

## ATTACHMENT 3

### LABOR CATEGORIES & JOB DESCRIPTIONS

#### Admin Staff Augmentation

##### 1. RECEPTIONIST

**THE OVERALL PURPOSE OF POSITION:**

The purpose of this position is the responsibility of the front desk duties to include answering telephone, greeting visitors, and receiving packages.

**SCOPE OF WORK:**

The position's SCOPE OF WORK are included but not limited to the following:

- Answer, address, and transfer incoming phone calls at the front desk.
- Greet all visitors and issuing badges
- Receive FedEx/UPS/DHL/etc. including logging all packages that come in for the day and notifying the recipient(s).
- Maintain the front lobby area in an appropriate manner.
- Occasionally work with programs such as Word & Excel.
- Other tasks as assigned by USAC management.

**QUALIFICATION AND EXPERIENCE:**

- High School Diploma
- High School Diploma
- 3 – 4 years' experience with Microsoft Office Suite
- At least 3 years of administrative support work experience
- At least 4 years' experience answering busy telephones for office environment
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**The following skills are required:**

- N/A

**The following skills are desired:**

- N/A

## 2. PROCESSING SPECIALIST

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

Contractors will review all submitted documentation for completeness and accuracy, work with applicants to resolve issues where possible and calculate or deny funding.

### **SCOPE OF WORK:**

The position's SCOPE OF WORK are included but not limited to the following:

- Providing initial review of forms and supporting documentation to determine accuracy and funding
- Processing forms according to documented procedures and relaying procedural concerns to other reviewers, supervisors, or managers, to ensure timely resolution
- Providing timely details and clear summaries of information, documentation, or corrections needed from applicants. responding to and resolving inquiries (via email and telephone) in a professional and timely fashion with clear and detailed language
- Tracking and ensuring successful resolution of open issues and escalating them to management, as needed
- Other duties, as assigned

### **QUALIFICATION AND EXPERIENCE:**

- Bachelor's degree from an accredited college and/or university
- Utilize analytical and critical thinking skills to resolve complex or confusing issues
- Execute projects based on established guidelines, while engaging in continuous process improvement
- Prepare and deliver information in a concise, professional written format
- Be analytical and can make informed decisions quickly and manage multiple work streams
- Enjoy working in teams, including cross-functional interaction with varied departments

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

- N/A

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

- N/A

### 3. STAFF AUDIT SUPPORT SPECIALIST

**THE OVERALL PURPOSE OF POSITION:**

The purpose of the Staff Auditor position is to assist with planning, execution, communication, and reporting of all internal audit activities associated with USAC's operations. The contractor may also be asked to perform specialized audits of the Universal Service Fund contributors or beneficiaries.

**SCOPE OF WORK:**

- Planning and performing compliance audits in accordance with applicable audit standards.
- Preparing clear and concise audit work papers, reports, and other communications to document the audit procedures performed and exceptions identified.
- Communicating audit status and results via written reports and oral presentations on a timely basis to the auditee and USAC management.
- Performing project management duties over individual workload.
- Assisting in other special projects as needed

**QUALIFICATION AND EXPERIENCE:**

- Bachelor's degree from an accredited college or university (preferably in Audit, Accounting, Finance and/or Business)
- 1-2 years of experience performing duties similar to those above
- 1-2 years of direct work experience in regulatory and compliance audit and/or accounting
- You can prepare and deliver information in a concise and professionally written format, as well as present it in formal and informal settings
- You are a people person, with strong interpersonal skills to establish and maintain team-oriented working relationships with co-workers and external contacts while working seamlessly in a professional environment
- You are able to plan and conduct multiple projects concurrently
- You are able to handle confidential matters
- Telecommunications Industry. Microsoft Office. Regulatory experience desired

**The following skills are required:**

- N/A

**The following skills are desired:**

- N/A

#### 4. SENIOR STAFF AUDIT SUPPORT SPECIALIST

**THE OVERALL PURPOSE OF POSITION:**

The purpose of the Senior Auditor position is to assist with planning, execution, communication, and reporting of all internal audit activities associated with USAC's operations.

**SCOPE OF WORK:**

- Understand the functional and operational areas of the organization and identify areas of greatest risk to the USAC and the universal service fund.
- Provide input to the development of audit procedures designed to meet audit objectives and organizational risks.
- Plan and perform compliance, financial, and operational audits in accordance with the Institute of Internal Audit (IIA) and other applicable audit standards.
- Ensure compliance with established internal control procedures by examining records, reports, operating practices, and documentation.
- Prepare clear and concise audit work papers, reports, and other communications to document audit procedures performed and exceptions noted.
- Perform self-review of work paper documentation for quality assurance purposes.
- Execute the necessary corrective recommendations for deficiencies identified during work paper review.
- Provide value adding recommendations for audit findings identified.
- Communicate audit results, in oral or written format, to the auditee, USAC management and/or the Audit Committee.
- Maintain cordial professional relationships with auditees across divisions to facilitate progress of audits.
- Pursue professional development opportunities, including external and internal training and professional association memberships, certifications and share information with co-workers to contribute to the growth and development of the Audit and Assurance Division.
- Provide on the job coaching and perform preliminary reviews of the work product of less experienced staff level auditors where applicable.
- Provide assistance for investigations, strategic initiatives, divisional special projects and any other assigned projects as needed.

**QUALIFICATION AND EXPERIENCE:**

- Bachelor's degree and/or relevant technical training and certifications.
- Five (5) to Seven (7) years' of directly related experience.
- One (1) to Two (2) years of operational and/or Qualification and Experience.
- High level of proficiency in the following tools: ACL, Microsoft Office Suite, Visio and MS Project.
- Ability to absorb information from multiple sources and produce clear, accurate and concise communications.
- Strong project management skills and experience with a proven history of results.



- Ability to maintain a high degree of confidentiality and the ability to deal appropriately with sensitive information.
- Excellent analytical and proven problem-solving skills.
- Ability to work well individually and in teams to share information, support colleagues and encourage participation.
- Ability to travel out of town on a periodic, as needed basis.
- Certified Public Accountant (CPA), Certified Internal Auditor (CIA), Certified Fraud Examiner (CFE), preferred

**The following skills are required:**

- N/A

**The following skills are desired**

- N/A

## 5. TALENT SOURCING SPECIALIST

### THE OVERALL PURPOSE OF POSITION:

The Talent Sourcing Specialist's will be responsible for identifying and recruiting qualified candidates for the full life cycle recruitment. This includes strategic sourcing, pre-screening, planning and communication with interviews and status of positions, and maintaining the talent pipeline and database.

### SCOPE OF WORK:

- Recruitment of qualified IT talent. This includes but is not limited to: (identify what jobs we have) example: Systems Engineers, DBA's, Developers, Business Intelligence Analysts, System Analysts, IT Management roles
- Recruitment of qualified operations talent such as Program, Finance, Audit, HR Legal, Strategy roles
- Utilize traditional and non-traditional resources to identify qualified candidates through job posting sites, referrals, networking and social media opportunities in order to develop a pipeline of available candidates.
- Ascertain the competence of the candidates against a job description.
- Screen and refer qualified applicants to Recruiters for interviewing by matching education, experience and salary requirements with specific job requirements.
- Coordinate with Recruiters to move qualified candidates to the next step.
- Coordinate and/or set up telephone and/or in-person interviews as requested.

### QUALIFICATION AND EXPERIENCE:

- 2-3 years of experience in the staffing industry and/or recruiting.
- Passion for recruiting and experience in pipeline building.
- Must have established network of candidates and the ability to continuously build their network.
- Ability to review job descriptions to understand the staffing needs of the client.
- Strong social networks and ability to leverage your networks to source candidates.
- Demonstrated expertise in utilizing all functions of an Applicant Tracking System.
- Ability to communicate clearly and concisely across all levels.
- Bachelor's degree is required.

### The following skills are required:

- N/A

### The following skills are desired

- N/A

**6. FILE CLREK****THE OVERALL PURPOSE OF POSITION:**

Conduct reviews of qualifying documentation and render decisions of eligibility for consumers in the Lifeline program.

**SCOPE OF WORK:**

- Creating, indexing, and tracking files while utilizing USAC's records management system
- Assisting in moving, converting, storing and retrieving records/files as needed
- Profiling, scanning, and maintaining electronic documents
- Process incoming and outgoing mail
- Other tasks assigned by USAC management

**QUALIFICATION AND EXPERIENCE:**

- High School Diploma
- 1-2 years' experience with Microsoft Office Suite, basic knowledge
- 1-2 years of administrative support work experience
- Experience in identifying, organizing, and filing records
- Strong attention to detail
- Ability to lift move 15 – 25 pounds
- Ability to communicate effectively
- Ability to work standing up for long periods of time.
- Follow specifically defined instructions

**The following skills are required:**

- N/A

**The following skills are desired:**

- N/A

## 7. OFFICE COORDINATOR

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

The purpose of this position is to lead a team in reviewing and processing documentation to determine eligibility in the Lifeline Program.

### **SCOPE OF WORK:**

- Serve as a team lead on filing or processing eligibility documentation.
- Creating, indexing, and tracking files while utilizing USAC's records management system
- Assisting in moving, converting, storing and retrieving records/files as needed
- Profiling, scanning, and maintaining electronic documents
- Process incoming and outgoing mail
- Other tasks assigned by USAC management

### **QUALIFICATION AND EXPERIENCE:**

- High School Diploma
- 3-4 years' experience with Microsoft Office Suite, basic knowledge
- 3-4 years of administrative support work experience
- Experience in identifying, organizing, and filing records
- Strong attention to detail
- Ability to lift move 15 – 25 pounds
- Ability to communicate effectively
- Ability to work standing up for long periods of time.
- Follow specifically defined instructions

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

- N/A

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

- N/A



## 8. BUSINESS PROCESS ANALYST

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

This position serves as technical and process development team member with operational projects across the division.

