



WHERE SUCCESS STORIES BEGIN SM

CAREER SERVICES

ATLANTA CAMPUS

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Application Development Manager

Synonyms: Project Manager

Position Description:

- Oversee development of application systems
- Oversee the work of application developers on their team

Related Positions:

[Project Manager](#)

Business Analyst

Synonyms: Consultant; Systems Analyst

Position Description:

- Analyze the operations of a department or functional unit with the purpose of developing a general systems solution to the problem that may or may not require automation
- Work directly with management and users to analyze, specify and design business applications
- Provide insights into an operation for an information systems analyst
- Develop detailed functional, system and program specifications using structured design methodologies and CASE tools
- Demonstrate strong business sense and keen communication skills
- Work with both the information systems team and the strategic planning business group
- Research software
- Interview staff
- Analyze code
- Produce the process model, diagrams and updated data model
- Analyze data requirements and code of the existing application
- Design database structures -- for Design Change Requests, Defect Reports and re-architecture
- Troubleshoot problem areas related to database structures, stored procedure, database triggers, etc.
- Write SQL
- Write and apply database scripts to development and system testing databases
- Maintain revision control for database versions and scripts applied
- Participate in high-level design walkthroughs
- Assist in the development of production application systems
- Assist in the preparation of project plans and schedules for application systems development efforts
- Serve as the liaison between the customers and the development team to help design and develop applications
- Act as liaison between developers and end-users
- Document on paper what the "process" will be, including documentation of all changes that were made by the software engineers
- Coordinate and follow through with test plans
- Coordinate problem resolution and ensure that the development release documentation accurately reflects the contents of new releases
- Facilitate Joint Application Design (JAD) sessions
- Define requirements
- Participate in test planning
- Develop test cases
- Participate in help desk definition
- Oversee requirements gathering and definition
- Produce analysis and design documents
- Work closely with senior analysts to evaluate and enhance the design of existing IS environment
- Assist projects in the evaluation of technology components in support of system projects
- Assist in monitoring the direction and growth of business to ensure the application of appropriate technologies and support resources

Related Positions:

[Systems Analyst](#)

Data Administrator

Synonyms: Database Administrator; Database Analyst; Data Modeler

Position Description:

- Coordinate activities within the data administration department
- Create and maintain entity relationship diagram of the IS application modeling tools
- Review proposed database structures and changes
- Create and maintain process model of the corporate IS
- Create and maintain a matrix of the IS
- Write and apply database scripts
- Maintain revision control for database versions and scripts applied
- Participate in high-level design walkthroughs
- Optimize the IS databases
- Create and maintain a data warehouse
- Build business models based on a good business understanding
- Develop the data architecture
- Develop the logical database design - designing the overall database and tables
- Play a lead role on projects integrating what developers come up with and putting it into production environment
- Ensure integrity of data
- Handle information requests from internal/external customers
- Ensure that reports are accurate and produced on time

Related Positions:

[Database Administrator](#)

[Database Analyst](#)

Database Administrator

Synonyms: Database Analyst; Data Modeler

Position Description:

- Administer and control an organization's data resources
- Prepare project plans and schedules for significant database-related implementation and support efforts
- Communicate regularly with internal technical, applications and operational staff, as appropriate, in order to ensure the database integrity, security and availability
- Use data dictionary software packages to ensure data integrity and security
- Recover corrupted data
- Eliminate data redundancy
- Use tuning tools to improve database performance
- Install new corporate-wide client/server applications
- Maintain physical data models from logical data models
- Implement and maintain physical database systems
- Perform tuning of the relational database management systems and related application databases
- Assist development staff for applications design and development, specifically for transaction design, data warehouse systems, client-server applications, etc.
- Evaluate database management systems and related tool sets
- Monitor assigned organization operational and development projects to ensure consistency and satisfaction of database support requirements
- Interact with and assist system administrators to provide a compatible and effective database environment
- Design and implement security access infrastructure
- Develop and implement data and database related standards, procedures and guidelines
- Perform logical and physical data modeling
- Build a data warehouse
- Maintain and optimize dataservers
- Manage database objects
- Design relational database models
- Coordinate testing activities within and outside the department, as required
- Maintain development, test and production regions of programs
- Ensure that test data is current and functioning
- Monitor database efficiency and ensure optimal performance
- Assist in monitoring the direction and growth of business to ensure the application of appropriate technologies and support resources

