited supervision
- Ability to build consensus and to work through others in achieving desired results and objectives.
- Consistent ability to set and deliver against a work plan in a fast-paced environment
- Ability to foster a cooperative work environment and to freely give and receive feedback
- Strong interpersonal skills and the ability to work effectively with a wide range of constituencies in a diverse community.
- Ability to lift 15 – 25 pounds
- General computer and presentation skills
- Customer and results oriented

**16. SENIOR GIS ANALYST**

**OVERALL PURPOSE OF POSITION:**

Serves as technical team leader in the development of GIS solutions and other reports and analysis across all divisions of the organization. Perform professional level work in GIS database and system management and analysis. Analyze, diagnose, and troubleshoot GIS database application problems. Provides day-to-day management of overall reporting environment. The results provide ongoing support to USAC decision-makers, the FCC, Congress, and other interested parties.

**ESSENTIAL DUTIES:**

The position’s essential duties include the following:

- Serve as technical team lead in the development of GIS System, providing mentoring, guidance and troubleshooting to analysis team members in solving complex reporting and analytical problems
- Utilize Open Geo suite of software applications with relational databases including PostGres and SQL Server.
- Install/configure various components of OpenGeo stack of products – GeoServer, OpenLayers, PostGIS, QGIS
- Complete documentation of datasets and processes.
- Ability to overlay maps with different layers
- Coordination of some short- and long-term enterprise GIS projects
- Provide geospatial support to internal and external teams with data development, data scrubbing and analysis, on-line and hardcopy map creation, setup of ETL processes, training, and setup of field data collection apps.
- Create and maintain of web map applications published via ArcGIS On-Line Query, analyze and prepare statistics on spatial and non-spatial data within relational databases.
- Prepare and execute workflows and geoprocessing models using Python.
- Prepare and execute workflows and geoprocessing models using ArcGIS ModelBuilder
- Prepare and execute queries in spatial and non-spatial databases using SQL.
- Develop and maintain geospatial datasets including those stored in relational databases.
- Conduct end user training on GIS system

**TECHNICAL EXPERIENCE:**

Type of Experience	Years of Experience
• Knowledge of Relational Databases	12 years
• Requirements Gathering	7 years
• SQL Programming	10 years
• Geo Server	5 years
• Open Layers	5 years
• PostGres	6 years
• Post GIS	6 years
• QGIS / ArcGIS	5 years
• ESRI stack	7 years
• Geo Node	4 years
• CSS/HTML	7 years
• Java scripting	7 years
• Python scripting	5 years
• Pentaho PDI/ Kettle	5 years



- ETL using open data tools

4 years

**NOTE:** In addition, this is desired experience.

- POST GIS
- SQL Server
- Pentaho PDI / Kettle
- ArcGIS
- REST API
- Web Mapping Services /Web Feature Service
- Boundless Open Geo Suite
- Vertica
- Creating visual displays for data analysis and presentation
- Prefer experience with State, Federal & local government agencies.
- Expertise working with Census, ACS data sets.

**SPECIAL SKILLS:**

- Ability to install, configure Boundless Open Geo Stack of products.
- Ability to create Maps using QGIS and publishing it on GeoServer
- Ability to translate logical models into physical implementation.
- Excellent verbal and written communication skills are an absolute must.
- Ability to work well under pressure and work on multiple tasks simultaneously.
- Outstanding analytic skills—in particular, an ability to translate an unstructured strategic question into a structured program of research, to disaggregate potential drivers of performance, to explore relationships between multiple pieces of data, and to test and identify the drivers underlying performance measures
- Outstanding ability to synthesize research results into actionable strategies and recommendations
- Advanced verbal and written communication skills and the ability to present effectively to small and large groups.
- Energetic, organized, detail-oriented
- Consistent ability to meet deadlines in a fast-paced environment
- Must be strong self-starter able to work independently under limited supervision
- Ability to build consensus and to work through others in achieving desired results and objectives.
- Consistent ability to set and deliver against a work plan in a fast-paced environment
- Ability to foster a cooperative work environment and to freely give and receive feedback
- Strong interpersonal skills and the ability to work effectively with a wide range of constituencies in a diverse community.
- Ability to lift 15 – 25 pounds
- General computer and presentation skills
- Customer and results oriented



**17. SENIOR MDM/DATA MODELING**

**OVERALL PURPOSE OF POSITION:**

Serves as technical team leader in the development of business intelligence solutions and other reports and analysis across all divisions of the organization. Writes complex SQL scripts to extract data from various databases and systems to make data available for enterprise reporting. Provides day-to-day management of overall reporting environment. The results provide ongoing support to USAC decision-makers, the FCC, Congress, and other interested parties.

**ESSENTIAL DUTIES:**

The position’s essential duties include the following:

- Serve as technical team lead in the development of logical/physical models for relational and dimensional schema
- Establish Master Data Management guidelines, procedures and definitions for USAC Master Data Domains
- Design develop, and implement Master Data Domain models
- Populate initial Master Data models with data from existing source data systems
- Ensure that data definitions and management principles are standardized and harmonized across master data domains.
- Ensure high data quality and limit risk of business process interruptions, while improving process and system effectiveness.
- Establish MDM KPI’s to establish transparency and performance objectives in quality, productivity and integration readiness, based on industry standards.
- Creates and leverages relationship with business process owners and data stewards to enable system integration and data driven planning capability
- Manage USAC’s Master Data infrastructure and components
- Hands on Experience with Microsoft Master Data Services.

**TECHNICAL EXPERIENCE:**

Type of Experience	Years of Experience
• Knowledge of Relational Databases	12 years
• Knowledge of Dimensional Databases	12 years
• Requirements Gathering	10 years
• SQL Programming	12 years
• Microsoft SQL Server 2019 or above	5 years
• Data modelling using Erwin	8 years
• MDM Modelling	5 years
• Master Data Services	4 years

**NOTE:** In addition, this is desired experience.

- Development of Web services/API’s
- Knowledge of ESB.
- Knowledge of Microsoft Biztalk Server
- Direct experience with Data Dictionaries and Business Glossaries
- SQL Server Business Intelligence Studio
- Visual Studio 2020
- Team Foundation Server
- TOAD for Oracle
- Creating visual displays for data analysis and presentation



**SPECIAL SKILLS:**

- Ability to track records in entity relationship and dimensional modeling.
- Ability to translate logical models into physical implementation.
- Excellent verbal and written communication skills are an absolute must.
- Ability to work well under pressure and work on multiple tasks simultaneously.
- Outstanding analytic skills—in particular, an ability to translate an unstructured strategic question into a structured program of research, to disaggregate potential drivers of performance, to explore relationships between multiple pieces of data, and to test and identify the drivers underlying performance measures
- Outstanding ability to synthesize research results into actionable strategies and recommendations
- Advanced verbal and written communication skills and the ability to present effectively to small and large groups.
- Energetic, organized, detail-oriented
- Consistent ability to meet deadlines in a fast-paced environment
- Must be strong self-starter able to work independently under limited supervision
- Ability to build consensus and to work through others in achieving desired results and objectives.
- Consistent ability to set and deliver against a work plan in a fast-paced environment
- Ability to foster a cooperative work environment and to freely give and receive feedback
- Strong interpersonal skills and the ability to work effectively with a wide range of constituencies in a diverse community.
- Ability to lift 15 – 25 pounds
- General computer and presentation skills
- Customer and results oriented



18. SENIOR PMO ANALYST

**OVERALL PURPOSE OF POSITION:**

The purpose of this position is to support the PMO’s efforts in process improvement, tailoring guidelines (depending on project size/duration/team size etc.), and maintaining the organization’s measurement repository. This position will support the planning and implementation of CMMI Process Improvement activities across the different organizations in IT.

**ESSENTIAL DUTIES:**

In addition to having rounded experience in overall project management and agile framework, this position’s essential duties include the following:

- Work with the PMO managers responsible for the Key Process Areas and help them establish and/or improve their processes
- Work with PMO employees assigned to the Key Process Areas to help them synchronize and document their standard process
- Work with PMO managers to develop their Key Process Area plans (as needed)
- Establish an implementation plan for outstanding key processes that are currently not implemented within the PMO
- Assess existing PMO processes and recommend improvements
- Prepare and perform performance assessments to measure process improvement progress
- Document and track stakeholders’ feedback data
- Support the PMO maturity efforts in establishing the Center of Excellence
- Represents the IT department in coordination with other departments;

**TECHNICAL EXPERIENCE:**

Type of Experience	Years of Experience
• Direct work experience in information systems	10-12 years
• Expert knowledge of project management practices and techniques	6-8 years
• Demonstrated experience with project management software	6-8 years
• Demonstrated experience managing IT projects within CMMI	6-8 years

Note: In addition, this is desired experience.

- Experience managing Information Technology projects within the Agile framework 3-5 Years

**SPECIAL SKILLS:**

- Preparing and delivering information in a concise, professionally written format
- Preparing and presenting information to staff in an informal setting
- Working in teams, task forces, etc.
- Coordination work among teams, groups, etc.
- Developing and/or creating new or more effective ideas, approaches, etc.
- Developing and/or creating methods, procedures, training, etc.
- Developing and formulating short-range plans/decisions
- Analyzing and developing solutions to problems
- Managing various projects, work, technical support, etc.
- Developing and maintaining positive customer rapport
- Excellent Computer skills
- Organizational skills
- Excellent interpersonal and communication skills
- Ability to lift 15 – 25 pounds
- General computer and presentation skills

**19. SERVICE DESK ENGINEER I**

**OVERALL PURPOSE OF POSITION:**

The purpose of this position is to provide 3rd level support to users via escalations from Level 2 technicians and to perform engineering tasks such as design and deployment of new software packages, desktop and laptop patch management, design and implementation of user facing portals for password resets and account unlocks.

**ESSENTIAL DUTIES:**

The position’s essential duties include the following:

- Conduct desktop, laptop and network inventory
- Support refresh initiatives
- Perform physical setups for new users and recovery of USAC hardware for terminations
- Perform physical moves
- Reimage machines as needed
- Maintain hardware standards
- Conduct research and development under guidance of supervisor
- Support resolution of print issues as escalated from Service Desk Level 1 Technicians
- Support resolution of Phone issues and escalate to Level II Service Desk Engineers as needed
- Other duties as assigned

**TECHNICAL EXPERIENCE:**

Type of Experience	Years of Experience
• Advanced computer expertise	6+ years
• Microsoft Office Application Suite	6+ years
• Microsoft Windows 7/8 Experience	
• OSX\iOS\Android Experience	
• Windows Server 2008/2012 Experience	
• Active Directory Experience	
• Powershell scripting experience	
• Experience with large scale software deployments	
• Experience managing inventory	

**NOTE:** In addition, this is desired experience.

- Customer service experience.
- Experience installing Windows and Building/Repairing PC’s.
- Creating standardized images for large scale deployments
- End user support 6+ years
- Networking Technologies 6+ years
- Ticketing Systems 3+ years
- Remote PC Management 3+ years
- Audio Visual Systems Support 2+ years

**SPECIAL SKILLS:**

- Advanced computer skills and application software understanding.
- Ability to use ticketing system, Ghost and remote tools.
- Ability to lift equipment up to 50 lbs.
- Preparing and delivering information in a concise and professionally written format



- Preparing and presenting information to staff in a formal and informal setting.
- Working in teams
- Developing and/or creating new more effective procedures or approaches to helpdesk issues.
- Analyzing and developing solutions to problems
- Providing quality and detail oriented technical support.
- Providing timely and high quality customer service and support to end users.
- Excellent interpersonal and communication skills.