### **SCOPE OF WORK:**

- Identify key processes, process flows, information requirements, decision points or criteria to improve visibility and transparency. Assist in processing documentation and standard operating procedures
- Document process flows and decision points to support establishing the acquisition processes baseline of activities to meet mission. Identifying the core information elements associated with those processes.
- Identify opportunities to improve customer experience and business impact through using a process focused improvement approach
- Identify automation use cases and develop associated business cases for opportunities for improvement in existing processes
- Developing new processes and procedures to enhance operations.
- Assist with operational project – project management experience is a plus
- Creating process flow and other process supporting documentation
- Creating visual displays for data analysis and presentation.
- Other duties as assigned

### **QUALIFICATION AND EXPERIENCE:**

- Bachelor's degree in business
- Microsoft Excel 4 years
- 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, explore relationships between multiple pieces of data, and to test and identify the drivers underlying performance measures
- 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.



- Customer and results oriented.

**The following skills are required:**

- N/A

**The following skills are desired:**

- N/A

**9. PAYROLL SPECIALIST****THE OVERALL PURPOSE OF POSITION:**

Compile and record employee time and payroll data. May compute employees' time worked, production and commissions. May compute and post wages and deductions or prepare paychecks.

**SCOPE OF WORK:**

- Compile payroll data such as garnishments, vacation time, insurance and 401(k) deductions.
- Poll electronic time clocks (E-time software) and review the downloaded information for completeness and accuracy.
- Contact various department supervisors for any missed times.
- Process weekly transfer of payroll data to ADP.
- Compile internal management reports from payroll system software

**QUALIFICATION AND EXPERIENCE:**

- Associate's degree (A.A) or equivalent from two-year college or technical school or one or more years of related experience and/or training. or equivalent combination of Qualification and Experience.
- College Degree Preferred
- Two to three years of ADP experience.

**The following skills are required:**

- N/A

**The following skills are desired:**

- N/A

**10. TELECOMMUNICATIONS RATES ANALYST****THE OVERALL PURPOSE OF POSITION:**

Working with product owners and project members in a fast-paced environment, the contractor will be responsible for providing technical expertise to help successfully create rates database mentioned in the FCC order (<https://docs.fcc.gov/public/attachments/FCC-19-78A1.pdf>).

**SCOPE OF WORK**

- Define terminology used for rates database project
- Define eligible services lists to for proper categorization of rates
- Research and identify available sources where the rates can be obtained and provide recommendations on the rates to be included in the database
- Develop process for non-technical project members to identify specific location of rates to be used for the rates database development
- Develop process for non-technical project members to collect rates and associated information from identified sources and submitted documents into proper category
- Working knowledge of Tariffs, Master Service Level Agreements, and other relevant Telecom contracts in order to interpret their contents necessary for identifying the urban and rural rates by state and services
- Define how to consider asymmetrical vs symmetrical services and dedicated vs best-efforts services for rates database development
- Provide support and address technical issues including compliance relating to rates and other policy-related concerns

**QUALIFICATION AND EXPERIENCE:**

- Bachelor's degree and/or relevant technical training with no preferred certification
- Certifications in Telecommunication, Business, and/or other relevant training is acceptable
- Three (3) to Four (4) years of professional directly related experience
- Two (2) to five (5) years of direct work experience in telecommunications realm
- Minimum one (1) year of experience with fixed wireline technologies, drive testing and data collection
- General knowledge of the Federal Universal Service Fund (USF) programs
- Knowledge of organizational and project management skills including the ability to take initiative and independently and effectively prioritize tasks
- Ability to develop action plans and organize workload, of self and others, to accommodate competing deadlines and projects
- GIS knowledge is desired

**The following skills are required:**

- N/A

**The following skills are desired:**

- N/A

## 11. TELECOMMUNICATIONS ANALYST

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

Working with product owners and technical expert in a fast-paced environment, the contractor will be responsible for validating rates information, collecting rates information from various sources, inputting the information into centralized database for the rates project.

### **SCOPE OF WORK**

- Follow and support to refine the procedure for rates collection
- Maintain proper documentation throughout the process
- Validate rates found from various sources to ensure minimum requirement is met
- Ensure the rates are found from valid sources identified by technical expert
- Working in collaboration with other project members to ensure the rate information is properly collected based on the established category
- Capture collected rates into centralized database
- Other duties as assigned

### **QUALIFICATION AND EXPERIENCE:**

- Bachelor's degree and/or relevant technical training with no preferred certification
- Certifications in Telecommunication, Business, and/or other relevant training is acceptable
- Three (3) to Four (4) years of professional directly related experience
- Two (2) to five (5) years of direct work experience in telecommunications realm
- Minimum one (1) year of experience with fixed wireline technologies, drive testing and data collection
- General knowledge of the Federal Universal Service Fund (USF) programs
- Knowledge of organizational and project management skills including the ability to take initiative and independently and effectively prioritize tasks
- Ability to develop action plans and organize workload, of self and others, to accommodate competing deadlines and projects
- GIS knowledge is desired

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

- N/A

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

- N/A

## 12. TELECOMMUNICATIONS

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

Working with product owners and project members in a fast-paced environment, the contractor will be responsible for providing technical expertise to help successfully create rates database mentioned in the FCC order (<https://docs.fcc.gov/public/attachments/FCC-19-78A1.pdf>). The contractor will be responsible for providing technical support to ensure rates database complying with FCC rules are developed.

### **SCOPE OF WORK**

- Support the technical program teams and issues including compliance relating to rates database project
- Support the knowledge management of rates structure and eligible service for the rates database project
- Collaborate with FCC and project members on technology and technical matters related to rates database development
- Support the process of collecting and analyzing rates data to ensure proper categorization of collected rates by project members
- Identify risk and help mitigate / accept observed risks as the project progresses
- Effectively communicate and explain technical information to various technical and non-technical audiences
- Supports project development and implementation of rates database efforts
- Other duties assigned.

### **QUALIFICATION AND EXPERIENCE:**

- Bachelor's degree and/or relevant technical training with no preferred certification
- Certifications in Telecommunication, Business, and/or other relevant training is acceptable
- Three (3) to Four (4) years of professional directly related experience
- Two (2) to five (5) years of direct work experience in telecommunications realm
- Minimum one (1) year of experience with fixed wireline technologies, drive testing and data collection
- General knowledge of the Federal Universal Service Fund (USF) programs
- Knowledge of organizational and project management skills including the ability to take initiative and independently and effectively prioritize tasks
- Ability to develop action plans and organize workload, of self and others, to accommodate competing deadlines and projects
- GIS knowledge is desired

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

- N/A

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

- N/A



### 13. PQA ANALYST

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

The overall objective of the Audit and Assurance Division is to assist all levels of management and the Audit Committee by providing independent analysis, appraisals, advice, and recommendations concerning the activities reviewed. The objective of the Audit and Assurance Division's Payment Quality Assurance (PQA) team is to support the annual testing program in compliance with the Improper Payments Elimination and Recovery Improvement Act of 2012 (IPERIA). The purpose of the PQA Analyst role is to perform assessments relating to the four USF support mechanisms to determine improper payments.

#### **SCOPE OF WORK**

- Performing assessments to determine improper payments in accordance with applicable rules and guidelines.
- Preparing clear and concise workpapers and other communications to document the assessment procedures performed and exceptions identified.
- Communicating assessment status and results, in oral or written format, to program participants and PQA management.
- Performing project management duties over individual workload.
- Pursuing professional development opportunities, including external and internal training, and sharing information with co-workers to contribute to the growth and development of the Audit and Assurance Division; and
- Assisting in other special projects as needed.

#### **QUALIFICATION AND EXPERIENCE:**

- Minimum Level of Education: Bachelor's Degree
- Training or Formal Education Fields: Audit, Accounting, Finance and/or Business
- Years of Experience: 1 year or less
- Other Desired Experience: Telecommunications Industry; Microsoft Office; Regulatory

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

- N/A

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

- N/A

**14. SENIOR PQA ANALYST****THE OVERALL PURPOSE OF POSITION:**

The overall objective of the Audit and Assurance Division is to assist all levels of management and the Audit Committee by providing independent analysis, appraisals, advice, and recommendations concerning the activities reviewed. The objective of the Audit and Assurance Division's Payment Quality Assurance (PQA) team is to support the annual testing program in compliance with the Improper Payments Elimination and Recovery Improvement Act of 2012 (IPERIA). The purpose of the Senior PQA Analyst role is to lead, perform and review assessments relating to the four USF support mechanisms to determine improper payments.

**SCOPE OF WORK**

- Planning and performing assessments to determine improper payments in accordance with applicable rules and guidelines.
- Preparing clear and concise workpapers, and other communications to document the assessment procedures performed and exceptions identified.
- Communicating assessment status and results, in oral or written format, to program participants and PQA management.
- Reviewing and providing feedback on work paper documentation.
- Performing project management duties over individual workload.
- Pursuing professional development opportunities, including external and internal training, and sharing information with co-workers to contribute to the growth and development of the Audit and Assurance Division; and
- Assisting in other special projects as needed.

**QUALIFICATION AND EXPERIENCE:**

- Minimum Level of Education: Bachelor's Degree
- Training or Formal Education Fields: Audit, Accounting, Finance and/or Business
- Years of Experience:
  - Overall: 1 – 2 years
  - Auditing/Compliance: 1 year
- Other Desired Experience: Telecommunications Industry; Microsoft Office; Regulatory

**The following skills are required:**

- N/A

**The following skills are desired:**

- N/A



## IT Staff Augmentation

### 15. AGILE PROJECT MANAGER II

#### **THE 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.

#### **SCOPE OF WORK**

The position's SCOPE OF WORK 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

#### **QUALIFICATION AND 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 a 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

## 16. AGILE PROJECT MANAGER III

### THE 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.

### SCOPE OF WORK

The position's SCOPE OF WORK 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

### QUALIFICATION AND 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

## 17. BUSINESS SYSTEMS ANALYST III - GIS

### THE 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:

### SCOPE OF WORK

The position's SCOPE OF WORK 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.

