

SW1025 IT Staff Augmentation – Staffing Categories/Titles/Descriptions

Exhibit #3

Categories	Title(s)	General Job Description/Functions
Administrative Services	<ul style="list-style-type: none"> General Administrative Services 	<p>Administrative Services provide general administrative work in the following areas:</p> <p>Technical Writer Business Analysts Governance Strategic Planning Costing and Rate Analysis Process/Service Improvement Coordinators Service Level Agreement Portfolio Management End-User Testing Capacity Planning & Performance</p>
Project Management	<ul style="list-style-type: none"> Project Manager 	<p>Individuals in this job family demonstrate effective responsibility primarily with organizing, coordinating, and managing technology and application integration projects, programs, portfolios, and/or portfolio administrative operations that typically involve multiple platforms and matrixed teams. Knowledge and context of technology, infrastructure, ERP applications, processes, and related tools is necessary to organize and drive implementations. Some projects to be managed have a singular focus, whereas others are comprised of multiple interrelated projects with technical and business components that need to be managed together. This includes managing risks, scope, budget, impacts, conflicting priorities, and resources across one or more business units, campuses, or teams. Individuals also carry out administrative responsibilities of varying degrees to implement and sustain project management processes, portfolio operations, communications, and related tools.</p>
Application Development and Support	<ul style="list-style-type: none"> Application Developer/Programmer Application Support Application Analyst System Analyst Software Test Analyst 	<p>Responsible for analysis, design and coding for business applications. Takes business requirements and constructs data and process models as well as technical specifications. Also perform impact analysis, design and coding activities for application upgrades and enhancements as well as providing support for the current production environments. Application services may include the following functions:</p> <p>Programmer/Developer Analyst System Analyst Applications Architect PeopleSoft Business Analyst PeopleSoft Administrator Knowledge Management Software Test Analyst Applications Specialists</p>

		Development Software Maintenance System Management Software Maintenance.
Enterprise Application Environment	<ul style="list-style-type: none"> • Application Administrator 	Responsible for designing, planning, implementing, and maintaining the Application Environment. Requires a strong knowledge of PeopleSoft architecture and its associated tools, as well a strong grasp of Oracle database and SQL. Needs some knowledge of networking and firewall.
Enterprise Architecture	<ul style="list-style-type: none"> • Technical Architect • Business Architect 	<p>The Enterprise Architect may be focused on business, infrastructure, data, security, solution or application architecture. Responsibilities may include the following functions:</p> <p>Conceptualizes and visualizes desired state technical and business architectures.</p> <p>Conducts analysis of agency information technology (IT) requirements related to infrastructure, security, applications, web-based and mobile technologies.</p> <p>Develops architectural views for an enterprise in accordance with architecture frameworks and focused on the business.</p> <p>Documents the current state including identified pain points.</p> <p>Reviews agency plans and confers with staff concerning needs for solutions and application systems.</p> <p>Participates in the development of an IT plan of approach and prepares standard artifacts to assist in design and implementation of required systems.</p> <p>Builds enterprise models and standards for IT architecture and design, procurement of required equipment, security systems, hardware, software and other requirements.</p> <p>Assists agencies in developing IT plans and budgets, conducting cost benefit analysis and the preparation of procurement requests.</p> <p>Consumes research and analyzes business needs to arrive at a strategic direction.</p> <p>Assesses requirements and presents architectural recommendations that are in line with the strategic vision for the enterprise and wider best practice.</p> <p>Documents findings and recommendations in a clear and concise manner.</p> <p>Specific roles in support of enterprise architecture may be focused on business, data, infrastructure, security and/or application architecture.</p>
Customer Service/Help Desk	<ul style="list-style-type: none"> • Helpdesk Support • Technical Support 	<p>Responds to user queries, answers questions, and resolves hardware and software problems in a multiple platform environment. Uses software packages, reference manuals, internal technical support, and vendor support services to diagnose or identify problems and determine solutions.</p> <p>Customer Service/Help Desk may include the following functions:</p> <p>Application and Technical Support</p>
Data Services	<ul style="list-style-type: none"> • Database/Warehouse Architect • Database Administrator 	Plans, coordinates, and administers database(s) including definition, structures, documentation, upgrades, long-range requirements, operational guidelines, and protection. Ensures accuracy and completeness of data in master files and various support tools.

		<p>Develops and administers security integrity controls. Creates policies, procedures, and standards relating to database management. Duties may include troubleshooting, recovery, refining the database, installing software, resolving errors and failures, auditing activities, and resource utilization.</p> <p>Database services may include the following functions:</p> <p>Database Development</p> <p>Database Administration</p> <p>Database Support</p> <p>Database Security</p> <p>Data Modeling</p> <p>Data Governance</p> <p>Data Quality Management</p> <p>Data Asset Valuation</p> <p>Data Warehousing</p> <p>ETL Management</p> <p>Business Intelligence</p> <p>Master Data Management</p> <p>Document and Content Management</p> <p>Metadata Management</p>
Information Technology Security	<ul style="list-style-type: none"> • Security Analyst • Security Engineer • Security Architect 	<p>Responsible for the design, documentation, implementation, maintenance, and integration and architecture in support of the information security policy and strategic security programs. Other responsibilities include implementation and administration of network security hardware and software; documenting, communication and enforcing the network security standards and procedures; and ensuring compliance with external security / compliance audits and recommendations.</p> <p>IT Security may include the following functions:</p> <p>Security Governance and Management</p> <p>Security Policies and Procedures</p> <p>Incident Response and Forensics</p> <p>Risk Management/Analysis</p> <p>Data Classification and Protection</p> <p>Vulnerability Assessment and Penetration Testing</p> <p>Application Security</p> <p>Access Controls</p> <p>Network Security</p> <p>Security Analyst</p> <p>Security Engineer</p> <p>Security Architect</p> <p>Identity Management</p> <p>Data Encryption</p> <p>HIPPA/Privacy</p> <p>Business Continuity/Disaster Recovery Planning</p> <p>Policy Creation/Compliance</p> <p>System Hardening</p> <p>Access Control Methodologies</p> <p>Code Review</p>