**20. SERVICE DESK ENGINEER II**

**OVERALL PURPOSE OF POSITION:**

The purpose of this position is to provide advanced 3<sup>rd</sup>/4<sup>th</sup> level support to users via escalations from Level 1, 2 and 3 technicians and to perform engineering tasks such as design and deployment of new software packages, desktop and laptop patch management, design and implementation of user facing portals for password resets and account unlocks.

**ESSENTIAL DUTIES:**

The position’s essential duties include the following:

- Monitor incoming ticked and assign them to the proper Service Desk Engineer, Technician, or Operation group
- Review patch deployment in desktop environment
- Work with IT development teams to ensure workflows are properly configured in the ticketing system
- Work with the security team to ensure all workstations are patched weekly
- Review weekly reports in regards to workstation performance and ticket volume, make recommendations
- Mentor and train Service Desk Staff
- Manage large scale software deployments
- Develop and maintain hardware standard for laptops and desktops
- Maintain workstation refresh schedule
- Conduct research and development under guidance of supervisor
- Administer Cisco VoIP phone system
- Develop and document Service Desk procedures

**TECHNICAL EXPERIENCE:**

Type of Experience	Years of Experience
• Advanced computer expertise	8+ years
• Microsoft Office Application Suite	8+ years
• Microsoft Windows 7/8/10 Experience	
• OSX\iOS\Android Experience	
• Windows Server 2008/2012 Experience	
• Active Directory Experience	
• Powershell scripting experience	4+ years
• Experience with large scale software deployments	
• Managing ticket escalations	

NOTE: In addition, this is desired experience.

- Customer service experience.
  - Experience installing Windows and Building/Repairing PC’s.
  - Creating standardized images for large scale deployments
  - End user support
  - Networking Technologies
  - Ticketing Systems
  - Remote PC Management
  - Audio Visual Systems Support
- 6+ years  
6-8 years  
4+ years  
6+ years  
2+ years



**SPECIAL SKILLS:**

- Advanced computer skills and application software understanding.
- Ability to use ticketing system, Ghost and remote tools.
- Ability to lift equipment up to 50 lbs.
- Preparing and delivering information in a concise and professionally written format
- Preparing and presenting information to staff in a formal and informal setting.
- Working in teams
- Developing and/or creating new more effective procedures or approaches to helpdesk issues.
- Analyzing and developing solutions to problems
- Providing quality and detail oriented technical support.
- Providing timely and high quality customer service and support to end users.
- Excellent interpersonal and communication skills.

## 21. SERVICE DESK TECHNICIAN I

### OVERALL PURPOSE OF POSITION:

The purpose of this position is to provide level 2 technical assistance to end-users, as well as remote users, track issues in order to rectify user issues, document solutions or escalate to other technicians as needed.

### ESSENTIAL DUTIES:

The position's essential duties include the following:

- Provide basic phone/email/walkup support to internal and external users.
- Provide basic troubleshooting to users attempting connecting to the network remotely (Citrix, SSL VPN).
- Support Level II Service Desk Technicians in user training tasks.
- Assist in creation, update and removal of user accounts.
- Troubleshoot basic network/connectivity issues.
- Manage loaner devices (check-in/checkout).
- Work with Level II Service Desk Technicians to deploy software as needed via automated system

### TECHNICAL EXPERIENCE:

Type of Experience	Years of Experience
• Basic computer expertise	3-4 years.
• Microsoft Office Application Suite	2-3 years.
• Microsoft Windows 7/8 Experience	
• OSX\iOS\Android Experience	

### Education:

- Associates Degree

NOTE: In addition, this is desired experience.

- Customer service experience.
- Experience installing Windows and Building/Repairing PC's.

### SPECIAL SKILLS:

- Basic Computer skills and application software understanding.
- Ability to use ticketing system, Ghost and remote tools.
- Ability to lift equipment up to 50 lbs.
- Preparing and delivering information in a concise and professionally written format
- Preparing and presenting information to staff in a formal and informal setting.
- Working in teams
- Developing and/or creating new more effective procedures or approaches to helpdesk issues.
- Analyzing and developing solutions to problems
- Providing quality and detail oriented technical support.
- Providing timely and high quality customer service and support to end users.
- Excellent interpersonal and communication skills.





22. SERVICE DESK TECHNICIAN II

**OVERALL PURPOSE OF POSITION:**

The purpose of this position is to provide level 1 technical assistance to end-users, as well as remote users, track issues in order to rectify user issues, document solutions or escalate to other technicians as needed.

**ESSENTIAL DUTIES:**

The position’s essential duties include the following:

- Provide advance phone/email/walkup support to internal and external users.
- Assist users in connecting to the network remotely.
- Conduct IT training and orientation for new hires.
- Create Active Directory accounts for new users and contractors.
- Troubleshoot advance network issues.
- Help develop procedures regarding desktop support.
- Review Service Desk level 1 escalations for compliance prior to escalation.
- Install and support desktop software applications.
- Perform laptop and desktop installations
- Grant permissions to internally created applications

**TECHNICAL EXPERIENCE:**

Type of Experience	Years of Experience
• Advanced computer expertise	6+ years
• Microsoft Office Application Suite	6+ years
• Microsoft Windows 7/8 Experience	
• OSX\iOS\Android Experience	

Education:

- Bachelor’s Degree

NOTE: In addition, this is desired experience.

- Customer service experience.
- Experience installing Windows and Building/Repairing PC’s.
- Imaging PC’s and preparing them for end users on a Windows domain.
- End user support 4+ years
- Networking Technologies 4 years
- Ticketing Systems 3+ years
- Remote PC Management 2+ years
- Audio Visual Systems Support 2+ years

**SPECIAL SKILLS:**

- Advanced computer skills and application software understanding.
- Ability to use ticketing system, Ghost and remote tools.
- Ability to lift equipment up to 50 lbs.
- Preparing and delivering information in a concise and professionally written format
- Preparing and presenting information to staff in a formal and informal setting.
- Working in teams
- Developing and/or creating new more effective procedures or approaches to Service Desk issues.
- Analyzing and developing solutions to problems



- Providing quality and detail oriented technical support.
- Providing timely and high quality customer service and support to end users.
- Excellent interpersonal and communication skills.



## 23. SOFTWARE DEVELOPER I – CMS/WORDPRESS DEVELOPER

### OVERALL PURPOSE OF POSITION:

The purpose of this position is to provide build application and web front-ends based on requirements from Stakeholder Engagement, programs, UX and designers.

### ESSENTIAL DUTIES:

The position's essential duties include the following:

- Experience with WordPress CMS framework, configuration and maintenance
- Create organizational website with WordPress framework
- Write/develop templates with Wordpress CMS and PHP.
- Experience with configuring WordPress in-house environment and maintenance.
- Build reusable code and component/pattern libraries
- Skilled in HTML5, CSS, CSS3, SCSS;
- Skilled in Front-End development framework and process from UX design to web component delivery;
- Proficient understanding of client-side scripting and JavaScript frameworks, including jQuery;
- Some combination of JavaScript frameworks, such as DurandaJS, Angular, Gulp, Webpack, ReactJS;
- Experience creating accessible forms (using ARIA), with client-side form validation (JavaScript);
- Experience with Bootstrap or other similar technologies;
- Experience with a collaboration platform and code repository control;
- Build reusable code and libraries for future use;
- Ensure the technical feasibility of UI/UX designs;
- Optimize application for maximum speed and scalability;
- A commitment to Lean principles, including rapid prototyping for user testing;
- Good understanding of asynchronous request handling, partial page updates, and AJAX
- Baseline understanding of server-side CSS pre-processing platforms, such as LESS and SASS
- Baseline understanding of WCAG compliance as it applies to front-end code
- Basic knowledge of image authoring tools, to be able to crop, resize, or perform small adjustments on an image. Familiarity with tools such as Gimp or Photoshop is a plus.
- Proficient understanding of cross-browser compatibility issues and ways to work around them.
- Good understanding of SEO principles and ensuring that application will adhere to them.
- Responsible for support of critical business functions through the development, implementation, and maintenance of web front ends, including adaptation of COTS products to meet the business requirements;
- Lead and Contribute web front end expertise to multiple projects and ensure that specifications are met;
- Design, code, test, debug, maintain, and document web front end customizations; Participate in peer-reviews;
- Follow established accessibility and W3C standards and procedures; Contribute towards the improvement;
- Work as part of web development teams across enterprise
- Coordinate with departments and users in the support of business applications;
- Exercise judgment to plan and accomplish goals;
- Represent the IT department in terms of front-end development expertise in coordination with other departments;
- Perform other duties, as assigned.



<u>Type of Experience</u>	<u>JEE</u>	<u>Years of Experience</u>
• WordPress framework, CMS, PHP		4-6 Years
• XML, JavaScript, CSS, HTML, HTML5		4-6 Years
• Accessibility standards and tools (ARIA)		2-3 Years
• Web Services, ReactJS, Angular, Angular2, Webpack, Gulp		1-2 Years
• Bootstrap (or similar platform)		1-2 Years
• Technical Documentation		4-6 Years

**SPECIAL SKILLS:**

- Analytical and problem solving skills; Ability to develop solutions to problems
- Ability to lead and conduct design reviews, code reviews and technical assessment
- Developing and/or creating new or more effective ideas, approaches, etc.
- Developing and formulating short-range plans/decisions
- Excellent interpersonal and communication skills

## 24. SOFTWARE DEVELOPER I – WEB FRONT END DEVELOPER

### OVERALL PURPOSE OF POSITION:

The purpose of this position is to provide build application and web front-ends based on requirements from Stakeholder Engagement, programs, UX and designers.