### QUALIFICATION AND EXPERIENCE:

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 in integrating external business systems with geospatial software packages	5-7 years

**NOTE:** In addition, this is the 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

## 18. DATABASE ENGINEER II – ORACLE/SQL

### THE 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.

### SCOPE OF WORK

The position's SCOPE OF WORK 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.

### QUALIFICATION AND EXPERIENCE:

<u>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 the 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.
- SQL Server 2008 experience
- Experience with agile software development such as SCRUM and XP
- Experience with high availability database and application architectures

<b>QUALIFICATION AND EXPERIENCE: - SQL SERVER</b>	<b>Years of</b>
<u>Experience</u>	

- |   |          |
|---|----------|
| • 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 the 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



## 19. DATABASE ENGINEER III - POSTGRESQL

### THE 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.

### SCOPE OF WORK

The position's SCOPE OF WORK 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.

### QUALIFICATION AND EXPERIENCE:

#### EXPERIENCE: - PostgreSQL

#### 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 the 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

## 20. DATABASE ENGINEER III – MYSQL/MARIADB

### THE 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.

### SCOPE OF WORK

The position's SCOPE OF WORK 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.

### QUALIFICATION AND EXPERIENCE:

EXPERIENCE: - MySQL	Years of Experience
• 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 the 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.
- SQL Server 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

## 21. IT PROJECT MANAGER I

### **THE 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.

### **SCOPE OF WORK**

The position's SCOPE OF WORK 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 define 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 corresponds 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

### **QUALIFICATION AND 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

## 22. IT PROJECT MANAGER II

### **THE 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.

### **SCOPE OF WORK**

The position's SCOPE OF WORK 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 define 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 corresponds 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.

### **QUALIFICATION AND 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 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



## 23. IT PROJECT MANAGER III

### **THE 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.

### **SCOPE OF WORK**

The position's SCOPE OF WORK 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 define 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 corresponds 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.

### **QUALIFICATION AND 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

## 24. PERFORMANCE ENGINEER

### THE 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.

### SCOPE OF WORK

The position's SCOPE OF WORK include the following:

- Develops and maintains a thorough knowledge of business processes supported by software systems/products
- Documents business processes, contribute 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 a 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 follow-up 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.

### QUALIFICATION AND EXPERIENCE:

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 and 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 the 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

## 25. PERFORMANCE ENGINEER - APPIAN

### THE 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.

### SCOPE OF WORK

The position's SCOPE OF WORK 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 a 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 follow-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.

### QUALIFICATION AND EXPERIENCE:

EXPERIENCE:	Years of Experience
• 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 the 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

## 26. SOFTWARE AUTOMATION DEVELOPER II

### **THE 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.

### **SCOPE OF WORK**

The position's SCOPE OF WORK 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.
- Collaborate 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 discover defects/issues during testing, and follow-up for resolution.
- Other duties, as assigned.



## **QUALIFICATION AND EXPERIENCE:**

### **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 the 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



## 27. SOFTWARE AUTOMATION DEVELOPER III

### **THE 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.

### **SCOPE OF WORK**

The position's SCOPE OF WORK 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. Build and manages automation framework and performance tests.
- Collaborate 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.

**QUALIFICATION AND EXPERIENCE:**

<u>EXPERIENCE:</u>	<u>Years of Experience</u>
• 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 the 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

## 28. SOFTWARE AUTOMATION DEVELOPER IV

### THE 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.

### SCOPE OF WORK

The position's SCOPE OF WORK 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.
- Collaborate 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.

**QUALIFICATION AND EXPERIENCE:**

<u>EXPERIENCE:</u>	<u>Years of Experience</u>
<ul style="list-style-type: none"> <li>• Demonstrated experience with increasingly complex projects</li> <li>• Hands-on QA testing experience in client server and/or web-based environment</li> <li>• Experience with 3rd party testing and change management tools</li> <li>• Experience with test case gathering techniques</li> <li>• Experience with test management tools (JIRA/Zephyr)</li> <li>• RDBMS experience (MS SQL Server and/or Oracle) and ability to write SQL queries.</li> <li>• Experience developing test strategies and plans.</li> <li>• Experience with metrics and report creation.</li> <li>• Experience with tools used for data validation and comparison.</li> </ul>	<ul style="list-style-type: none"> <li>12+ years</li> <li>12 years</li> <li>12+ years</li> <li>12+ years</li> <li>12 + years</li> <li>12+ years</li> <li>12+ years</li> <li>12 + years</li> <li>12 + years</li> </ul>

**NOTE: In addition, this is the 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

## 29. SENIOR BUSINESS INTELLIGENCE ANALYST

### THE 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 the overall reporting environment. The results provide ongoing support to USAC decision-makers, the FCC, Congress, and other interested parties.

### SCOPE OF WORK

The position's SCOPE OF WORK 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 the impact of changes and updates to source production systems, planning and implementing resulting changes to reports
- Conduct end user training on reporting system

### QUALIFICATION AND EXPERIENCE:

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 the 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
- The 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

### 30. SENIOR GIS ANALYST

#### THE 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 the overall reporting environment. The results provide ongoing support to USAC decision-makers, the FCC, Congress, and other interested parties.

#### SCOPE OF WORK

The position's SCOPE OF WORK 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 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

#### QUALIFICATION AND EXPERIENCE:

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 the 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
- The 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



## 31. SENIOR MDM/DATA MODELING

### THE 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 the overall reporting environment. The results provide ongoing support to USAC decision-makers, the FCC, Congress, and other interested parties.

### SCOPE OF WORK

The position's SCOPE OF WORK 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 develops, 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.

### QUALIFICATION AND EXPERIENCE:

QUALIFICATION AND EXPERIENCE:	Years
<u>of Experience</u>	
• 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 the 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
- The 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

## 32. SENIOR PMO ANALYST

### THE 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.

### SCOPE OF WORK

In addition to having rounded experience in overall project management and agile framework, this position's SCOPE OF WORK 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.

### QUALIFICATION AND EXPERIENCE:

QUALIFICATION AND EXPERIENCE:	Years
<u>of Experience</u>	
• 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 a 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

### 33. SERVICE DESK ENGINEER I

#### THE 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.

#### SCOPE OF WORK

The position's SCOPE OF WORK 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

#### QUALIFICATION AND EXPERIENCE:

QUALIFICATION AND EXPERIENCE:	Years
<u>of Experience</u>	
• 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 the 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.

## 34. SERVICE DESK ENGINEER II

### THE 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.

### SCOPE OF WORK

The position's SCOPE OF WORK 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 regard 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

### QUALIFICATION AND EXPERIENCE:

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 the 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
- 6+ years  
6-8 years  
4+ years



- Remote PC Management 6+ 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.



## 35. SERVICE DESK TECHNICIAN I

### THE 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.

### SCOPE OF WORK

The position's SCOPE OF WORK 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

### QUALIFICATION AND EXPERIENCE:

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

### Education:

- Associate's degree

### NOTE: In addition, this is the 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.

## 36. SERVICE DESK TECHNICIAN II

### THE 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.

### SCOPE OF WORK

The position's SCOPE OF WORK 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.
- Preform laptop and desktop installations
- Grant permissions to internally created applications

### QUALIFICATION AND EXPERIENCE:

<u>QUALIFICATION AND EXPERIENCE:</u>	<u>Years</u>
<u>of Experience</u>	

- |                                      |          |
|--------------------------------------|----------|
| • 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 the 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.

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

### THE 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.

### SCOPE OF WORK

The position's SCOPE OF WORK 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.

## **QUALIFICATION AND EXPERIENCE:**

<b>EXPERIENCE: - JEE</b>	<b><u>Years of Experience</u></b>
• 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

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

### THE 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.

### SCOPE OF WORK

The position's SCOPE OF WORK 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.



## QUALIFICATION AND EXPERIENCE:

<u>EXPERIENCE: - JEE</u>	<u>Years of Experience</u>
• 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

### 39. SOFTWARE DEVELOPER II – APPIAN BPM

#### THE 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.

#### SCOPE OF WORK

The position's SCOPE OF WORK 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

#### QUALIFICATION AND EXPERIENCE:

<u>EXPERIENCE:</u>	<u>Years of Experience</u>
• 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 the 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

#### 40. SOFTWARE DEVELOPER III – APPIAN BPM

##### THE 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.

##### SCOPE OF WORK

The position's SCOPE OF WORK 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

##### QUALIFICATION AND EXPERIENCE:

EXPERIENCE:	Years of Experience
• 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 the 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

## 41. SOFTWARE DEVELOPER IV – APPIAN BPM

### THE 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. An ideal candidate would have at least 12 years of experience in IT and a minimum of 6 years developing applications using Appian.

### SCOPE OF WORK

The position's SCOPE OF WORK 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

### QUALIFICATION AND EXPERIENCE:

<u>EXPERIENCE:</u>	<u>Years of Experience</u>
• 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 the 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

## 42. SOFTWARE DEVELOPER III - CONCORDANCE

### THE 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.

### SCOPE OF WORK

The position's SCOPE OF WORK 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.

### QUALIFICATION AND EXPERIENCE:

#### 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 the 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

## 43. SOFTWARE DEVELOPER II - JAVA

### THE 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.

### SCOPE OF WORK

The position's SCOPE OF WORK 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.

### QUALIFICATION AND EXPERIENCE:

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 the 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



#### 44. SOFTWARE DEVELOPER III - JAVA

##### THE 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.

##### SCOPE OF WORK

The position's SCOPE OF WORK 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.

##### QUALIFICATION AND EXPERIENCE:

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 the 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

## 45. SOFTWARE DEVELOPER IV - JAVA

### THE 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.

### SCOPE OF WORK

The position's SCOPE OF WORK 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.