		Security Operations Center Staff Social Engineering Testing
Systems and Component - Administration/Design and Support	<ul style="list-style-type: none"> • Network Engineer • Network Administrator 	<p>Responsible for designing, planning, implementing, and maintaining local and wide area networks in a multiple platform, protocol, and operating systems environment. Administers network functions and evaluates and monitors operations and network performance. May review products and recommend acquisition or modification of hardware, software, or contract services.</p> <p>Systems administration and design may include the following functions:</p> <p>Telecommunications Planning LAN Design Network Planning Systems Planning Quality Assurance Inspector/Analyst QC Testing QC Planning Change Coordinators</p>
Training & Communications	<ul style="list-style-type: none"> • Communications Coordinator 	<p>Responsible for the planning, organization, development, and implementation of a training or communications plan. This includes collaboration with the Project Management Team, Business Stakeholders and others. Duties and responsibilities require planning and delivery of communications and training deliverables, and coordinate project and organizational communications, to provide the tools and documents necessary to prepare the organization for a successful go-live, to develop training materials, and to conduct training delivery.</p>
Digital Design & Development	<ul style="list-style-type: none"> • Graphic Designer • Web Developer • API/Web Services Developer 	<p>Responsible for the overall design of web site or web pages. Designs and develops user interface features and experience. Develops animation and special effect elements. Works with internal and/or external customers to develop and improve the look and feel of the application. Responsible for back end server coding. Includes all the phases of Web Services development. From architecture design and technology selection to implementation and deployment. Capable of troubleshooting common database issues. Strong proficiency with SQL and its variation among popular databases. Experience with some of the modern relational databases. Web fundamentals like HTML, JavaScript, and CSS. Server-side languages like PHP, Python, Ruby, Java, JavaScript, and .Net. Database technologies like MySQL, Oracle, PostgreSQL, and SQL Server.</p>
Computer Break/Fix Services	<ul style="list-style-type: none"> • Computing Device Support 	<p>Position operates using a ticket system for installing and servicing PCs, PC peripherals, laptops, tablets, & servers. Takes service calls and performs incident specific activities as directed by Help Desk, Service Desk or script.</p>

Technical Grant Proposal Services	<ul style="list-style-type: none"> • Technical Grant Writer 	Responsible for researching, collecting data, and writing and submitting grant proposals for technical grant opportunities that are defined by the customers' technology strategy. The role will be involved strategic planning, training, writing, evaluation and management of grants for technology purposes.
Accessibility / Quality Assurance	<ul style="list-style-type: none"> • Quality Management Coordinator/Lead • Software Tester • Accessibility Compliance Tester • Information Systems Performance Management Specialist 	<p>Quality Management Coordinator/Lead – Responsible for the development, coordination, and ensuring the execution of all quality assurance, quality control, and testing activities related to designated projects and assignments. Prepare documentation, status reports, and lead interactions with customers, project manager, and stakeholders of the projects. Good communication skills with the ability to create oral and written reports and ability making and giving presentations.</p> <p>Software Tester – Creation of test designs, test processes, test cases and test data; carry out testing as per the defined procedures; ensure that all test related work is carried out and documented as per the defined standards and procedures.</p> <p>Accessibility Compliance Tester – Performs testing to ensure websites, software, and digital tools and documents are accessible, and conform to current Section 508 standards, W3C Web Content Accessibility Guidelines (WCAG), and Oklahoma Electronic Information Technology Accessibility (OEITA) standards.</p> <p>Information Systems Performance Management Specialist - Responsibilities involve the planning and implementation of tools, processes, and metrics for the collection, monitoring, and analysis of a system's performance. Conducts or coordinates user acceptance, performance, stress, regression and integration testing; makes changes and corrections as needed. May perform ongoing maintenance and review of applications systems and programs; identifies problems and develops appropriate solutions; identifies performance improvements. Good communication skills with the ability to create oral and written reports and ability making and giving presentations.</p>
Cloud Solutions		<p>The cloud architect is responsible for the cloud computing initiatives within an organization and for directing the architectural aspects of a cloud brokering team across all aspects of IT and the business. Responsible for the planning and engineering of an organization's cloud computing infrastructure and applications. Implements and designs hardware and software. Familiar with standard concepts, practices, and procedures of cloud technology, including Software as</p>

		Service (SaaS), Platform as Service (PaaS), or Infrastructure as a Service (IaaS).
Artificial Intelligence/Machine Learning Engineer		Enhances data collection procedures to include information that is relevant for building analytics and machine learning systems. Processing, cleansing, and verifying the integrity of data used for analysis. Doing analysis and presenting results in a clear manner. Focused on generating, maintaining and delivering detailed and accurate reporting on the information gathered and reported by artificial intelligence systems, with the goal of maximizing ROI from the rush of new data generated.