### ESSENTIAL DUTIES:

The position's essential duties include the following:

- Skilled in Front-End development framework and process from UX design to web component delivery;
- Proficient understanding of client-side scripting and JavaScript frameworks, including jQuery;
- Some combination of JavaScript frameworks, such as DurandaJS, Angular, Angular 2, Gulp, Webpack, ReactJS;
- Skilled in HTML5, CSS, CSS3, SCSS;
- Experience creating accessible forms (using ARIA), with client-side form validation (JavaScript);
- Experience with Bootstrap or other similar technologies;
- Experience with a collaboration platform and code repository control;
- Build reusable code and libraries for future use;
- Ensure the technical feasibility of UI/UX designs;
- Optimize application for maximum speed and scalability;
- A commitment to Lean principles, including rapid prototyping for user testing;
- Good understanding of asynchronous request handling, partial page updates, and AJAX
- Baseline understanding of server-side CSS pre-processing platforms, such as LESS and SASS
- Baseline understanding of WCAG compliance as it applies to front-end code
- Working understanding of Wordpress and Wordpress templates, as well as baseline understanding of PHP.
- Basic knowledge of image authoring tools, to be able to crop, resize, or perform small adjustments on an image. Familiarity with tools such as Gimp or Photoshop is a plus.
- Proficient understanding of cross-browser compatibility issues and ways to work around them. Good understanding of SEO principles and ensuring that application will adhere to them.
- Responsible for support of critical business functions through the development, implementation, and maintenance of web front ends, including adaptation of COTS products to meet the business requirements;
- Lead and Contribute web front end expertise to multiple projects and ensure that specifications are met;
- Design, code, test, debug, maintain, and document web front end customizations; Participate in peer-reviews;
- Follow established accessibility and W3C standards and procedures; Contribute towards the improvement;
- Work as part of Development Teams across enterprise
- Coordinate with departments and users in the support of business applications;
- Exercise judgment to plan and accomplish goals;
- Represent the IT department in terms of front-end development expertise in coordination with other departments;
- Perform other duties, as assigned.

Type of Experience	JEE	Years of Experience
• XML, JavaScript, CSS, HTML, HTML5		4-6 Years



- |   |           |
|---|-----------|
| • Accessibility standards and tools (ARIA)                | 2-3 Years |
| • Web Services, ReactJS, Angular, Angular2, Webpack, Gulp | 1-2 Years |
| • Bootstrap (or similar platform)                         | 1-2 Years |
| • WordPress   | 1-2 Years |
| • Technical Documentation                                 | 4-6 Years |

**SPECIAL SKILLS:**

- Analytical and problem solving skills; Ability to develop solutions to problems
- Ability to lead and conduct design reviews, code reviews and technical assessment
- Developing and/or creating new or more effective ideas, approaches, etc.
- Developing and formulating short-range plans/decisions
- Excellent interpersonal and communication skills



25. SOFTWARE DEVELOPER II – APPIAN BPM

**OVERALL PURPOSE OF POSITION:**

The purpose of this position is to provide support for critical business functions through the development, implementation, testing and maintenance of applications systems built on Appian’s Business Process Management (BPM) software technology. The project is part of the Schools and Libraries Systems Modernization initiative design to replace all legacy systems that support the E-rate program.

**ESSENTIAL DUTIES:**

The position’s essential duties include the following:

- Design and implement BPM based solutions using Appian BPM Software
- Design and implement complex enterprise integrations with industry technologies: Oracle, LDAP, Active Directory, and more;
- Drive BPM adoption within USAC by knowledge sharing with other resources to become self-sufficient with building process application in Appian;
- Assist with gathering functional requirements and provide technical input for technical system requirements
- Contribute software development expertise to multiple projects and ensure that specifications are met;
- Design, configure, code, test, debug, maintain, and document software applications;
- Follow established software development standards and procedures and contribute towards their improvement;
- Develop complex application features and create technical designs;
- Participate in design and peer review;
- Coordinate with departments and users in support of business applications;
- Represent the IT department in terms of software development expertise in coordination with other departments;
- Provide technical guidance to junior developers. Act as a proxy team lead as needed

**TECHNICAL EXPERIENCE**

Type of Experience	Years of Experience
• Java/JEE	4+ Years
• SQL, Web Services	4+ Years
• Oracle 10g+, MySQL, RDBMS concepts	4+ Years
• Application Development/Software Engineering/Design Patterns	4+ Years
• Object oriented design and architecture	4+ Years
• Web application development	4+ Years
• Technical Documentation	4+ Years

**NOTE:** In addition, this is desired experience.

- Experience in Appian 20X+ or similar BPM platform, ERP, CRM, or eCommerce
- Prior software development experience, ideally in a Portal, BPM, DM or EAI related setting
- Server Architecture experience dealing with high availability environments
- Experience with integration of application software and RDBMS
- Experience with cloud architecture
- Experience with JEE Application Servers and Web Servers – JBoss, Apache
- Experience with operating systems – Windows, RedHat Linux
- Knowledge of configuration management, release management principles



- Knowledge of application security concepts
- Experience with agile SDLC; Scrum preferred
- Knowledge of networking and system engineering concepts
- Experience with PL/SQL; MySQL experience preferred
- Experience with scripting languages
- Experience with Oracle Access Manager (OAM)

**SPECIAL SKILLS**

- Analytical and problem solving skills
- Developing and/or creating new and more effective ideas, approaches, etc.
- Developing and executing short-range plans/decisions
- Excellent interpersonal and communication skills
- Ability to exercise sound judgment across a broad range of circumstances
- Ability to lift 15 to 25 pounds





26. SOFTWARE DEVELOPER III – APPIAN BPM

**OVERALL PURPOSE OF POSITION:**

The purpose of this position is to provide support for critical business functions through the development, implementation, testing and maintenance of applications systems built on Appian’s Business Process Management (BPM) software technology.

**ESSENTIAL DUTIES:**

The position’s essential duties include the following:

- Design and implement BPM based solutions using Appian BPM Software
- Design and implement complex enterprise integrations with industry technologies: Oracle, LDAP, Active Directory, and more;
- Drive BPM adoption within USAC by knowledge sharing with other resources to become self-sufficient with building process application in Appian;
- Assist with gathering functional requirements and provide technical input for technical system requirements
- Contribute software development expertise to multiple projects and ensure that specifications are met;
- Design, configure, code, test, debug, maintain, and document software applications;
- Follow established software development standards and procedures and contribute towards their improvement;
- Develop complex application features and create technical designs;
- Participate in design and peer review;
- Coordinate with departments and users in support of business applications;
- Represent the IT department in terms of software development expertise in coordination with other departments;
- Provide technical guidance to junior developers. Act as a proxy team lead as needed

**TECHNICAL EXPERIENCE**

<u>Type of Experience</u>	<u>Years of Experience</u>
• Java/JEE,Appian	8+ Years
• SQL, Web Services	8+ Years
• Oracle 10g+, MySQL, RDBMS concepts	8+ Years
• Application Development/Software Engineering/Design Patterns	8+ Years
• Object oriented design and architecture	8+ Years
• Web application development	8+ Years
• Technical Documentation	8+ Years

NOTE: In addition, this is desired experience.

- Experience in Appian 20.x+ or similar BPM platform, ERP, CRM, or eCommerce
- Prior software development experience, ideally in a Portal, BPM, DM or EAI related setting
- Server Architecture experience dealing with high availability environments
- Experience with integration of application software and RDBMS
- Experience with cloud architecture
- Experience with JEE Application Servers and Web Servers – JBoss, Apache
- Experience with operating systems – Windows, RedHat Linux
- Knowledge of configuration management, release management principles
- Knowledge of application security concepts



- Experience with agile SDLC; Scrum preferred
- Knowledge of networking and system engineering concepts
- Experience with PL/SQL; MySQL experience preferred
- Experience with scripting languages
- Experience with Oracle Access Manager (OAM)

**SPECIAL SKILLS**

- Analytical and problem solving skills
- Developing and/or creating new and more effective ideas, approaches, etc.
- Developing and executing short-range plans/decisions
- Excellent interpersonal and communication skills
- Ability to exercise sound judgment across a broad range of circumstances



27. SOFTWARE DEVELOPER IV – APPIAN BPM

**OVERALL PURPOSE OF POSITION:**

The purpose of this position is to provide support for critical business functions through the development, implementation, testing and maintenance of applications systems built on Appian’s Business Process Management (BPM) software technology. Ideal candidate would have at least 12 years of experience in IT and minimum 6 years developing applications using Appian.

**ESSENTIAL DUTIES:**

The position’s essential duties include the following:

- Design and implement BPM based solutions using Appian BPM Software
- Design and implement complex enterprise integrations with industry technologies: Oracle, LDAP, Active Directory, and more;
- Drive BPM adoption within USAC by knowledge sharing with other resources to become self-sufficient with building process application in Appian;
- Assist with gathering functional requirements and provide technical input for technical system requirements
- Contribute software development expertise to multiple projects and ensure that specifications are met;
- Design, configure, code, test, debug, maintain, and document software applications;
- Follow established software development standards and procedures and contribute towards their improvement;
- Develop complex application features and create technical designs;
- Participate in design and peer review;
- Coordinate with departments and users in support of business applications;
- Represent the IT department in terms of software development expertise in coordination with other departments;
- Provide technical guidance to junior developers. Act as a proxy team lead as needed

**TECHNICAL EXPERIENCE**

Type of Experience	Years of Experience
• Java/JEE/BPM	12+ Years
• SQL, Web Services	10+ Years
• Oracle 10g+, MySQL, RDBMS concepts	10+ Years
• Application Development/Software Engineering/Design Patterns	12+ Years
• Object oriented design and architecture	5+ Years
• Web application development	5+ Years
• Technical Documentation	4+ Years

**NOTE:** In addition, this is desired experience.

- Experience in Appian 20.x+ or similar BPM platform, ERP, CRM, or eCommerce
- Prior software development experience, ideally in a Portal, BPM, DM or EAI related setting
- Server Architecture experience dealing with high availability environments
- Experience with integration of application software and RDBMS
- Experience with cloud architecture
- Experience with JEE Application Servers and Web Servers – JBoss, Apache
- Experience with operating systems – Windows, RedHat Linux
- Knowledge of configuration management, release management principles



- Knowledge of application security concepts
- Experience with agile SDLC; Scrum preferred
- Knowledge of networking and system engineering concepts
- Experience with PL/SQL; MySQL experience preferred
- Experience with scripting languages
- Experience with Oracle Access Manager (OAM)
- Minimum L2 certification in Appian

**SPECIAL SKILLS**

- Analytical and problem solving skills
- Developing and/or creating new and more effective ideas, approaches, etc.
- Developing and executing short-range plans/decisions
- Excellent interpersonal and communication skills
- Ability to exercise sound judgment across a broad range of circumstances

**28. SOFTWARE DEVELOPER III - CONCORDANCE**

**OVERALL PURPOSE OF POSITION:**

The purpose of this position is to provide support for critical business functions through the development, implementation, and maintenance of USAC’s content management systems. Plan for and perform enhancements and configuration changes, including upgrades to new versions. Provide assistance to customers in the usage of the systems, and coordinate external vendor support.