### QUALIFICATION AND EXPERIENCE:

<u>EXPERIENCE: - JEE</u>	<u>Years of Experience</u>
• 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 the 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

## 46. SYSTEMS ANALYST I

### THE 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.

### SCOPE OF WORK

The position's SCOPE OF WORK 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.

### QUALIFICATION AND EXPERIENCE:

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 the 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

## 47. SYSTEMS ANALYST II

### THE 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.

### SCOPE OF WORK

The position's SCOPE OF WORK 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.

### QUALIFICATION AND EXPERIENCE:

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 the 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

## 48. SYSTEMS ANALYST III

### THE 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.

### SCOPE OF WORK

The position's SCOPE OF WORK 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.

### QUALIFICATION AND EXPERIENCE:

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 the 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

## 49. SYSTEMS ANALYST IV

### THE 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.

### SCOPE OF WORK

The position's SCOPE OF WORK 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.

### QUALIFICATION AND EXPERIENCE:

<u>EXPERIENCE:</u>	<u>Years of Experience</u>
• 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 the 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



## 50. SYSTEMS CONFIGURATION ENGINEER – APPIAN BPM

### THE 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.

### SCOPE OF WORK

The position’s SCOPE OF WORK 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.

### QUALIFICATION AND EXPERIENCE:

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 the 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

## 51. TECHNICAL WRITER II

### THE 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.

### SCOPE OF WORK

The position's SCOPE OF WORK 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.

### QUALIFICATION AND EXPERIENCE:

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 the 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

## 52. WEB FRONT-END DEVELOPER II

### THE 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.

### SCOPE OF WORK

The position's SCOPE OF WORK 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.

### QUALIFICATION AND EXPERIENCE:

EXPERIENCE: - .NET/SHAREPOINT	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 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

## 53. WORDPRESS AND FRONT-END DEVELOPER II

### THE 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.

### SCOPE OF WORK

The position's SCOPE OF WORK 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, ReactJS
- 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.

### QUALIFICATION AND EXPERIENCE:

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



## 54. SENIOR SPLUNK ENGINEER

### THE 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.

### SCOPE OF WORK

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.

#### **QUALIFICATIONS AND 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.

## 55. SERVICENOW TECHNICAL LEAD

### THE 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.

### SCOPE OF WORK

The position's SCOPE OF WORK 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 for 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

### QUALIFICATIONS AND 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.

## 56. BUSINESS ARCHITECT

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

The IT Business Architect will lead efforts to align business capabilities to our enterprise business strategies, technology roadmap, and standards. Create and maintain the enterprise business architecture models and partner with IT Enterprise Architecture, Business and IT teams to develop solutions that bridge business capabilities to achieve strategic enterprise goals

### **SCOPE OF WORK**

The position's SCOPE OF WORK 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.

### **QUALIFICATION AND EXPERIENCE:**

#### **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.

## 57. CLOUD ARCHITECT

### THE 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.

### SCOPE OF WORK

The position's SCOPE OF WORK 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.

### QUALIFICATION AND EXPERIENCE:

#### EXPERIENCE:

- Bachelor's degree (master's 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.



## 58. DATA ARCHITECT

### THE OVERALL PURPOSE OF POSITION:

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

### SCOPE OF WORK

The position's SCOPE OF WORK 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.

### QUALIFICATION AND EXPERIENCE:

#### EXPERIENCE:

- Bachelor's degree (master's 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.

## 59. ENTERPRISE ARCHITECT

### THE 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.

### SCOPE OF WORK

The position's SCOPE OF WORK 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.

### QUALIFICATION AND EXPERIENCE:

#### EXPERIENCE:

- Bachelor's degree (master's 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.

## 60. SYSTEM ARCHITECT

### THE 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.

### SCOPE OF WORK

The position's SCOPE OF WORK 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.

### QUALIFICATION AND EXPERIENCE:

#### EXPERIENCE:

- Bachelor's degree (master's 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.

## 61. CLOUD ENGINEER

### THE 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.

### SCOPE OF WORK

The position's SCOPE OF WORK 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

### QUALIFICATION AND EXPERIENCE:

#### EXPERIENCE:

- Seven (7) to Ten (10) years of directly related experience.
- Three (3) to Five (5) years of operational and/or QUALIFICATION AND 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.

## 62. PRODUCT OWNER

### THE OVERALL PURPOSE OF POSITION:

The Product Owner will serve as a champion for the 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.

### SCOPE OF WORK

- 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.

#### **QUALIFICATIONS AND EXPERIENCE:**

- **Bachelor's 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 experience**
- **One (1) to Two (2) years of business 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**

#### **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's 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 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.

## 63. SOFTWARE DEVELOPER III (.NET)

### THE OVERALL PURPOSE OF POSITION:

Software Developer III will provide support for critical business functions through the development, implementation, testing and maintenance of applications systems.

### SCOPE OF WORK

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

### 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.
- **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.

### QUALIFICATION AND EXPERIENCE:

- Bachelor's degree and/or relevant technical training with no preferred certification.
- Five (5) to Seven (7) years of directly related experience.
- One (1) to Two (2) years of technical leadership experience.



- Five (5)+ years of experience in ASP.NET, C#, XML, .NET framework, Angular.js, React.js, XHTML, JavaScript, CSS, JQuery, T-SQL/SQL Server, internet application development, web services and web application development, application development, software engineering, design patterns, and RDBMS concepts.
- Three (3) + years of experience in object oriented design and architecture, technical documentation, source control, and SDLC tools (JIRA, Atlassian suite).
- Three (3) + years of experience in application security concepts, MVC, Entity framework, and COTS configuration and implementation.
- Knowledge of configuration management, release management principles.
- Knowledge of networking and system engineering concepts.
- Experience with SharePoint configuration, out-of-the-box functionality, and administration is desired.
- Experience with scripting languages, authentication and authorization technologies (SSO, SAML), integration of application software, and RDBMS is desired.

**Additional Desired Experience:**

- Agile SDLC. Scrum/Kanban preferred, PL/SQL, J2EE, SOAP, Angular.js, and implementation of COTS products.
- Continuous delivery, Continuous Integration, and contribution to open source community.
- Integration of application software and high availability architectures.

## 64. NETWORK ENGINEER

### THE OVERALL PURPOSE OF POSITION:

The purpose of this position is to build and administer all information technology related network infrastructure in a group which manages all data center, network, data, voice and telephony infrastructure. Provides support on these systems and responds to outages within established SLAs. The level IV position requires expert knowledge in specialized network technologies. Must be contactable on mobile phone. Will support monthly Saturday maintenance and off-hours software deployments when a timed network change is required.

### SCOPE OF WORK

- Build new infrastructure (data center, wireless and wired network, data, load balancing, voice, telephony, wiring and UPS) including design, planning, risk assessment, implementation, and documentation. Follow procedures, change management best practices, and ensure availability and maintenance of disaster recovery stance. Projects will include those driven by Systems Operations, and those driven by other IT, and business groups - 50%
- Maintain network and systems by managing product and capabilities roadmaps, establishing maintenance procedures, work with Systems Administrators and other engineers to perform regular maintenance, work with Security team to ensure network compliance – 20%
- Perform Infrastructure Monitoring (setting up and monitoring alerts, events, notifications and reports on network environments), and working with Systems Administrators to guide proactive monitoring – 20%
- Respond to tier 2 service desk tickets, production outages to SLA and procedure – 10%
- Wireless Network technology, especially Cisco, and especially where management controllers are deployed.
- Implementing QoS initiatives to support video and voice communications.
- Cisco phone systems
- Cisco UCS
- Cloud Infrastructure – AWS and Azure
- Network Security
- Implementing and supporting BGP
- Firewall administration and configuration with sophisticated understanding of ports, protocols, and routing and switching in a firewalled, wide area network VMware.
- Microsoft Active Directory – experience with design, migrations, use of elements like group policies
- Understanding of communications/telecommunications circuits
- Building and maintaining networks to meet compliance with NIST, FISMA and other certifications, standards, and guidance.
- Mentoring experience of other Network Engineers is a plus.
- SPECIAL SKILLS
- 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 to staff in a formal & informal setting
- Working in teams, task forces, etc.
- Directing/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
- Providing some technical support
- Managing various projects, work, technical support, etc.
- Providing outstanding customer service
- Developing and maintaining positive customer rapport
- Computer skills
- Organizational skills
- Excellent interpersonal and communication skills
- Ability to lift 15 – 25 pounds

### **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.
- **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.

### **QUALIFICATION AND EXPERIENCE:**

- |                                 |          |
|---------------------------------|----------|
| • Routing and Switching         | 8+ years |
| • IP Telephony                  | 3+ years |
| • Firewall Maintenance          | 5+ years |
| • Load balancers                | 4+ years |
| • Linux or Windows OS           | 3+ years |
| • MS networking                 | 3+ years |
| • Storage                       | 3+ years |
| • Virtualized environments      | 3+ years |
| • Network and System Monitoring | 3+ years |
| • Scripting                     | 3+ years |

## 65. PERFORMANCE TESTER

### THE OVERALL PURPOSE OF POSITION:

The purpose of this position is to provide performance testing support for critical Business functions and manage tasks related to performance testing including execution, analysis and recommendations for performance optimization.

### SCOPE OF WORK

The Performance Tester position will evaluate existing and identify new or enhanced systems, products and processes which will advance business objectives. The individual in this role will be responsible for executing all phases of quality assurance testing, including analysis of product requirements to product test requirements, and execution of functional/system test plans in USAC's multi-tiered environment.

- Analyze business and system requirements to design performance test plans, test scenarios and executes using performance tools.
- Assists with gathering of performance requirements by analyzing production and system logs.
- Contributes to test plans, test requirements, test scenarios, and test data for use during all testing phases of the software development lifecycle, for new and existing software systems/products.
- Leads test case reviews, design reviews, and change control activities.
- Ensures that performance test plans and scenarios fully exercise every aspect of the product.
- Certifies each release by performing impact analysis on staging environments.
- Performs impact analysis of any infrastructure changes including OS and Platform upgrades, maintenance releases, and hardware upgrades.
- Performs fail-over and recovery scenarios and documents the performance metrics.
- 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.
- 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.
- Provide guidance to junior performance testers. Act as proxy team lead as needed.
- Other duties, as assigned.