**ESSENTIAL DUTIES:**

The position’s essential duties include the following:

- LexisNexis Concordance and Law PreDiscovery software Administration and Development (including complete fluency with Concordance Programming Language), or related advanced search and review platform.
- Design and execution of substantive relevancy queries, and substantive legal data analysis.
- Load data into Concordance by building databases for standard load data; identify non-standard data for correction or processing.
- Use Microsoft Outlook, Microsoft Access, and Microsoft Excel at an advanced level in relation with legal tools.
- Troubleshoot software and hardware problems for the tools maintained by legal unit.
- Write text parsing programs to transform non-standard load files into valid delimited and/or XML load files.
- Write appropriate documentation describing process for use by colleagues and end user clients.
- Communicate well with end users in a support role to explain process and suggest solutions.
- Provide eDiscovery training to staff and legal teams.
- Develop an organized approach to duties, including plans, schedules, and assessment of risks and reporting out on the progress of efforts.
- Follow Change Control format and procedures
- Assess risks and report issues related to operations
- Collaborate with other IT staff and users as needed for cross-unit or enterprise-wide initiatives
- Resolve and record incident resolution in tracking system
- Perform other duties as assigned.

**TECHNICAL EXPERIENCE**

Type of Experience	.NET/SHAREPOINT	Years of Experience
• LexisNexis Concordance or similar platform		6 years
• Concordance Programming Language (CPL)		4 years
• Microsoft Outlook, Access, Excel		8 years
• Experience writing documentation		4 years
• Experience training end users		4 years
• Experience building Concordance databases		4 years
• Experience troubleshooting eDiscovery tools		4 years

**NOTE:** In addition, this is desired experience.

- Full text OCR software, multiple email programs including Microsoft Outlook, and Microsoft Access, Microsoft Excel and Adobe Acrobat.
- MS SQL as Developer.



- Experience training end users and administrators in LexisNexis Concordance, Clearwell, Relativity, or other advanced search and review platform designed for precise data review and culling for production in litigation or investigations.
- Knowledge of “Bates” numbering systems, Boolean logic/Boolean algebra, DeMorgan’s laws, truth tables, set theory, and technology assisted review theories such as algorithmic or iterative learning.

**SPECIAL SKILLS:**

- Analytical and problem solving skills; Ability to develop solutions to problems
- Ability to conduct design reviews, code reviews and technical assessment
- Developing and/or creating new or more effective ideas, approaches, etc.
- Developing and formulating short-range plans/decisions
- Preparing and delivering information in a concise, professionally written format
- Preparing and presenting information to staff in formal settings
- Working in teams, task forces, etc.
- Directing/coordination work among teams, groups, etc.
- Developing and maintaining positive customer rapport
- Organizational skills
- Basic understanding of Lean and Agile concepts
- Conflict resolution and negotiation skills
- Excellent interpersonal and communication skills
- Emotionally stable and works well in stressful situations

**29. SOFTWARE DEVELOPER II - JAVA**

**OVERALL PURPOSE OF POSITION:**

The purpose of this position is to provide support for critical business functions through the development, implementation, testing and maintenance of applications systems.

**ESSENTIAL DUTIES:**

The position's essential duties include the following:

- Design, code, test, debug, maintain, and document software applications;
- Follow established software development standards and procedures;
- Support business functions through the development, implementation, and maintenance of applications systems;
- Participate in peer code reviews;
- Collaborate with departments and users in the support of business applications;
- Contribute software development expertise to ensure that specifications are met;

**TECHNICAL EXPERIENCE**

Type of Experience JEE	Years of Experience
• JEE, EJB 3+, Hibernate 3+, JMS, JSF, JBoss 4+	6+ Years
• Oracle 10g+; RDBMS concepts	4+ Years
• Application Development/Software Engineering/Design Patterns	4+ Years
• Web application development	4+ Years
• Object oriented design and architecture	5+ Years
• Technical Documentation	4+ Years

NOTE: In addition, this is desired experience.

- Experience with integration of application software and RDBMS
- Knowledge of configuration management, release management principles
- Knowledge of application security concepts
- Experience with agile SDLC; Scrum preferred
- Experience with high availability architectures
- Knowledge of networking and system engineering concepts
- Experience with PL/SQL
- Experience with scripting languages
- Experience with Oracle Access Manager (OAM)

**SPECIAL SKILLS:**

- Analytical and problem solving skills
- Developing and/or creating new or more effective ideas, approaches, etc.
- Developing and executing short-range plans/decisions
- Excellent interpersonal and communication skills
- Ability to exercise sound judgment across a broad range of circumstances



**30. SOFTWARE DEVELOPER III - JAVA**

**OVERALL PURPOSE OF POSITION:**

The purpose of this position is to provide support for critical business functions through the development, implementation, testing and maintenance of applications systems.

**ESSENTIAL DUTIES:**

The position’s essential duties include the following:

- Support critical business functions through the development, implementation, and maintenance of applications and systems;
- Contribute software development expertise to multiple projects and ensure that specifications are met;
- Design, code, test, debug, maintain, and document software applications;
- Follow established software development standards and procedures and contribute towards their improvement;
- Develop complex application features and create technical designs;
- Participate in peer code and design reviews;
- Experienced with a wide range of technologies;
- Coordinate with departments and users in the support of business applications.
- Represent the IT department in terms of software development expertise in coordination with other departments;

Type of Experience	JEE	Years of Experience
•	JEE, EJB 3+, Hibernate 3+, JPA, JMS, JSF, JBoss 4+	10+ Years
•	Spring	10+ Years
•	PostgreSQL, Oracle 10g+; SQL Server RDBMS concepts	10+ Years
•	Application Development/Software Engineering/Design Patterns	10+ Years
•	Web application development	10+ Years
•	Object oriented design and architecture	8+ Years
•	Web Services/API Development and use	6+ Years
•	Technical Documentation	4+ Years

NOTE: In addition, this is desired experience.

- Experience API’s and SOA Patterns
- Experience with integration of application software and RDBMS
- Knowledge of configuration management, release management principles
- Knowledge of SOA
- Experience with agile SDLC; Scrum preferred
- Experience with high availability architectures
- Knowledge of networking and system engineering concepts
- Experience with PL/SQL
- Experience with scripting languages
- Experience with Oracle Access Manager (OAM)
- Knowledge of application security concepts

**SPECIAL SKILLS:**

- Analytical and problem solving skills
- Developing and/or creating new or more effective ideas, approaches, etc.
- Developing and executing short-range plans/decisions





- Excellent interpersonal and communication skills
- Ability to exercise sound judgment across a broad range of circumstances



**31. SOFTWARE DEVELOPER IV - JAVA**

**OVERALL PURPOSE OF POSITION:**

The purpose of this position is to provide support for critical business functions through the development, implementation, testing and maintenance of applications systems.

**ESSENTIAL DUTIES:**

The position’s essential duties include the following:

- Support critical business functions through the development, implementation, and maintenance of applications and systems;
- Contribute software development expertise to multiple projects and ensure that specifications are met;
- Design, code, test, debug, maintain, and document software applications;
- Follow established software development standards and procedures and contribute towards their improvement;
- Develop complex application features and create technical designs;
- Participate in peer code and design reviews;
- Experienced with a wide range of technologies;
- Coordinate with departments and users in the support of business applications.
- Represent the IT department in terms of software development expertise in coordination with other departments;

**TECHNICAL EXPERIENCE:**

Type of Experience	JEE	Years of Experience
• JEE, EJB 3+, Hibernate 3+, JPA, JMS, JSF, JBoss 4+		12+ Years
• Spring Framework		10+ Years
• Oracle 10g+; SQL Server RDBMS concepts		12+ Years
• Application Development/Software Engineering/Design Patterns		8+ Years
• Web application development		10+ Years
• Object oriented design and architecture		8+ Years
• Web Services/API Development and use		8+ Years
• Technical Documentation		6+ Years

**NOTE:** In addition, this is desired experience.

- Experience with integration of application software and RDBMS
- Experience with Scrum framework SDLC
- Experience with Oracle architecture
- Experience with high availability architectures
- Expert knowledge of networking and system engineering concepts
- Experience with PL/SQL
- Experience with scripting languages
- Experience with Financial Systems development
- Strong understanding of the software project management concepts
- Exposure to the concepts of enterprise architecture
- Experience with Oracle Access Manager (OAM)
- Experience in defining or supporting the enterprise architecture framework
- Experience with ERP, CRM and eCommerce



**SPECIAL SKILLS:**

- Analytical and problem solving skills
- Developing and/or creating new or more effective ideas, approaches, etc.
- Developing and executing short-range plans/decisions
- Excellent interpersonal and communication skills
- Ability to exercise sound judgment across a broad range of circumstances
- Ability to lift 15 to 25 pounds

## 32. SYSTEMS ANALYST I

### OVERALL PURPOSE OF POSITION:

Working in close co-operation with the business customers and IT teams, the IT systems analyst applies advanced analytical and business skills to evaluate existing and identify new or enhanced systems, products and processes which advance business objectives.

### ESSENTIAL DUTIES:

The position's essential duties include the following:

- Develops and maintains a thorough knowledge of business processes supported by software systems/products;
- Documents business requirements and business processes; develops training programs, documents, and materials;
- Analyzes and documents “as-is” and “to-be” scenarios (processes, models, use cases, plans and solutions);
- Leads requirements reviews, design reviews, and change control activities;
- Defines and implements standards, methods and procedures for requirements and testing activities;
- Works as part of Scrum Team and effectively participates in daily stand-up, sprint planning, task estimates, task sequencing, task assignments, sprint reviews and retrospectives.
- Other duties, as assigned.

### TECHNICAL EXPERIENCE:

Type of Experience	Years of Experience
• Demonstrated experience with increasingly complex system analysis projects	1-2 years
• Experience developing user stories based on business and system requirements	1-2 years
• Experience defining and elaborating user stories with validation and acceptance criteria	1-2 years
• Experience with various requirements gathering techniques and methodologies (UML/ Use cases, Activity diagrams, JAD sessions).	1-2 years
• Experience with Scrum and/or other Agile Development frameworks	1-2 years

NOTE: In addition, this is desired experience.

- Experience with automated requirements engineering and testing tools
- RDBMS experience (MS SQL Server and/or Oracle) and ability to write SQL queries.
- Experience with Project Management Software
- Experience with Software Development

### SPECIAL SKILLS:

- Analytical and problem solving skills
- Developing and/or creating new or more effective ideas, approaches, etc.
- Developing and executing short-range plans/decisions
- Excellent interpersonal and communication skills
- Ability to exercise sound judgment across a broad range of circumstances



33. SYSTEMS ANALYST II

**OVERALL PURPOSE OF POSITION:**

Working in close co-operation with the business customers and IT teams, the IT systems analyst applies advanced analytical and business skills to evaluate existing and identify new or enhanced systems, products and processes which advance business objectives.

**ESSENTIAL DUTIES:**

The position’s essential duties include the following:

- Develops and maintains a thorough knowledge of business processes supported by software systems/products;
- Documents business requirements and business processes; develops training programs, documents, and materials;
- Analyzes and documents “as-is” and “to-be” scenarios (processes, models, use cases, plans and solutions);
- Leads requirements reviews, design reviews, and change control activities;
- Defines and implements standards, methods and procedures for requirements and testing activities;
- Works as part of Scrum Team and effectively participates in daily stand-up, sprint planning, task estimates, task sequencing, task assignments, sprint reviews and retrospectives.
- Other duties, as assigned.