### 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.
- **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.

#### **QUALIFICATION AND EXPERIENCE:**

- Five (5) years' of directly related experience.
- Five (5)+ years' of experience developing test strategies, test plans, test case gathering techniques, using automation and performance tools, and developing manual and automated test scripts.
- Five (5) + years' of experience with JMeter, Load Runner, LoadUI, SoapUI
- Five (5) + years' of hands-on Performance/Automation testing experience in client server and/or web-based environment
- Demonstrated experience with project management software, third party testing tools, change management tools, software development in an agile environment and development frameworks.
- Demonstrated RDBMS experience (MySQL, MS SQL Server, PostgreSQL, Oracle) and ability to write queries.
- Strong technical documentation experience, interpersonal and communication skills.
- Experience with high transaction data and volume systems, agile ADLC, Appian or similar BPM platforms, cloud architecture, operating systems and scripting languages (Haskell) is desired.
- Knowledge of networking and system engineering concepts.
- Prior experience with USF is desired.



## 66. IT ASSET MANAGEMENT SPECIALIST

### THE OVERALL PURPOSE OF POSITION:

The purpose of this position is to provide support to the IT department.

### SCOPE OF WORK

- Maintain an accurate list of software USAC owns with critical information such as period of performance (POP), start date, end date, number of licenses, software owner, and other applicable fields.
- Regularly review software inventory reports to ensure USAC owns enough licenses to remain compliant.
- Meet with vendors to obtain quotes for software and maintenance purchases.
- Work closely with USAC's procurement team to understand lead time for procuring software.
- Regularly meet with USAC's accounting team to ensure software and maintenance are documented in the financial system.
- Analyze and identify savings opportunities for renewals, software licensing, and maintenance agreements.
- Assign and revoke software licenses by using vendor software licensing portals.
- Develop an annual software licensing budget for the whole organization.
- Generate reports as needed for software and maintenance Agreements.
- Act as the centralized point of inventory control for hardware assets using ServiceNow.
- Work with IT Operations team and Software Development to ensure hardware assessments are discovered and classified in the configuration management database (CMDB)
- Generate reports for hardware assets to provide to the Security Compliance team as well as other groups as needed.
- Update and reconcile hardware attributes such as environment, function, status, and business owners for all servers and network devices
- Develop a quarterly recertification process of ensuring all hardware assets are still in use and information is current.

### QUALIFICATION AND EXPERIENCE:

- Bachelor's degree and/or relevant technical training and certifications.
- Three (3) to Four (4) years' of directly related experience.
- Three (3) to Four (4) years of negotiating with vendors regarding software/hardware agreements
- Proficient in Software licensing and hardware terminology
- using a network discovery tool such as ServiceNow, BMC Client Manager, or Microsoft SCCM
- Proficient in the Microsoft Office Suite (Word, Excel, Outlook, PowerPoint, Visio) software licensing and hardware terminology
- Experience using a network discovery tool such as ServiceNow, BMC Client Manager, or Microsoft SCCM.
- Proficient in the Microsoft Office Suite (Word, Excel, Outlook, PowerPoint, Visio).

**67. SENIOR DATA ENGINEER****THE OVERALL PURPOSE OF POSITION:**

The purpose of this position is to provide support to the IT department.

**SCOPE OF WORK**

- Leads or participate in consulting projects that deliver customer-focused results aligned with strategic and operational goals of the Client.
- Obtains and shares internal and external learning and knowledge, problem-solving, strategy, methodologies, tool, and processes.
- Facilitates identification, review and analysis of strategic issues and advises regarding development and implementation of strategy for the client's environment.
- May assist in developing, leading, and conducting education classes.
- Provides guidance in analyzing, investigating, and resolving issues.
- Analyzes trends and issues and provides recommendations.
- Responsible for development, implementation, and maintenance of guidelines, policies, procedures, and processes.
- Provides vision and guidance for area of responsibility.
- Provides consultation and vision on process tools, methods, product lines, technology, implementation, support, process design, client initiatives, and business activities.
- May be required to oversee technical implementation and execution of strategic plans.
- Research and provide information on technical trends, evaluate, and implement exiting applications and/or customized solutions.
- Has expertise and operates across one or more industries and variety of services such as information technology, e-business, cloud, security, and latest business transformation solutions.
- Adhere to project development and documentation standards.
- Provides assistance and responsible for aspects of the development and implementation process, including tasks associated with program office support.

**QUALIFICATION AND EXPERIENCE:**

- Bachelor's degree and/or relevant technical training and certifications.
- Three (3) to Four (4) years' of directly related experience.
- Three (3) to Four (4) years of negotiating with vendors regarding software/hardware agreements  
Proficient in Software licensing and hardware terminology
- using a network discovery tool such as ServiceNow, BMC Client Manager, or Microsoft SCCM
- Proficient in the Microsoft Office Suite (Word, Excel, Outlook, PowerPoint, Visio) software licensing and hardware terminology
- Experience using a network discovery tool such as ServiceNow, BMC Client Manager, or Microsoft SCCM.
- Proficient in the Microsoft Office Suite (Word, Excel, Outlook, PowerPoint, Visio).

## 68. DATA WAREHOUSE ARCHITECT

### THE OVERALL PURPOSE OF POSITION:

The purpose of this position is to provide support to the IT department.

### SCOPE OF WORK

- Oversee and review work of team members, as needed or instructed.
- Partner with scrum masters/ project managers on optimizing scheduling, work allocations, and story assignments.
- Manage reporting environment including data sources, connections, security, subscriptions and metadata.
- Lead in initiative towards data access control and integrity across the enterprise.
- Create data models and schema for reliable and highly performant data marts and data warehouse.
- Develops complex ETL (extract, transform and load) SQL scripts to gather data from various databases and systems to make data available for enterprise analytics and reporting.
- 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.
- Identify areas for improvement within the EDS organization related to architecture, design, performance optimization, development process, workflows, governance, tools/technologies.
- Conduct end user training on data solutions.

### QUALIFICATION AND EXPERIENCE:

- Bachelor's 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 operational and/or technical business leadership experience.
- Five (5) years of experience with OLAP, industry standard databases, structured query language, ETL, reporting.
- Three (3) years of experience with data warehouse and data mart design, including Star and Snowflake models.

### EDUCATION

- Bachelor's degree with a strong academic record.

### 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.

## 69. SECURITY ENGINEER II

### THE OVERALL PURPOSE OF POSITION:

The purpose of the Security Engineer II position is to evaluate, implement, maintain, and monitor IT security measures across the organization. The individual in this role is responsible for reviewing and accessing security vulnerabilities across USAC applications

### SCOPE OF WORK

- Bachelor's degree and/or relevant technical training and certifications.
- Three (3) to Four (4) years of directly related
- experience.
- Three (3) + years of advanced computer expertise.
- Three (3) + years of IT network security knowledge and
- implementation experience (e.g. firewalls, secure topologies/architectures, SIEM Tools, intrusion detection, Microsoft and
- UNIX OS security)
- Three (3) + years of experience with MS Office Professional tools suite, security incident/forensics, and
- system administration for Unix and/or Microsoft operating systems. Experience with system baseline configurations.
- Knowledge of IT security policy and standards development and POA&M tracking and remediation.
- Experience and/or
- familiarity with Websense configuration/maintenance, security information/event manager configuration, anti-mal
- ware
- tools, Check
- Point firewall, wireless network security testing, and Federal Security regulations, all desired.
- Results-Driven
- Communicates Openly and Effectively
- Applies Customer Lens
- Forward Looking
- Fosters Collaboration
- Thinks Critically
- Develops Self and Others
- Embraces Innovation and Change

### OTHER DUTIES:

- Handling confidential matters
- Traveling on an as needed basis
- Application of data analytics



**QUALIFICATION AND EXPERIENCE:**

- Five (5) to Seven (7) years' of directly related experience.
- One (1) to Two (2) Operational and/or technical business leadership experience.
- Five (5)+ years' experience in IT network security implementation (i.e. firewalls, secure topologies/architectures, SIEM Tools, intrusion detection and analysis, Microsoft UNIX OS security, vulnerability assessments).
- Five (5)+ years' of experience in working system administration of Unix, Microsoft operating systems, MS Office Professional tools suite, and IT security incident/forensics.
- Two (2) to Three (3) years' experience in system baseline configurations, IT security policy and standards development, and POA&M tracking and remediation.

**EDUCATION**

CISSP, CISM, and/or CISA certification required. CCNP, MCSE, or equivalent is preferred

**LENGTH OF EXPERIENCE**

The minimum amount of total work-related experience required is four (4) 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.

## 70. SPLUNK ENGINEER

### THE OVERALL PURPOSE OF POSITION:

Splunk Engineer supports the design, architecture, build, configuration, implementation and operations support as well as establishes the useable Splunk solution. The candidate will support Splunk ES installation and configurations while building automation activities. This position will work closely with the Architecture & Standards Team and IT Security Operations team and reports to the Security Architect and the Project Manager.

### SCOPE OF WORK

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., vulnerability management, case management, and other security tools.)
- Make recommendations for additional optional integrations
- Identify the 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.

#### **QUALIFICATION AND EXPERIENCE:**

- Experience with storage technologies.....tool sets (IPS/IDS, AV, Firewalls, Switches, Networking, Cloud, 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.



## 71. APPIAN ARCHITECT

### THE OVERALL PURPOSE OF POSITION:

The purpose of this position is to provide Appian Architecture support to the IT department.

### SCOPE OF WORK

- Provide end-to-end design guidance, oversight, and problem management.
- Provide oversight of requirements gathering and interpretation for all infrastructure impacts across the portfolio pipeline
- Provide oversight of the requirements process on key projects by clarifying requirements where and when necessary, ensure all teams understand the business reasons for the requirements.
- Provide end-to-end design process guidance and oversight/provide guidance throughout the design process.
- Guide teams through design challenges where and when necessary
- Provide oversight of design and implementation reviews, participate in, and lead as appropriate, design and implementation reviews during the lifecycle of a project for key business initiatives and core engineering projects before they go into production to ensure Operational Readiness
- Review final target architecture and design.
- Partner with architecture/development teams on business planning sessions
- Provide reviews of existing solutions including tracking/remediating issues and gaps for resiliency, risk, and performance
- Provide technology guidance into strategic plans and business strategies.

### 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.

### QUALIFICATION AND EXPERIENCE:

- Appian L3 certification mandatory
- Minimum 12 years of IT experience with at least 5-7 years delivering architecture solutions using Appian.





- Experience assessing and leveraging both mainstream and emerging technology advancements (especially AI, analytics, and automation/robotics) with a strategic mindset to transform or optimize business designs.
- Expert level experience with Appian current versions, Ability to write complex Appian SAIL Code. Just not drag and drop.
- Strong understanding of Appian Objects such as Records, Reports, Tasks, News, Sites, Actions, Expression Rules, Constants, Query Rules, Web API, Interface Rules, CDTs, Process Models. Constants, Decisions, Integrations, Connected Systems, Data Stores, Groups,
- Feeds etc.
- Have worked on two or more end to end Appian BPM implementation (Design/Develop/Deploy/Package)
- Experience in building frameworks and BPM concepts
- Sound Knowledge of Appian Process/Solution and Infrastructure Architecture (Infrastructure Architecture must include knowledge of Appian In-Memory KDB Engines, Sizing, Scaling Vertically/Horizontally)
- Sound Knowledge App Servers such as JBOSS, TOMCAT etc. and Web Servers such as Apache etc.
- Solid fundamentals in languages such as Java. Knowledge about OOP Concepts
- Strong understanding of various authentication and authorization mechanisms such as OKTA, API Key Based Authentication, LDAP, SAML etc.
- Integration with Web Services (SOAP and REST both), ESBs such as JBoss Fuse, Business Rules Engine such as DROOLS
- Hands- On Experience in writing Appian Plugins (includes Smart Services, Function Plugins and Servlet Plugins), Connected Systems
- and Component UI Plugins (Preferred)
- Experience with Embedded SAIL
- Experience with J2EE Design Patterns such as JSPs, Java Servlets, EJBs, JDBC etc.
- Strong understanding of JMS Messaging Services, Spring Security Framework and Hibernate Technologies
- Broad and deep experience with technologies such as CSS3/HTML5/JavaScript/Angular JS/React JS or latest UI Framework
- Expert in user interface development, engineering cross-browser, cross-browser, cross device compliant code
- Exposure to RPA, AI, and intelligent automation tools

## **EDUCATION**

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

## **LENGTH OF EXPERIENCE**

The minimum amount of total “on-the-job” experience required is twelve (12) 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.

## 72. SYSTEMS ENGINEER IV

### THE OVERALL PURPOSE OF POSITION:

The purpose of this position is to provide System Engineer support to the IT department.

### SCOPE OF WORK

- 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.

### 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.

### QUALIFICATION AND EXPERIENCE:

- General AWS Architecture
- AWS Command Line Interface
- Shell Scripting (Shell, Perl and Python)
- Unix/Linux systems installation, operations, administration, and maintenance
- Unix shell and standard utilities, and common Unix/ Linux security tools
- Bachelor's degree and/or relevant technical training with no preferred certification.



- Seven (7) to Ten (10) years of directly related experience.
- Three (3) to Five (5) years of operational and/or QUALIFICATION AND EXPERIENCE:.
- Extensive knowledge of Linux server operating systems.
- Extensive knowledge of designing, developing and troubleshooting new and existing scripting.
- Experience in systems administration and Engineering in a mature Enterprise environment.
- Extensive AWS Cloud infrastructure environments including ECS, EC2, API, S3, Lambda and others.
- Sophisticated understanding of ports, protocols, and routing and switching in a firewalled, wide- area network.
- Experience with Public Cloud infrastructure management
- Bonus – Experience with RHEL Satellite server.
- Bonus - Experience with Puppet
- Bonus - Experience with the Atlassian Suite of products

### **EDUCATION**

A bachelor's degree in computer science and/or Information Technology. relevant work experience (over eight years) may be acceptable.

### **LICENSES, CERTIFICATES**

- AWS Certification

### **LENGTH OF EXPERIENCE**

The minimum amount of total “on-the-job” experience required is ten (10) 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.

## 73. SIEBEL DEVELOPER

### THE OVERALL PURPOSE OF POSITION:

The purpose of this position is to provide Siebel Developer support to the IT department.

### SCOPE OF WORK

- Providing daily production support for Siebel.
- Providing code development and configuration expertise for Siebel.
- Administering, maintaining, and serving as the lead technical expert for the entire Siebel System.
- Providing technical assistance by responding to inquiries about errors, issues, or questions.
- Conducting unit testing and coordinating user testing to find errors and confirm application meets specifications
- Analyzing code to find causes of errors and revising programs.
- Standing up Lower Environments
- Extracting Siebel Data Dictionary
- Mentoring other team members with less Siebel experience.
- Routinely monitoring application and server performance in Siebel environment.
- Maintaining a reasonable amount of documentation for all Siebel enhancements and fixes.
- Coordinating with departments and users in the support of Siebel applications.
- Other duties, as assigned.

### QUALIFICATION AND EXPERIENCE:

- Have gained 7 or more years of experience completing similar duties as outlined above.
- Possess a bachelor's degree from an accredited college and/or university (Computer Science, Information Technology, and Software Engineering).
- Must have thorough knowledge and understanding of functional and technical out-of-the-box features of Siebel Release 7.5 CRM.
- Must have advanced proficiency using Siebel Tools, including repository management and migration.
- Strong configuration skills: Applets, Views, Business Components, Joins, Links, Data Mapping, etc.
- Must have eScripting/SiebelVB experience, especially for data validation or business process validation that cannot be done through configuration.
- Experience using Siebel EAI, EIM and Integration Objects.
- Familiar with Siebel best practices regarding configuration and scripting.
- At least 4 years of Siebel implementation experience (7.5 or higher) with participation in each phase of at least 1 full Siebel lifecycle implementations.
- Experience integrating web services in Siebel with other applications and vice versa.



- Actuate report development for Siebel.
- Experience with Siebel State Model and Siebel Audit Trail.
- Strong technical foundation including structured programming (C++, Java, C#, etc.),
- understanding of relational database concepts and structures, knowledge of T-SQL scripting,
- structured system analysis and design methods, etc.
- Acting as an analytical thinker who solves problems and develops continually more effective
- solutions to them.
- Can make informed decisions quickly and leverage your communication abilities to implement
- them.
- The following skills are desired:
- You have previously leveraged agile software development, such as SCRUM and XP.
- You can use your past experience of business workflow automation with SharePoint or other BPM
- products, as well as PL/SQL, J2EE, SOAP, and ASP.NET to create innovative solutions.
- You have previous usage of agile SDLC (Scrum preferred), high availability architectures,
- PL/SQL, scripting languages and Oracle Access Manager (OAM).

## **EDUCATION**

Bachelor's degree from an accredited college and/or university (Computer Science, Information Technology, and Software Engineering)

## **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.

## 74. CONFIGURATION MANAGEMENT ANALYST

### THE OVERALL PURPOSE OF POSITION:

Configuration Management Analyst will be responsible to design, develop, and maintain our systems. The ideal candidate for this position will have a strong technical background in software engineering and experience with configuration management tools. The successful candidate will be able to develop and maintain system configurations, ensure compliance with established standards, and troubleshoot any issues that arise.

### SCOPE OF WORK

The Configuration Management Analyst will be responsible for but not limited to:

- Use written procedures to perform software and hardware builds and create releases for test and deployment.
- Create and update software and hardware build and installation procedures.
- Work with engineers to troubleshoot and resolve software build and installation issues.
- Assist in automating software builds and installations.
- Install Linux, Windows, and MacOS operating systems and application software.
- Assist in software testing activities
- Conduct configuration audits.
- Produce CM reports.
- Document and update CM processes and procedures.
- Perform other CM duties as needed.

### 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.



## **EDUCATION, EXPERIENCE AND SKILLS**

- Bachelor's 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.
- Three (3) to Five (5) years of experience with SDLC, application development, and software process improvement.
- Experience with system administration, network security, database design/management, and configuration management preferred.

## 75. PROJECT MANAGER IV

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

The purpose of this position is to provide senior project management support to the IT department.

### **SCOPE OF WORK**

- 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.

### **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

### **QUALIFICATION AND 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

## 76. DATA ARCHITECT IV

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

The purpose of this position is to provide Data Architect support to the IT department.

### **SCOPE OF WORK**

- Responsible for overall system design or the component design of a large system or solution.
- Responsibility includes detailed documentation of technical requirements and design documents.
- Works with the development team for the development of applications or system
- Facilitates and guides requirements gathering, analysis, development of hypotheses/conclusions
- Performs analysis of business models, logical specifications and/or user requirements to design client solutions.
- Has expert knowledge of application design and usability principles, issues, and techniques.
- Architects focused on solution architecture organizes the development effort of a system solution. Responsible for the overall vision that underlies the projected solution and transform the vision through the execution of the solution. Shapes, designs and plan specific service line in product areas.
- May include roles such as Application Architect, Portfolio Architect, Network Architect, Systems Architect, Mainframe Architect, Enterprise/Infrastructure Architect, Solutions Architect.
- Leads or participate in consulting projects that deliver customer-focused results aligned with strategic and operational goals of the Client.
- Obtains and shares internal and external learning and knowledge, problem-solving, strategy, methodologies, tool and processes.
- Facilitates identification, review and analysis of strategic issues and advises regarding development and implementation of strategy for the client's environment.
- May assist in developing, leading and conducting education classes
- Provides guidance in analyzing, investigating, and resolving issues.