**TECHNICAL EXPERIENCE:**

Type of Experience	Years of Experience
• Demonstrated experience with increasingly complex system analysis projects	6-8 years
• Experience developing user stories based on business and system requirements	4-6 years
• Experience defining and elaborating user stories with validation and acceptance criteria	4-6 years
• Experience with various requirements gathering techniques and methodologies (UML/ Use cases, Activity diagrams, JAD sessions).	6-8 years
• Experience with Scrum and/or other Agile Development frameworks	4-6 years

NOTE: In addition, this is desired experience.

- Experience with automated requirements engineering and testing tools
- RDBMS experience (MS SQL Server and/or Oracle) and ability to write SQL queries.
- Experience with Project Management Software
- Experience with Software Development

**SPECIAL SKILLS:**

- Analytical and problem solving skills
- Developing and/or creating new or more effective ideas, approaches, etc.
- Developing and executing short-range plans/decisions
- Excellent interpersonal and communication skills
- Ability to exercise sound judgment across a broad range of circumstances

## 34. SYSTEMS ANALYST III

### OVERALL PURPOSE OF POSITION:

Working in close co-operation with the business customers and IT teams, the IT systems analyst applies advanced analytical and business skills to evaluate existing and identify new or enhanced systems, products and processes which advance business objectives.

### ESSENTIAL DUTIES:

The position's essential duties include the following:

- Develops and maintains a thorough knowledge of business processes supported by software systems/products;
- Documents business requirements and business processes; develops training programs, documents, and materials;
- Analyzes and documents “as-is” and “to-be” scenarios (processes, models, use cases, plans and solutions);
- Leads requirements reviews, design reviews, and change control activities;
- Defines and implements standards, methods and procedures for requirements and testing activities;
- Works as part of Scrum Team and effectively participates in daily stand-up, sprint planning, task estimates, task sequencing, task assignments, sprint reviews and retrospectives.
- Other duties, as assigned.

### TECHNICAL EXPERIENCE:

Type of Experience	Years of Experience
• Demonstrated experience with increasingly complex system analysis projects	8-10 years
• Experience developing user stories based on business and system requirements	4-6 years
• Experience defining and elaborating user stories with validation and acceptance criteria	4-6 years
• Experience with various requirements gathering techniques and methodologies (UML/ Use cases, Activity diagrams, JAD sessions).	8-10 years
• Experience with Scrum and/or other Agile Development frameworks	4-6 years

NOTE: In addition, this is desired experience.

- Experience with automated requirements engineering and testing tools
- RDBMS experience (MS SQL Server and/or Oracle) and ability to write SQL queries.
- Experience with Project Management Software
- Experience with Software Development

### SPECIAL SKILLS:

- Analytical and problem solving skills
- Developing and/or creating new or more effective ideas, approaches, etc.
- Developing and executing short-range plans/decisions
- Excellent interpersonal and communication skills
- Ability to exercise sound judgment across a broad range of circumstances



35. SYSTEMS ANALYST IV

**OVERALL PURPOSE OF POSITION:**

Working in close co-operation with the business customers and IT teams, the IT senior systems analyst applies advanced analytical and business skills to evaluate existing and identify new or enhanced systems, products and processes which advance business objectives.

**ESSENTIAL DUTIES:**

The position’s essential duties include the following:

- Develops and maintains a thorough knowledge of business processes supported by software systems/products;
- Documents business requirements and business processes; develops training programs, documents, and materials;
- Analyzes and documents “as-is” and “to-be” scenarios (processes, models, use cases, plans and solutions);
- Leads and manages requirements reviews, design reviews, and change control activities;
- Defines and implements standards, methods and procedures for requirements activities; Reports resolution to management.
- Works as part of Scrum Team and effectively participates in daily stand-up, sprint planning, task estimates, task sequencing, task assignments, sprint reviews and retrospectives.
- Assist Management in recruitment efforts of open system analyst positions.
- Provide technical leadership and guidance to a small team.
- Other duties, as assigned.

**TECHNICAL EXPERIENCE:**

Type of Experience	Years of Experience
• Demonstrated experience with increasingly complex system analysis projects	12 + years
• Experience developing user stories based on business and system requirements	4-6 years
• Experience defining and elaborating user stories with validation and acceptance criteria	4-6 years
• Experience with various requirements gathering techniques and methodologies (UML/ Use cases, Activity diagrams, JAD sessions).	10 + years
• Experience with Scrum and/or other Agile Development frameworks	4-6 years

NOTE: In addition, this is desired experience.

- Experience with automated requirements engineering and testing tools
- RDBMS experience (MS SQL Server and/or Oracle) and ability to write SQL queries.
- Experience with Project Management Software
- Experience with Software Development

**SPECIAL SKILLS:**

- Analytical and problem solving skills
- Developing and/or creating new or more effective ideas, approaches, etc.
- Developing and executing short-range plans/decisions
- Excellent interpersonal and communication skills
- Ability to exercise sound judgment across a broad range of circumstances



36. SYSTEMS CONFIGURATION ENGINEER – APPIAN BPM

**OVERALL PURPOSE OF POSITION:**

The purpose of this position is to manage the delivery, installation, and configuration of Appian BPM software builds to USAC’s development, test, and production environments.

**ESSENTIAL DUTIES:**

The position’s essential duties include the following:

- Manage code configuration for applications built on Appian Platform (on Appian cloud);
- Manage quarterly Appian platform upgrades;
- Develop Configuration Management methodologies using the existing USAC procedures and tools;
- Manage the branching and merging of code to define software builds and resulting conflicts;
- Implement new processes to improve the reliability, repeatability, and quality of builds and releases, including build and deployment automation;
- Work with application delivery teams and operations to define baseline software builds and configurations for target environments;
- Assist in Release and Deployment duties as needed;
- Maintain on premise Appian environments and work with Appian Support to manage cloud environments and their configurations
- Monitor and control the baseline build functions and make continuous improvements for quality;
- Develop and document Software Configuration management policies, processes, and procedures, and mentor application delivery teams and operations on same;
- Utilize existing and recommend new tools and methodologies to support Continuous Integration and automated software unit testing.

**TECHNICAL EXPERIENCE**

Type of Experience	Years of Experience
• Application development using Appian BPM Version 20x+	6+ Years
• Quarterly Appian platform upgrades	6+ Years
• Appian Cloud Infrastructure	6+ Years
• Appian product architecture	
• Deploying Appian application contents	
• Managing Appian object conflicts and merging strategies between parallel development activities	6+ Years
• Installing and maintaining Appian environments	6+ Years
• Software Configuration Management policies, processes, procedures, And technologies	5+ Years
• Software development with various SDLC techniques such as Agile And Waterfall	5+ Years
• Various application architectures such as web-services, 2-tier, 3-tier, And SOA	5+ Years
• Specific software engineering techniques (Configuration Management, Requirements Management, and Release Management)	5+ Years

NOTE: In addition, this is desired experience.





- Capability to think strategically, research new trends, and apply them to the USAC business and IT solutions environment
- Ability to analyze complex business and technical requirements and direction to develop innovative solutions
- Thorough understanding of software architectures
- Good verbal, written, and presentation skills
- Demonstrated ability to work with a wide variety of technical and managerial personnel to solve complex problems
- Familiarity with the Agile/Scrum development methodologies

#### **SPECIAL SKILLS**

- Analytical and problem solving skills
- Developing and/or creating new and more effective ideas, approaches, etc.
- Developing and executing short-range plans/decisions
- Excellent interpersonal and communication skills
- Ability to exercise sound judgment across a broad range of circumstances
- Ability to lift 15 to 25 pounds

**37. TECHNICAL WRITER II**

**OVERALL PURPOSE OF POSITION**

The purpose of this position is to document internal USAC team processes as well as other operational and support information. They will work closely with technical and operational resources to learn complex information and communicate it in a succinct, precise, and informative manner.

**ESSENTIAL DUTIES**

The position’s essential duties include:

- Researching and translating technical information into manuals and/or web-based documents for both internal non-technical and technical users
- Conducting interviews with various users, SMEs, and technical staff and quality assurance staff to gather data for documentation
- Observing production, developmental, and experimental activities to determine operating procedure and detail
- Testing the operational effectiveness of documentation and making ongoing updates as necessary
- Editing, clarifying, and proofreading documents written by others, and coaching other technical staff on ways to improve their own documentation
- Managing multiple, complex document projects and providing regular updates to project teams and the Manager of Quality Assurance
- Creating and maintaining documentation within corporate guidelines
- Performing additional tasks as assigned
- Ensuring that all written material is consistent with the organization’s brand message, business objectives and stylistic standards.
- Communicating documented procedures effectively for USAC Operational and technical users.
- Controlling and monitoring internal documentation, ensuring that high quality, professional products are created and delivered on time.
- Participate or facilitate Business Process Re-engineering activities with business partners
- Actively participating in the testing the technical processes for documentation purposes.

**TECHNICAL EXPERIENCE:**

Type of Experience	Years of Experience
• Researching and writing system documentation	5-8 years
• Microsoft Office proficiency, specifically Visio, and Snag-It	5-8 years
• Writing technical documentation specifically for internal audiences	5-8 years
• Experience developing manuals and training guides	5-8 years

**NOTE:** In addition, this is desired experience.

- Proficiency with HTML and CSS
- Proficiency in a UNIX environment

**SPECIAL SKILLS**

- Excellent grammar, spelling, communication, organization, and time-management skills
- Methodical, detail-oriented, efficient, organized, and resourceful
- Ability to manage multiple competing priorities in a fast-paced, constantly changing environment



- Deep interest in learning and documenting new technologies
- Good communication and cross-functional interaction skills
- Comfortable working in a deadline-driven environment and developing project management skills
- Developing, designing, or creating new ways to present information



38. WEB FRONT-END DEVELOPER II

OVERALL PURPOSE OF POSITION:

The purpose of this position is to provide build application and web front-ends based on requirements from Stakeholder Engagement, programs, UX and designers.