### **EDUCATION**

Bachelor's degree in computer science with a strong academic record.

### **LENGTH OF EXPERIENCE**

The minimum amount of total work-related 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.

## 77. INTEGRATION API ENGINEER

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

The purpose of this position is to provide Integration API Engineer support to the IT department.

### **SCOPE OF WORK**

- Create, analyze, coordinate, and document complex IT projects, products processes and provide recommendations based on analysis for optimal solutions.
- Create/update reports and propose action and/or implementation plans and present to leadership to assist in decision-making and drive the work to conclusion.
- Provide IT process and/or product subject matter expertise, conduct research, gather requirements, and conduct analysis and/or coordination activities related to IT processes, projects and/or services.
- Display a technical aptitude and the ability to coordinate, design, and manage IT processes and work

### **QUALIFICATION AND EXPERIENCE:**

- Recognized expert within IBM, who designs, researches and develops highly advanced applications and provides highly innovative solutions.
- Develops technical solutions to complex problems.
- Leads and pursues courses of action necessary to obtain desired results.

### **EDUCATION**

Bachelor's degree in computer science with a strong academic record.

### **LENGTH OF EXPERIENCE**

The minimum amount of total work-related experience required is twelve (12) 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.

**78. SECURITY SME****THE OVERALL PURPOSE OF POSITION:**

The purpose of this position is to provide Security Subject Matter Expert support to the IT department.

**SCOPE OF WORK**

- Leads or participate in consulting projects that deliver customer-focused results aligned with strategic and operational goals of the Client.
- Obtains and shares internal and external learning and knowledge, problem-solving, strategy, methodologies, tool and processes.
- Facilitates identification, review and analysis of strategic issues and advises regarding development and implementation of strategy for the client's environment.
- May assist in developing, leading and conducting education classes.
- Provides guidance in analyzing, investigating, and resolving issues.
- Analyzes trends and issues and provides recommendations.
- Responsible for development, implementation, and maintenance of guidelines, policies, procedures, and processes.
- Provides vision and guidance for area of responsibility.
- Provides consultation and vision on process tools, methods, product lines, technology, implementation, support, process design, client initiatives, and business activities.
- May be required to oversee technical implementation and execution of strategic plans.
- Research and provide information on technical trends, evaluate and implement exiting applications and/or customized solutions.
- Has expertise and operates across one or more industries and variety of services such as information technology, e-business, cloud, security, and latest business transformation solutions.
- Adhere to project development and documentation standards.
- Provides assistance and responsible for aspects of the development and implementation process, including tasks associated with program office support.

**QUALIFICATION AND EXPERIENCE:**

- Career level with a complete understanding and wide application of technical principles, theories and concepts.
- Working under only general direction provides technical solutions to a wide range of difficult problems.
- Independently determines and develops approach to solutions.

**EDUCATION**

Bachelor's degree in computer science with a strong academic record.

**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.

## 79. DATA ARCHITECT II

### THE 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.

### SCOPE OF WORK

- 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.

### QUALIFICATION AND EXPERIENCE:

- Bachelor's degree (master's 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.

### 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.

**80. DATA ENGINEER****THE OVERALL PURPOSE OF POSITION:**

The purpose of this position is to provide Data Engineering support to the IT department.

**SCOPE OF WORK**

- Leads or participate in consulting projects that deliver customer-focused results aligned with strategic and operational goals of the Client.
- Obtains and shares internal and external learning and knowledge, problem-solving, strategy, methodologies, tool, and processes.
- Facilitates identification, review and analysis of strategic issues and advises regarding development and implementation of strategy for the client's environment.
- May assist in developing, leading, and conducting education classes.
- Provides guidance in analyzing, investigating, and resolving issues.
- Analyzes trends and issues and provides recommendations.
- Responsible for development, implementation, and maintenance of guidelines, policies, procedures, and processes.
- Provides vision and guidance for area of responsibility.
- Provides consultation and vision on process tools, methods, product lines, technology, implementation, support, process design, client initiatives, and business activities.
- May be required to oversee technical implementation and execution of strategic plans.
- Research and provide information on technical trends, evaluate, and implement exiting applications and/or customized solutions.
- Has expertise and operates across one or more industries and variety of services such as information technology, e-business, cloud, security, and latest business transformation solutions.
- Adhere to project development and documentation standards.
- Provides assistance and responsible for aspects of the development and implementation process, including tasks associated with program office support.

**QUALIFICATION AND EXPERIENCE:**

- Bachelor's degree in computer science with a strong academic record.
- The minimum amount of total work-related experience required is one (1) year, for the position. This means experience in a related area or time spent performing similar work that provides the background for the current position.
- Under direct supervision, general knowledge in field, works on assignments that are generally semi routine in nature, may assist with moderately complex projects.

## 81. BUSINESS ANALYST

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

The purpose of this position is to provide Business Analyst support to the IT department.

### **SCOPE OF WORK**

- Develop and update processes and procedures for program administration, for the USAC's core programs.
- Working with the operations staff, develop systems content, such as stakeholder instructions, review online and live training materials for stakeholders, and develop quality assurance processes to prevent waste, fraud, and abuse.
- Spearhead development business requirements for systems functionality necessary to comply with Commission rules and administer the program in an efficient and controlled manner.
- Assist operations staff to develop and manage systems content.
- Develop and assist with deploy business rules and procedures.
- Develop business requirements for new functionality to improve operational efficiency.
- Assist Operations staff in developing data integrity standards.
- Conduct requirements reviews, design reviews, and change control activities.
- Documents and reports issues discovered during testing and follow-up for resolution.
- Documents business requirements and develop training programs, documents, and materials.
- Other specific duties as assigned

### **QUALIFICATION AND EXPERIENCE:**

- Bachelor's degree and/or relevant technical training with no preferred certification
- Three (3) to Four (4) years of directly related experience.
- Experience as an Analyst or similar position.
- Demonstrated experience with increasingly complex system analysis projects.
- Experience developing user stories based on business and system requirements.
- Experience defining and elaborating user stories with validation and acceptance criteria.
- Experience with Scrum and/or other Agile Software Development frameworks.
- Experience with Microsoft SQL Server, Access and/or Oracle and ability to write Access / SQL queries.
- Experience with software development activities from a business operations' perspective.
- Experience with Microsoft SharePoint Software.
- Preparing and delivering information in a concise, professionally written and/or verbal format
- Developing, documenting, and/or creating new or more useful ideas, approaches, and plans.
- Analyzing and developing solutions to problems.
- Managing various projects, work, technical support, etc.
- Developing and maintaining positive customer rapport.



## 82. IDENTITY ACCESS MANAGEMENT (IAM) ADMINISTRATOR

### THE OVERALL PURPOSE OF POSITION:

The purpose of this position is to provide Identity Access Management (IAM) support to the IT department.

### SCOPE OF WORK

- Design and architect IAM services, including identity assurance and registration, access request, access provisioning, access reauthorization, public key infrastructure, remote access, and directory technologies.
- Design and develop technical solutions for Oracle Access Manager Identity Access Management (IAM) system, including requirements gathering and definition, technical design and specification, development, testing, and implementation support.
- Direct the support of the technical components of IAM infrastructure.
- Develop project plans and manage IAM maintenance and upgrades.
- Develop custom solutions for IAM system.
- Integrate COTS solutions into IAM system.
- Perform software security design, configuration, development, and maintenance tasks.
- Correct Identity & Access management issues reported in production system.
- Update security design documentation, if required as part of correcting production issues.
- Develop technical security design based upon requirements specifications.
- Develop security/identity manager based on Oracle Identity Manager and Oracle Access Manager, using the tools that fulfill the requirements specifications and conform to the technical design.
- Perform unit-level testing of security functionality within Oracle security suites.
- Create, configure and manage access policies in Oracle Identity Manager.

### QUALIFICATION AND EXPERIENCE:

- Bachelor's degree in computer science, Electrical or Electronics Engineering, or related field plus 5 years of experience developing software systems involving Identity Access Management technologies and architecture.
- 5 years working with Oracle Access Manager (OAM)
- Database development with Oracle 10g/11g
- Web application security development with JAVA platform
- Designing secured web service/web API
- Experience using OAM/OIM 11g to support cloud application integration, including setup, configuration, administration of OAM/OIM 11g
- Performance tuning and load testing of security products
- Experience with agile software development such as SCRUM
- Strong ability in troubleshooting complex issues
- Thorough understanding of technical data architectures
- Skilled in use of TOAD, SQL Developer, Erwin
- Ability to analyze complex business and technical requirements to develop innovative solutions
- Excellent verbal, written, and presentation skills

## 83. SECURITY ARCHITECT

### THE OVERALL PURPOSE OF POSITION:

The purpose of this position is to provide Security Architect support to the IT department.

### SCOPE OF WORK

- Assessment of the current state of Zero Trust Architecture implemented across all systems.
- Plan/roadmap defining best path forward to implement Zero Trust Architecture across all systems along with updates at least quarterly.
- Assessment of the current state of USAC's implementation of security boundaries across all systems
- Assessment and inventory of the current state of encryption at-rest and in-transit for all systems and associated data.
- Plan/roadmap defining how and when all systems will implement encryption at-rest and in-transit if not already implemented along with updates at least quarterly.
- Support in continually improving the IT Security's incident detection and response posture by providing recommendations on how to improve processes and toolsets
- Support the implementation of a Supply Chain Risk Management program by recommending processes improvements, i.e., SDLC updates, and appropriate toolsets.
- Assess current development methodologies adherence to security compliance and make recommendations/policies to ensure security compliance is incorporated rigidly into the SDLC process.
- Validate and/or recommend changes to USAC's current Security Standards and Implementation / Maintenance Policies and support the effort to ensure that Security Standards are incorporated in all EA and Development Initiatives.
- Contribute to defining a path forward to transition to a 100% Dev/Sec/Ops adoption including developing a recommendation taking into account all facets of Dev/Sec/Ops including technical as well as organizational objectives and challenges.
- Contribute to the maintenance of the EA To-Be Architecture and the associated Roadmap for achieving the EA To-Be Architecture from a Security Architecture perspective taking into account the strategic direction of the Information Security Program.

### QUALIFICATION AND EXPERIENCE:

- B.A. or B.S. degree or equivalent experience.
- Minimum 7 years of experience working as a Security Architect in a mid to large size IT environment and delivering technical security solutions for the enterprise. Experience providing IT security support to government clientele is preferred.
- Desired capabilities shall include:
- Solid understanding of security protocols, cryptography, authentication, authorization, and security
- Good working knowledge of current IT risks and experience implementing security solutions
- Experience implementing multi-factor authentication, single sign-on/SAML, identity management or related technologies
- Working knowledge and experience implementing zero trust architecture across both custom developed and cloud-based systems



- Ability to interact with a broad cross-section of personnel to explain and enforce security measures
- Excellent written and verbal communication skills as well as business acumen and a commercial outlook

#### **EDUCATION**

- Bachelor's degree with a strong academic record.

#### **LENGTH OF EXPERIENCE**

The minimum amount of total work-related experience required is 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.



## 84. SHAREPOINT DEVELOPER

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

This person will have experience with SharePoint Online and the ability to work with Divisions and Programs to help customize their SharePoint Online page, meeting their business needs and complying with USAC's templates and style.

### **SCOPE OF WORK**

- Attend focus groups/meetings to collect information on design requirements and requests
- Develop the pages in SharePoint Online, and conduct reviews with Program/Division

### **QUALIFICATIONS AND EXPERIENCE:**

- College graduate
- Some knowledge of User Experience/User Design
- Follow prescribed page templates and styles
- Maintain accessibility of pages
- 3-5 years' experience with SharePoint Online
- Creation of sites, lists, libraries via web interface
- Light customization of site pages
- Nice to have: Familiarity with SharePoint Framework (1-2 years)

**85. ORACLE EBS FINANCE (TECHNICAL) DEVELOPER****THE OVERALL PURPOSE OF POSITION:**

The purpose of this position is to provide Oracle EBS Financial Technical Development support to the IT department.

**SCOPE OF WORK**

- Manage and oversee the full implementation life-cycle and support for all projects dealing with USAC's Financial System.
- Develop and maintain efficient processes using Oracle E-Business Suite (EBS) that provide effective controls and reliable data for the purpose of recording financial transactions, producing financial reports and supporting our month-end financial close process. Perform changes and enhancements to the configuration of the system.
- Oversee the work of internal and/or external resources completing the configuration.
- Oversee and manage ongoing maintenance of financial systems, including the addition of new accounts, the assignment of reconciliations, and the closing of accounting periods.
- Monitor and proactively address any system errors, delegating to other team members as needed.
- Lead the design and implementation of Oracle EBS solutions on Oracle Cloud Infrastructure (OCI).
- Develop and maintain various financial reports needed by the Finance and Accounting teams to support internal and external reporting requirements.
- Work closely with Finance and Accounting teams to understand their business needs and translate them into technical solutions using Oracle Cloud Infrastructure (OCI) services.
- Develop and maintain best practices for system configurations, upgrades, and general support.
- Serve as the Oracle EBS technical expert in providing support and advice regarding system capabilities and functions.
- Oversee maintenance of test scripts, support for plug-ins, and interface development for In-house or COTS solutions integration.
- Collaborate with end-users in documenting business processes, work instructions, and training curriculums in support of the company's evolving use of its Financial System.
- Ensure functional and technical documentation is complete, current, and stored appropriately.

**QUALIFICATIONS AND EXPERIENCE:**

- Bachelor's degree and/or relevant technical training and certifications. Bachelor's degree in finance or accounting preferred.
- Seven (7) to Nine (9) years of hands-on experience in Oracle Applications as a Technical consultant.
- Three (3) to Four (4) years' experience with Oracle tools: Oracle Forms and Reports, BI Publisher, Oracle Workflow Builder and OA Framework.
- Experience with Oracle Applications development utilizing SQL/PL/SQL.



- In-Depth understanding of EBS application module table structures and the integration points between them.
  - Strong technical expertise in Oracle EBS R12 finance modules (General Ledger, Cash management, Purchasing, Payable, Receivables, Sub-ledger Accounting, etc.).
  - Working knowledge of the Oracle Subledger Accounting (SLA) process and general understanding of the accounting principles followed in the Federal Government Environment
  - In-depth experience working in an SDLC (waterfall and Agile) within Oracle Federal EBS environment and dealing with multiple operations environments such as Dev, Test, UAT, Regression and Prod etc.,
  - Experience working in OCI environment and OIC (Oracle Integration Cloud) technologies is a plus
  - Experience in month-end processes, ledger reconciliation and summary reporting tools to develop internal and external reports is required.
  - Ability to communicate abstract concepts and data analysis results with business users
  - Understanding of COTS implementations and application development and multi-system interfaces.
- Ability to quickly build effective working relationships and influence cross-functional teams at all levels of the organization.

## 86. SENIOR HYPERSCIENCE (INTELLIGENT DOCUMENT PROCESSING) DEVELOPER

### THE OVERALL PURPOSE OF POSITION:

The purpose of this position is to provide senior Hyperscience Development support to the IT Department.

### SCOPE OF WORK

- Architect, design, code, test, debug, maintain, and document Automation solutions using AI and Hyperscience, including Platform maintenance and administration.
- Lead the end-to-end implementation of automation solutions using Hyperscience, from requirement gathering to deployment and support.
- Collaborate with cross-functional teams to identify automation opportunities and develop innovative solutions.
- Configure and customize the Hyperscience platform to meet specific business needs and enhance efficiency.
- Conduct regular audits and evaluations of the automation solutions to identify areas for improvement and optimization. Conduct design and code peer reviews.
- Train and on-board users on the Hyperscience platform, providing ongoing support and guidance.
- Implement processes and flows requiring Intelligent Document Processing (IDP).
- Provide technical leadership and guidance to the team.
- Research, evaluate, recommend and implement technical solutions, tools, COTS and open-source products.
- Write technical design, architecture, assessment and other documents as required;
- Lead application integration efforts.
- Represent the IT department in terms of software development expertise in coordination with other departments.

### QUALIFICATIONS AND EXPERIENCE:

- Bachelor's degree and/or relevant technical training with no preferred certification.
- Five (5) to Seven (7) years of directly related experience implementing Automation solutions.
- Three (3) to Four (4) years of development experience with Hyperscience (Required)
- Five (5) to Seven (7) years of Application development experience (Required)
- Five (5) to Seven (7) years of experience using software engineering, design patterns, object-oriented design and architecture, Internet application development, web services, and technical documentation.
- Five (5) + years of experience in application security concepts, domain modeling and database design including SQL and/or NoSQL solutions.
- Knowledge of configuration management and release management principles.
- Understand the difference between structured, semi-structured, and unstructured documents, able to architect and design practices for document classification and data extraction across various document types.



**ADDITIONAL DESIRED EXPERIENCE:**

- High transaction/data volume systems, front end technologies, integration of application software, RDBMS, scripting languages, and high availability architectures.
- Agile SDLC; Scrum/Kanban preferred, SQL, implementation of COTS products, and authentication and authorization technologies (SSO, SAML).
- Continuous delivery, Continuous Integration, and contribution to open-source community.
- Integration of application software, high availability architectures, exposure to enterprise architecture concepts.



## 87. SENIOR BLUE PRISM RPA DEVELOPER

### THE OVERALL PURPOSE OF POSITION:

The purpose of this position is to provide senior Blue Prism RPA Development support to the IT department.

### SCOPE OF WORK

- Provide support for critical business functions through the development, implementation, testing and maintenance of robotics process automation (RPA) solutions.
- Architect, design, code, test, debug, maintain, and document robotics process automation (RPA) solutions including RPA Platform maintenance and administration.
- Identify and develop reusable custom objects and flows for RPA automations.
- Participate in regular RPA Platform maintenance and upgrade activities, including configuring
- Servers, Interactive Clients, Runtime Resources, and system roles.
- Analyze, understand, and document business processes in detail where required.
- Conduct design and code peer reviews.
- Coordinate with departments and users in the support of business applications.
- Design, Develop, and Configure RPA Process automation solutions that are well-structured,
- efficient, scalable, and maintainable.
- Implement processes and flows requiring Intelligent Document Processing (IDP).
- Provide technical leadership and guidance to the team.
- Research, evaluate, recommend and implement technical solutions, tools, COTS and open-source products.
- Write technical design, architecture, assessment and other documents as required.
- Lead application integration efforts.
- Represent the IT department in terms of software development expertise in coordination with other department.

### QUALIFICATIONS AND EXPERIENCE:

- Bachelor's degree and/or relevant technical training with no preferred certification.
- Five (5) to Seven (7) years of directly related experience.
- Three (3) to Four (4) years of RPA robot or automation solution development on Blue Prism (Required)
- Five (5) to Seven (7) years of Application development experience (Required)
- Five (5) to Seven (7) years of experience using software engineering, design patterns, object-oriented design and architecture, Internet application development, web services, and technical documentation.
- Five (5) + years of experience in application security concepts, domain modeling and database design, and Spring framework.
- Knowledge of configuration management and release management principles.
- Knowledge of networking and system engineering concepts.



**ADDITIONAL DESIRED EXPERIENCE:**

- High transaction/data volume systems, front end technologies, integration of application software, RDBMS, scripting languages, and high availability architectures.
- Agile SDLC; Scrum/Kanban preferred, SQL, implementation of COTS products, and authentication and authorization technologies (SSO, SAML).
- Continuous delivery, Continuous Integration, and contribution to open-source community.
- Integration of application software, high availability architectures, exposure to enterprise architecture concepts.