ESSENTIAL DUTIES:

The position’s essential duties include the following:

- Responsible for support of critical business functions through the development, implementation, and maintenance of web component libraries and ensure the technical feasibility of UI/UX designs;
Skilled in Front-End development framework and process from UX design to web component delivery;
Skilled understanding of client-side scripting and JavaScript frameworks, including jQuery;
Some combination of JavaScript frameworks, such as DurandaJS, Angular, Angular 2, Gulp, Webpack, ReactJS;
Experience creating accessible forms (using ARIA), with client-side form validation (JavaScript);
Experience with Bootstrap or other similar technologies;
Experience with a collaboration platform and code repository control;
Build reusable code and libraries for future use;
Optimize application for maximum speed and scalability;
A commitment to Lean principles, including rapid prototyping for user testing;
Good understanding of asynchronous request handling, partial page updates, and AJAX
Baseline understanding of server-side CSS pre-processing platforms, such as LESS and SASS
Baseline understanding of WCAG compliance as it applies to front-end code
Working understanding with Wordpress APIs
Basic knowledge of image authoring tools, to be able to crop, resize, or perform small adjustments on an image. Familiarity with tools such as Gimp or Photoshop is a plus.
Proficient understanding of cross-browser compatibility issues and ways to work around them. Good understanding of SEO principles and ensuring that application will adhere to them.
Lead and Contribute web front end expertise to multiple projects and ensure that specifications are met;
Design, code, test, debug, maintain, and document web front end customizations; Participate in peer-reviews;
Follow established accessibility and W3C standards and procedures; Contribute towards the improvement;
Work as part of Development Teams across enterprise and coordinate with them in the support of business applications;
Represent the IT department in terms of front-end development expertise in coordination with other departments;
Perform other duties, as assigned.

TECHNICAL EXPERIENCE

Table with 2 columns: Type of Experience, .NET/SHAREPOINT, and Years of Experience. Rows include XML, JavaScript, CSS, HTML, HTML5 (4-6 Years); Accessibility standards and tools (ARIA) (2-3 Years); Web Services, ReactJS, Angular, Angular2, Webpack, Gulp (1-2 Years).



- Bootstrap (or similar platform) 1-2 Years
- WordPress APIs 1-2 Years
- Technical Documentation 4-6 Years

**SPECIAL SKILLS**

- Analytical and problem solving skills; Ability to develop solutions to problems
- Ability to lead and conduct design reviews, code reviews and technical assessment
- Developing and/or creating new or more effective ideas, approaches, etc.
- Developing and formulating short-range plans/decisions
- Excellent interpersonal and communication skills



39. WORDPRESS AND FRONT-END DEVELOPER II

**OVERALL PURPOSE OF POSITION:**

The purpose of this position is to provide build application and web front-ends based on requirements from Stakeholder Engagement, programs, UX and designers.

**ESSENTIAL DUTIES:**

The position’s essential duties include the following:

- Responsible for support of critical business functions through the development, implementation, and maintenance of web front ends, including adaptation of COTS products to meet the business requirements;
- Create organizational website with WordPress framework and front-end development technologies.
- Build reusable code and component/pattern libraries using HTML5, CSS, CSS3, SCSS, JavaScript, React.JS
- Skilled in Front-End development framework and process from UX design to web component delivery;
- Lead and Contribute web front end expertise to multiple projects and ensure that specifications are met;
- Some combination of JavaScript frameworks, such as DurandaJS, Angular, Gulp, Webpack, ReactJS, AJAX
- Experience creating accessible forms (using ARIA), with client-side form validation (JavaScript);
- Represent the IT department in terms of front-end development in coordination with other departments;
- Experience with a collaboration platform and code repository control;
- Build reusable code and libraries for future use;
- Ensure the technical feasibility of UI/UX designs;
- Optimize application for maximum speed and scalability;
- A commitment to Lean principles, including rapid prototyping for user testing;
- Baseline understanding of server-side CSS pre-processing platforms, such as LESS and SASS
- Baseline understanding of WCAG compliance as it applies to front-end code
- Basic knowledge of image authoring tools, to be able to crop, resize, or perform small adjustments on an image. Familiarity with tools such as Gimp or Photoshop is a plus.
- Proficient understanding of cross-browser compatibility issues and ways to work around them. Good understanding of SEO principles and ensuring that application will adhere to them.
- Design, code, test, debug, maintain, and document web front end customizations; Participate in peer-reviews;
- Follow established accessibility and W3C standards and procedures; Contribute towards the improvement;
- Work as part of web development teams across enterprise
- Perform other duties, as assigned.

**TECHNICAL EXPERIENCE**

Type of Experience	.NET/SHAREPOINT	Years of Experience
• WordPress framework, CMS,		4-6 Years
• XML, JavaScript, CSS, HTML, HTML5		4-6 Years



- Accessibility standards and tools (ARIA) 2-3 Years
- Web Services, ReactJS, Angular, Angular2, Webpack, Gulp 1-2 Years
- Bootstrap (or similar platform) 1-2 Years
- Technical Documentation 4-6 Years

**SPECIAL SKILLS**

- Analytical and problem solving skills; Ability to develop solutions to problems
- Ability to lead and conduct design reviews, code reviews and technical assessment
- Developing and/or creating new or more effective ideas, approaches, etc.
- Developing and formulating short-range plans/decisions
- Excellent interpersonal and communication skills



## 40. SENIOR SPLUNK ENGINEER

### OVERALL PURPOSE OF POSITION:

The purpose of this position is to support the design, architecture, build, configuration, implementation and operations support as well as establish the useable Splunk solution. The candidate will support Splunk ES installation and configurations while building automation activities. This position will work closely with the Technical Architecture and Operations teams and reports to the Security Architect and the Project Manager.

### ESSENTIAL DUTIES:

Working in a collaborative and information-centered environment, the Senior Splunk Engineer will assist with on-going cybersecurity activities including, but not limited to:

- Identification of business-critical systems within USAC infrastructure
- Identification of all systems within the USAC infrastructure;
- Percent known and previously unknown
- Identification of current coverage (percentage) of business-critical systems with Splunk Forwarders
- Develop plan of action to provide more comprehensive coverage
- Identify required integrations (e.g., Nessus/SecurityCenter, ServiceNow, PaloAlto)
- Make recommendations for additional optional integrations
- Identify current volume of audit data coming from business-critical systems
- Assess gap in current indexing capability
- Develop index clustering strategy
- Assess current needs for search head deployment
- Develop search head clustering strategy
- Identify user community and required roles
- Expand forwarder coverage to include non-critical endpoints and systems
- Identify potential free Splunk apps that provide basic security intelligence and limited view of compliance
- Identify potential dashboarding opportunities - simple to generate requirements for more complex alternatives or premium
- Expand forwarder coverage to include non-critical endpoints and systems
- Identify potential free Splunk apps that provide basic security intelligence and limited view of compliance
- Identify potential dashboarding opportunities - simple to generate requirements for more complex alternatives or premium apps
- Perform integrations with existing business and security applications as requested
- Identify gaps to deploying Splunk ES and other premium applications
- Identify opportunities for new dashboards and/or potential Splunk application development
- Threat intelligence ingest (free sources, initially)
- Investigate appetite for full security architecture assessment
- Other IT security support

### USAC CORE COMPETENCIES

- Forward Thinking: The ability to anticipate the implications and consequences of situations and take appropriate action to be prepared for possible contingencies
- Thinks Critically: The ability to approach one's work analytically by identifying issues/questions, gathering and evaluating data, and creating evidence-based recommendations or solutions





- Embraces Innovation & Change: The ability to respond positively to change and demonstrate flexibility, and openness to new ways of thinking and doing things
- Communicates Openly & Effectively: The ability to effectively communicate in multiple modes and in a way that fosters understanding and dialogue, as well as engages with others in a way that demonstrates emotional intelligence
- Performance Focused: The ability to take ownership for one's own or one's employees' performance, by setting clear goals and expectations, tracking progress against the goals, providing feedback, and addressing performance problems and issues promptly
- Applies Customer Lens: The ability to provide the best service to customers (internal and external) with the goal of exceeding their expectations while maintaining integrity
- Develops Self & Others: The ability to identify, learn, and apply new skills or habits as needed to perform successfully on the job.
- Fosters Collaboration: The ability to look beyond immediate teams, broaden peer networks, and finding ways to partner with internal and external stakeholders in order to achieve success.

#### **TYPE OF EXPERIENCE**

- Experience with storage technologies, platform administration on Linux and Windows and experience with many of today's security tool sets (IPS/IDS, AV, Firewalls, Switches, etc.)
- Preparing and delivering information in a concise, professionally written format
- Preparing documentation on systems, processes or procedures, including network and workflow documents
- Preparing and presenting information on staff in a formal and informal setting
- Working in teams, task forces, etc.
- Developing and/or creating new or more effective ideas, approaches
- Analyzing and developing solutions to problems
- Providing technical support
- Providing outstanding customer service
- Developing and maintaining positive customer rapport
- Excellent interpersonal and communications skills
- Ability to lift 15-25 pounds

#### **EDUCATION**

- Bachelor's degree and/or relevant technical training with certification.

#### **LENGTH OF EXPERIENCE**

The minimum amount of total work-related experience required is five (5) years, for the position. This means experience in a related area or time spent performing similar work that provides the background for the current position.



## 41. SERVICENOW TECHNICAL LEAD

### **OVERALL PURPOSE OF POSITION:**

The purpose of this position is to serve as a hands-on ServiceNow specialist, BA, developer and a key resource in developing solutions and applications for the company's ServiceNow system, impacting USAC's CMDB and National Verifier ServiceNow transition.

### **ESSENTIAL DUTIES:**

The position's essential duties include the following:

- Leads and completes all technical aspects and tool solution delivery including application UI configuration, workflow configuration, development of required client specific reporting, development of requirement integration components (SSO, LDAP, etc.)
- Serves as a hands-on ServiceNow specialist, BA, developer and a key resource in developing solutions and applications for the company's ITSM, ITBM and ServiceNow system
- Collaborates effectively with ServiceNow users and stakeholders to develop solutions and execute changes
- Supports and enhances reporting solutions both within ServiceNow and through external reporting solutions to support USAC requirements
- Designs, develops, documents, maintains, administers, and continuously improves the company's ITSM, ITBM and ServiceNow system
- Creates and configures Notifications, UI pages, UI Macros, Script Includes, Formatters, etc. in ServiceNow
- Provides high-level design and implement of technical solutions for ServiceNow - understanding the workflow engines is necessary
- Evaluates and reports on new ServiceNow technologies and makes recommendations solutions to deliver customer value and to enhance capabilities of cloud-based and virtualized services
- Maintains technical expertise, relevant industry standards, and best practices in ServiceNow
- Creates and configures Business Rules, UI Policies, UI Actions, Client Scripts and ACLs including advanced scripting of each
- Develops the application including configuration, report and dashboard development, and data migration, where applicable
- Loads, manipulates and maintains data between ServiceNow and other systems, including Jira, Splunk, Tenable, and Tableau
- Carries out unit-testing and defect resolution
- Obtains and analyzes business requirements and document technical solutions
- Attends Scrum meetings and keeps PM and team apprised of status
- Other duties as assigned

### **LENGTH OF EXPERIENCE**

The minimum amount of total “on-the-job” experience required is seven (7+) years, for the position. This means experience in a related area or time spent performing similar work that provides the background for the current position.

### **CERTIFICATIONS (REQUIRED)**

- ServiceNow Certified System Administrator certification required (admin or higher)

### **CERTIFICATIONS (PREFERRED)**

- ServiceNow CIS – IT Service Management certification preferred
- ServiceNow CIS – Project Portfolio Management certification preferred
- ServiceNow CIS – Software Asset Management certification preferred



- ServiceNow CAS – Performance Analytics certification preferred

**EDUCATION**

A Bachelor's Degree in Computer Science and/or Information Technology; relevant work experience (over seven years) may be acceptable.



## 42. BUSINESS ARCHITECT

### OVERALL PURPOSE OF POSITION:

The purpose of this position is to assist USAC's IT Operations department accomplish the following objectives:

- Design, develop, document, test, and debug new configuration management (Terraform) infrastructure as code from scratch.
- Operationalize AWS and implement security mechanisms for AWS services.

### ESSENTIAL DUTIES:

The position's essential duties include the following:

- The Business Architect plays a key role in developing and creating a common understanding of the enterprise by applying architectural principles to clearly articulate its business capabilities, governance structure, and supporting processes using a holistic approach.
- Focus on defining and analyzing aspects of what the impacted business group does, how it does it, how it is organized, and how it realizes value. This information is used to align the strategic objectives and tactical demands.
- Document business architectural models, define current and future state, and effectively communicate them with business and IT stakeholders.
- Assist in defining the data shared across the enterprise and the relationships between those data.
- Collaborate with business and IT teams to propose, architect, and plan technology solutions and provide input into technical solution designs.
- Define, develop, and maintain integrated views of the enterprise using a repeatable approach, identifying and leveraging an appropriate framework, and available standard techniques.
- Ensure that business and technology are in alignment by linking the USAC's business strategy, and processes with IT strategy.

### TECHNICAL EXPERIENCE

#### Type of Experience

- Five (5)+ years of demonstrated experience with analyzing and documenting business processes, using model-based representations for the purpose of collecting, aggregating, or analyzing complex business information.
- Experience utilizing industry-recognized architectural frameworks and standards such as Federal Enterprise Architecture (FEA) or TOGAF (nice to have).
- Proficient in the Microsoft Office Suite (Word, Excel, Outlook, PowerPoint, Visio).
- Knowledge of software development lifecycle methodologies.

## 43. CLOUD ARCHITECT

### OVERALL PURPOSE OF POSITION:

The Cloud Architect will spearhead the design and development of a new, high performance enterprise data warehouse for the organization, using industry best practices and data modeling techniques.

### ESSENTIAL DUTIES:

The position's essential duties include the following:

- Collaborate with important stakeholders, including division-based data stewards as well as technical system owners to establish an understanding of the organization's vast processes and data.
- Design and implement an efficient and adaptable data model to support data exploration, data science, analytics, and GIS, resulting in insights to inform key business decisions.
- Actively participate in process improvement initiatives and in setting best practice standards around Data Architecture, Metadata, Governance, Master Data Management, and Data Quality flows.
- Proactively investigate opportunities to increase the value of the data to the business while focusing on projects that improve business processes.
- Designs, builds and maintains flexible and scalable data warehouse solutions to support Business Intelligence (BI) and Reporting projects.
- Provides expertise in the creation and refinement of agile technical stories for data architecture and development.
- Serves as Subject Matter Expert in data warehouse concepts (Kimball, Inmon, star schema, snowflake schemas, and normalized and de-normalized data models).
- Helps to develop, implement, and maintain appropriate data governance on the data warehouse and associated metadata for purposes of data quality, integrity, availability, and security.
- Proactively monitors and analyzes performance to identify and recommend optimizations.
- Coordinates with team members and leads the implementation of Master Data Management, in conjunction with the new data warehouse.
- Leads the integration of the data warehouse with a modern, leading business intelligence platform.

### TECHNICAL EXPERIENCE

#### Type of Experience

- Bachelor Degree (Master Degree preferred) and relevant technical training and relevant technical training and certifications.
- Five (5) to Seven (7) years of directly related experience.
- One (1) to Two (2) years of business leadership experience.
- Five (5) or more years of recent Data Warehouse Architecture experience to build and articulate conceptual, logical and physical dimensional data models and third normal form artifacts.
- Five (5) or more years of experience with business intelligence technologies and solutions.
- Five (5) or more years of experience leading teams on IT initiatives, particularly those related to big data.
- Two (2) or more years of experience with leading data quality tools.

### CORE COMPETENCIES

- **Forward Thinking:** The ability to anticipate the implications and consequences of situations and take appropriate action to be prepared for possible contingencies.



- **Thinks Critically:** The ability to approach one's work analytically by identifying issues/questions, gathering and evaluating data, and creating evidence-based recommendations or solutions.
- **Embrace Innovation & Change:** The ability to respond positively to change and demonstrate flexibility, and openness to new ways of thinking and doing things.
- **Communicate Openly & Effectively:** The ability to effectively communicate in multiple modes and in a way that fosters understanding and dialogue, as well as engages with others in a way that demonstrates emotional intelligence.
- **Performance Focused:** The ability to take ownership for one's own or one's employees' performance, by setting clear goals and expectations, tracking progress against the goals, providing feedback, and addressing performance problems and issues promptly.
- **Apply Customer Lens:** The ability to provide the best service to customers (internal and external) with the goal of exceeding their expectations while maintaining integrity.
- **Develop Self & Others:** The ability to identify, learn, and apply new skills or habits as needed to perform successfully on the job.
- **Foster Collaboration:** The ability to look beyond immediate teams, broaden peer networks, and finding ways to partner with internal and external stakeholders to achieve success.



## 44. DATA ARCHITECT

### OVERALL PURPOSE OF POSITION:

The Data Architect will spearhead the design and development of a new, high performance enterprise data warehouse for the organization, using industry best practices and data modeling techniques.

### ESSENTIAL DUTIES:

The position's essential duties include the following:

- Collaborate with important stakeholders, including division-based data stewards as well as technical system owners to establish an understanding of the organization's vast processes and data.
- Design and implement an efficient and adaptable data model to support data exploration, data science, analytics, and GIS, resulting in insights to inform key business decisions.
- Actively participate in process improvement initiatives and in setting best practice standards around Data Architecture, Metadata, Governance, Master Data Management, and Data Quality flows.
- Proactively investigate opportunities to increase the value of the data to the business while focusing on projects that improve business processes.
- Designs, builds and maintains flexible and scalable data warehouse solutions to support Business Intelligence (BI) and Reporting projects.
- Provides expertise in the creation and refinement of agile technical stories for data architecture and development.
- Serves as Subject Matter Expert in data warehouse concepts (Kimball, Inmon, star schema, snowflake schemas, and normalized and de-normalized data models).
- Helps to develop, implement, and maintain appropriate data governance on the data warehouse and associated metadata for purposes of data quality, integrity, availability, and security.
- Proactively monitors and analyzes performance to identify and recommend optimizations.
- Coordinates with team members and leads the implementation of Master Data Management, in conjunction with the new data warehouse.
- Leads the integration of the data warehouse with a modern, leading business intelligence platform.

### TECHNICAL EXPERIENCE

#### Type of Experience

- Bachelor Degree (Master Degree preferred) and relevant technical training and relevant technical training and certifications.
- Five (5) to Seven (7) years of directly related experience.
- One (1) to Two (2) years of business leadership experience.
- Five (5) or more years of recent Data Warehouse Architecture experience to build and articulate conceptual, logical and physical dimensional data models and third normal form artifacts.
- Five (5) or more years of experience with business intelligence technologies and solutions.
- Five (5) or more years of experience leading teams on IT initiatives, particularly those related to big data.
- Two (2) or more years of experience with leading data quality tools.

### CORE COMPETENCIES

- **Forward Thinking:** The ability to anticipate the implications and consequences of situations and take appropriate action to be prepared for possible contingencies.



- **Thinks Critically:** The ability to approach one's work analytically by identifying issues/questions, gathering and evaluating data, and creating evidence-based recommendations or solutions.
- **Embrace Innovation & Change:** The ability to respond positively to change and demonstrate flexibility, and openness to new ways of thinking and doing things.
- **Communicate Openly & Effectively:** The ability to effectively communicate in multiple modes and in a way that fosters understanding and dialogue, as well as engages with others in a way that demonstrates emotional intelligence.
- **Performance Focused:** The ability to take ownership for one's own or one's employees' performance, by setting clear goals and expectations, tracking progress against the goals, providing feedback, and addressing performance problems and issues promptly.
- **Apply Customer Lens:** The ability to provide the best service to customers (internal and external) with the goal of exceeding their expectations while maintaining integrity.
- **Develop Self & Others:** The ability to identify, learn, and apply new skills or habits as needed to perform successfully on the job.
- **Foster Collaboration:** The ability to look beyond immediate teams, broaden peer networks, and finding ways to partner with internal and external stakeholders to achieve success.



## 45. ENTERPRISE ARCHITECT

### OVERALL PURPOSE OF POSITION:

The Enterprise Architect will spearhead the design and development of a new, high performance enterprise data warehouse for the organization, using industry best practices and data modeling techniques.

### ESSENTIAL DUTIES:

The position's essential duties include the following:

- Collaborate with important stakeholders, including division-based data stewards as well as technical system owners to establish an understanding of the organization's vast processes and data.
- Design and implement an efficient and adaptable data model to support data exploration, data science, analytics, and GIS, resulting in insights to inform key business decisions.
- Actively participate in process improvement initiatives and in setting best practice standards around Data Architecture, Metadata, Governance, Master Data Management, and Data Quality flows.
- Proactively investigate opportunities to increase the value of the data to the business while focusing on projects that improve business processes.
- Designs, builds and maintains flexible and scalable data warehouse solutions to support Business Intelligence (BI) and Reporting projects.
- Provides expertise in the creation and refinement of agile technical stories for data architecture and development.
- Serves as Subject Matter Expert in data warehouse concepts (Kimball, Inmon, star schema, snowflake schemas, and normalized and de-normalized data models).
- Helps to develop, implement, and maintain appropriate data governance on the data warehouse and associated metadata for purposes of data quality, integrity, availability, and security.
- Proactively monitors and analyzes performance to identify and recommend optimizations.
- Coordinates with team members and leads the implementation of Master Data Management, in conjunction with the new data warehouse.
- Leads the integration of the data warehouse with a modern, leading business intelligence platform.

### TECHNICAL EXPERIENCE

#### Type of Experience

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- Bachelor Degree (Master Degree preferred) and relevant technical training and relevant technical training and certifications.
- Five (5) to Seven (7) years of directly related experience.
- One (1) to Two (2) years of business leadership experience.
- Five (5) or more years of recent Data Warehouse Architecture experience to build and articulate conceptual, logical and physical dimensional data models and third normal form artifacts.
- Five (5) or more years of experience with business intelligence technologies and solutions.
- Five (5) or more years of experience leading teams on IT initiatives, particularly those related to big data.
- Two (2) or more years of experience with leading data quality tools.

### CORE COMPETENCIES

- **Forward Thinking:** The ability to anticipate the implications and consequences of situations and take appropriate action to be prepared for possible contingencies.



- **Thinks Critically:** The ability to approach one's work analytically by identifying issues/questions, gathering and evaluating data, and creating evidence-based recommendations or solutions.
- **Embrace Innovation & Change:** The ability to respond positively to change and demonstrate flexibility, and openness to new ways of thinking and doing things.
- **Communicate Openly & Effectively:** The ability to effectively communicate in multiple modes and in a way that fosters understanding and dialogue, as well as engages with others in a way that demonstrates emotional intelligence.
- **Performance Focused:** The ability to take ownership for one's own or one's employees' performance, by setting clear goals and expectations, tracking progress against the goals, providing feedback, and addressing performance problems and issues promptly.
- **Apply Customer Lens:** The ability to provide the best service to customers (internal and external) with the goal of exceeding their expectations while maintaining integrity.
- **Develop Self & Others:** The ability to identify, learn, and apply new skills or habits as needed to perform successfully on the job.
- **Foster Collaboration:** The ability to look beyond immediate teams, broaden peer networks, and finding ways to partner with internal and external stakeholders to achieve success.

## 46. SYSTEM ARCHITECT

### OVERALL PURPOSE OF POSITION:

The System Architect will spearhead the design and development of a new, high performance enterprise data warehouse for the organization, using industry best practices and data modeling techniques.

### ESSENTIAL DUTIES:

The position's essential duties include the following:

- Collaborate with important stakeholders, including division-based data stewards as well as technical system owners to establish an understanding of the organization's vast processes and data.
- Design and implement an efficient and adaptable data model to support data exploration, data science, analytics, and GIS, resulting in insights to inform key business decisions.
- Actively participate in process improvement initiatives and in setting best practice standards around Data Architecture, Metadata, Governance, Master Data Management, and Data Quality flows.
- Proactively investigate opportunities to increase the value of the data to the business while focusing on projects that improve business processes.
- Designs, builds and maintains flexible and scalable data warehouse solutions to support Business Intelligence (BI) and Reporting projects.
- Provides expertise in the creation and refinement of agile technical stories for data architecture and development.
- Serves as Subject Matter Expert in data warehouse concepts (Kimball, Inmon, star schema, snowflake schemas, and normalized and de-normalized data models).
- Helps to develop, implement, and maintain appropriate data governance on the data warehouse and associated metadata for purposes of data quality, integrity, availability, and security.
- Proactively monitors and analyzes performance to identify and recommend optimizations.
- Coordinates with team members and leads the implementation of Master Data Management, in conjunction with the new data warehouse.
- Leads the integration of the data warehouse with a modern, leading business intelligence platform.

### TECHNICAL EXPERIENCE

#### Type of Experience

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- Bachelor Degree (Master Degree preferred) and relevant technical training and relevant technical training and certifications.
- Five (5) to Seven (7) years of directly related experience.
- One (1) to Two (2) years of business leadership experience.
- Five (5) or more years of recent Data Warehouse Architecture experience to build and articulate conceptual, logical and physical dimensional data models and third normal form artifacts.
- Five (5) or more years of experience with business intelligence technologies and solutions.
- Five (5) or more years of experience leading teams on IT initiatives, particularly those related to big data.
- Two (2) or more years of experience with leading data quality tools.

### CORE COMPETENCIES

- **Forward Thinking:** The ability to anticipate the implications and consequences of situations and take appropriate action to be prepared for possible contingencies.



- **Thinks Critically:** The ability to approach one's work analytically by identifying issues/questions, gathering and evaluating data, and creating evidence-based recommendations or solutions.
- **Embrace Innovation & Change:** The ability to respond positively to change and demonstrate flexibility, and openness to new ways of thinking and doing things.
- **Communicate Openly & Effectively:** The ability to effectively communicate in multiple modes and in a way that fosters understanding and dialogue, as well as engages with others in a way that demonstrates emotional intelligence.
- **Performance Focused:** The ability to take ownership for one's own or one's employees' performance, by setting clear goals and expectations, tracking progress against the goals, providing feedback, and addressing performance problems and issues promptly.
- **Apply Customer Lens:** The ability to provide the best service to customers (internal and external) with the goal of exceeding their expectations while maintaining integrity.
- **Develop Self & Others:** The ability to identify, learn, and apply new skills or habits as needed to perform successfully on the job.
- **Foster Collaboration:** The ability to look beyond immediate teams, broaden peer networks, and finding ways to partner with internal and external stakeholders to achieve success.

## 47. CLOUD ENGINEER

### OVERALL PURPOSE OF POSITION:

The purpose of this position is to assist USAC's IT Operations department accomplish the following objectives:

- Design, develop, document, test, and debug new configuration management (Terraform) infrastructure as code from scratch.
- Operationalize AWS and implement security mechanisms for AWS services.

### ESSENTIAL DUTIES:

The position's essential duties include the following:

- Collaborate with internal teams to architect, engineer, configure and deploy AWS and other infrastructure technologies using approved organizational technologies.
- Work "hand in hand" with System Operations to develop self-service infrastructure provisioning, delivery pipelines, log, and monitoring services.
- Update system documentation as required.
- Collaborates with IT Operations Engineers in installing applications and servers including both physical and virtual types.
- Monitor, fix and improve infrastructure continuously.
- Operates monitoring, alerting, backups, antivirus, anti-spam, malware, etc. as well as offsite storage, and data mirroring.

### ESSENTIAL SKILLS:

- Terraform
- General AWS Architecture
- AWS regional Disaster Recovery
- AWS S3
- AWS EC2
- AWS API Gateway
- Amazon CloudWatch
- AWS CloudTrail
- AWS Trusted Advisor
- AWS Command Line Interface

### TECHNICAL EXPERIENCE:

#### Type of Experience

- Seven (7) to Ten (10) years of directly related experience.
- Three (3) to Five (5) years of operational and/or technical experience.
- Experience in systems administration and Engineering in a mature Enterprise environment.
- Extensive Terraform experience
- Extensive AWS Cloud infrastructure environments including ECS, EC2, API, S3, Lambda and others.
- Extensive knowledge of Microsoft and Linux server operating systems and networking.
- Extensive knowledge of back office systems administration such as antivirus, backups, anti-spam, network monitoring tools, and networking equipment.
- Sophisticated understanding of ports, protocols, and routing and switching in a firewalled, wide-area network.
- Experience with Public Cloud infrastructure management
- Bonus - Experience with Puppet



- Bonus - Experience with OpenShift
- Bonus - Experience with the Atlassian Suite of products

**EDUCATION**

- Bachelor's degree with a strong academic record.
- AWS Certification

**LENGTH OF EXPERIENCE**

The minimum amount of total work-related experience required is five (5) years, for the position. This means experience in a related area or time spent performing similar work that provides the background for the current position.

## 48. PRODUCT OWNER

### **OVERALL PURPOSE OF POSITION:**

The Product Owner will serve as a champion for software products we deliver to internal and external stakeholders. The Product Owner will act as the interface between the business and IT development teams working to solve business challenges through technology, while ensuring the product provides maximum value to the user through collaboration and alignment on the product vision. The Product Owner will be involved in all phases of the project including requirements elicitation and gathering, option analysis, prioritization and software implementation. You will apply advanced analytical and business skills to evaluate existing and identify new or enhanced systems, products and processes which advance business objectives. The Product Owner will work closely with the management and development team to manage constraints, resolve critical problems, and maintain oversight of IT development, testing and implementation of new systems.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Understands and assists Product Manager with development of a Product Vision; uses Product Vision as guide to create product roadmaps for Scrum development effort.
- Defines product use cases, processes and requirements based on customer input and feedback, and assessment of existing workflow; considers internal and external business needs as well as regulatory impacts.
- Engages with internal and external stakeholders to understand business needs.
- Works with business teams to prioritize demand for IT ensuring the solutions developed support the business units in achieving their strategic and tactical objectives
- Coordinates with business operations by exercising oversight, applying risk/value techniques and business analysis expertise to understand project architecture and components, shape initial project requests, and assist with the formulation of high-level product roadmap.
- Supports the collection of product requirements by working with the business SMEs, BSAs, and the IT development team.
- Identifies and provides mitigation plans for risks, concerns and resource constraints for review with appropriate stakeholders
- Facilitates user acceptance testing results, including coordination with internal and external stakeholders.
- Creates, maintains, and prioritizes the product backlog and acceptance criteria.
- Develops and maintains a thorough knowledge of as-is and to-be business processes supported by software systems/products.
- Uses both lightweight and complex analysis techniques to elicit and communicate requirements.
- Work with BSAs to define, elaborate and groom user stories with the IT development team.
- Leads and manages requirements reviews, design reviews, and change control activities.
- Works as part of Agile Development Team, conducts and effectively participates in sprint planning, task estimates, task sequencing, task assignments, sprint reviews and retrospectives.
- Develop, revise and enhance processes and procedures related to requirements definition and documentation, solution testing and service delivery.
- Acts as the SME for necessary program system.
- Provides technical leadership and guidance to business systems analysts
- Coordinate IV&V with PMO vendors, participate in UAT and iterative feedback with customers.
- Identify and analyze product metrics and customer feedback to recommend improvements.
- Ensure IV&V functions with PMO vendors regarding major IT projects.
- Supports management in quality control of deliverables from business systems analysts
- Works closely with USAC's IT security team to manage and mitigate/remediate issues and risk.
- Presents product concepts to senior management and acquires buy-in.

- Other duties as assigned.

**CORE COMPETENCIES:**

- **Plans and Aligns:** the ability to ensure our business and work plans align with organizational goals. Linking each action and initiative to impacts on other departments.
- **Communicates Effectively:** the ability to communicate effectively in multiple modes and in a way that fosters understanding and dialogue. Engaging with others in a way that demonstrates emotional intelligence.
- **Customer Focus:** the ability to provide the best service to customers (internal and external) and exceed their expectations while maintaining the highest level of integrity.
- **Collaborates:** the ability to Building partnerships and relationships across the organization to meet shared objectives.
- **Decision Making:** the ability to make priority decisions on business and system requirements.

**EDUCATION, EXPERIENCE AND SKILLS:**

- Bachelor Degree and/or relevant technical training and certifications.
- Five (5) to Seven (7) years of directly related experience.
- Three (3) to Four (4) years of management or internal operational/technical leadership experience.
- Experience working with development teams and serving as the liaison between the business and IT.
- Five (5) to Seven (7) years of demonstrated experience with increasingly complex system analysis projects, and various requirements gathering techniques and methodologies.
- Two (2) to Three (3) years of experience developing user stories on business and system requirements, defining and elaborating user stories with validation and acceptance criteria, and experience with Scrum and/or other Agile development frameworks.
- Experience with JIRA and Confluence.
- Experience in presenting product concepts to senior management and acquiring buy-in.
- Experience with agile framework, values, and principles.
- Experience Querying and analyzing data using SQL.
- Experience working with UX and wireframe.