(1) Database Management System Installation/Implementation:

- Plan/schedule for DBMS installation
- Plan/coordinate for database systems storage requirements
- Install/upgrade DBMS
- Monitor/tune DBMS system level operation/performance

(2) Application Database Design and Implementation:

Database Administrator – Cont'd

- Design/assist in the design of logical database model
- Design/assist in the design of the physical database model
- Analyze database process/access requirements

(3) Production Application Database Systems Support and Tuning:

- Plan/implement the production database operating environment(s)
- Establish database support utility jobs/procedures
- Maintain production database system security procedures
- Tune application database access for better performance
- Provide day-to-day database support for production systems

(4) Database Technology Consultation

- Provide up-to-date information on database technology to management
- Evaluate new database technology for future applications
- Participate in/attend database technology discussions, evaluation and forums
- Attend database and related formal/informal training sessions/classes for continuous skill set upgrade/improvement
- Perform logical and physical modeling
- Support production databases using tools/utilities to tune, optimize performance and resolve technical database issues
- Develop and implement database standards and guidelines related to accessing and maintaining data and data security
- Install, tune and maintain database for internal and external systems
- Provide technical expertise and direction
- Improve utilization of existing database capabilities
- Research and investigate new technologies
- Provide input/expertise into database performance and tuning
- Implement and support internal connectivity requirements
- Provide technical direction for customer support purposes

Related Positions:

[Data Administrator](#)

[Database Analyst](#)

[Network Engineer](#)

Database Analyst

Synonyms: Data Analyst; Database Administrator; Data Modeler

Position Description:

- Assist in the preparation of application systems project plans and schedules, relative to database-related design, development, implementation, and support.
- Communicate regularly with internal technical, applications and operational staff, particularly as a liaison between the Database Administrator(s) and the application systems development team(s), as appropriate, in order to ensure the database integrity, security and availability
- Monitor assigned divisional operational and development projects to ensure consistency and satisfaction of database support requirements
- Use data modeling techniques to analyze and specify data usages within an application area
- Define both logical views and physical data structures
- Perform logical database design in response to requirements for information
- Perform physical database design in response to requirements for information
- Replicate databases
- Perform day-to-day database administration
- Perform backup and recovery procedures
- Perform system tuning
- Provide customer support
- Coordinate testing activities for appropriate application systems development team(s) with Database Administrator(s), as required
- Provide daily support of internal databases
- Create/alter databases
- Troubleshoot database problems
- Maintain system database
- Perform performance tuning
- Perform capacity planning evaluations
- Install new system releases
- Maintain database security
- Design, implement and support database backup and recovery procedures
- Code stored procedures, triggers and DLLs in support of application development
- Consult with the application development team regarding database issues
- Monitor and track application system development progress in order to provide and/or recommend the appropriate application of database resources and/or technology in order to meet development and support requirements
- Assist in monitoring the direction and growth of business to ensure the application of appropriate database technologies and support resources
- Provide input to application developers
- Validate the logical design
- Identify and resolve data related problems

Related Positions:

[Data Administrator](#)

[Database Administrator](#)

Director of IS

Synonyms: VP of Information Technology; Director of Information Technology; Director of Information Systems

Position Description:

- Determine the overall strategic direction and business contribution of the information system function
- Monitor the direction and growth of business to ensure the application of appropriate technologies and support resources
- Work with management to outline business requirements and define solutions
- Review legal agreements containing project scope information to ensure services engagements are well defined
- Manage and lead direct reports
- Lead technical resources
- Work with outside partners to contract third party resources to assist in development projects
- Scope, document and lead development projects
- Work with senior executives within an organization
- Set the technical direction and develop new applications with client/server tools
- Manage development, implementation and support of IS environment
- Build development life cycle infrastructure
- Perform requirements planning
- Build development life cycle infrastructure-defect tracking
- Demonstrate strong presentation skills
- Demonstrate strong organization skills
- Manage new software implementation and development initiatives
- Oversee the evaluation, specification, design and implementation phases of systems implementation
- Manage customer relations
- Manage IS enhancement requests/requirements
- Oversee the staffing and personnel management for project management and implementation oriented personnel
- Oversee the budgeting and resource management for projects and implementation
- Prioritize all technology-related projects, such as software and hardware installs, and coordinate "moves, adds and changes"
- Establish and maintain vendor relationships
- Negotiate all technology-related maintenance/service agreements
- Communicate with upper management and users in a diplomatic fashion
- Respond to all internal customer requests in timely manner
- Interact with management on a continuing basis
- Understand role of MIS in the overall corporate strategy and planning, and set objectives that are aligned with this role
- Evaluate systems, hardware, software and personnel, and address potential changes in personnel and in technology
- Convert business information needs into IS strategies
- Adopt policies and procedures that guarantee optimum use of information systems resources for competitive advantage
- Assess strengths and weaknesses of IS department and current users, and identify plan to maximize strengths and minimize weaknesses

Director of IS – Cont'd

- Review current application portfolio, budgeting and expenditures, and make recommendations
- Develop a comprehensive disaster recovery plan to ensure business continuity/survival, minimize damage and facilitate coordination

Related Positions:

[Operations Manager](#)

[Project Manager](#)

EDI Analyst

Synonyms: Analyst - Electronic Commerce; Business Analyst; Programmer Analyst

Position Description:

- Oversee the electronic communication of business transactions, such as orders, confirmations and invoices, between organizations
- Introduce EDI standards and technology
- Make decisions for information construction
- Select resources for EDI processing and application expansion
- Coordinate processing and transmission schedules
- Map standard data formats
- Serve as a key contact for trading partners and value-added network consultants

Related Positions:

[Systems Analyst](#)

EDP Auditor

Synonyms: Auditor

Position Description:

- Analyze the system function and operations to determine adequate security and controls
- Review and evaluate the installation, maintenance and security aspects of software used in multi-platform environments
- Review and evaluate existing application systems or the development of new applications
- Complete special projects related to automation and audit activities
- Supervise other auditors on a project-by-project basis and train less experienced auditors
- Demonstrate knowledge of automation and administrative controls used in multi-platform, processing environments
- Demonstrate strong understanding of the security and control implications of operation and database management systems being used in LAN and WAN
- Demonstrate a basic understanding of systems design and development
- Demonstrate strong human relations skills
- Write business reports and correspondence
- Demonstrate familiarity with analytical methods needed to satisfactorily complete audit work

Graphic Artist

Synonyms: Graphics Specialist; Digital Artist

Position Description:

- Create and manipulate picture images in a computer
- Communicate ideas rapidly with storyboards and prototypes
- Demonstrate communication skills using popular graphics packages
- Use a graphics computer system that requires a graphics display screen, a graphics input device (tablet, mouse, scanner, camera, etc.), a graphics output device (dot matrix printer, laser printer, plotter, etc.) and a graphics software package (a CAD, drawing or paint program, etc.)

Hardware Engineer

Synonyms: Electronic Circuit Designer; Systems Engineer

Position Description:

- Conduct inspections on assembled equipment to verify compliance to specifications
- Conduct audits of server configurations
- Conduct or assist in hardware tests to verify correct functionality
- Define hardware and connectivity requirements
- Ensure proper installation of h/w, phone service, host connections, network connections
- Monitor systems
- Identify and solve hardware problems
- Perform standard and nonstandard maintenance procedures

Help Desk Manager

Synonyms: Manager - Customer Care; PC Support Manager

Position Description:

- Designs voice networks integrating telephony hardware and network services
- Support systems development in telephony intensive applications
- Manage support team assisting users of corporate software products
- Oversee traffic engineering and carrier management
- Select a help desk software package
- Demonstrate an understanding of LANs
- Provide upper management with information regarding support activities
- Support their product and work with business partners and consumers who call for help
- Hands-on manage a software support team responsible for enhancements, modifications and troubleshooting programming
- Demonstrate strong organizational skills
- Demonstrate strong supervisory skills
- Demonstrate strong people skills

Help Desk Specialist

Synonyms: Help Desk Support; Network Analyst; Telephone Support

Position Description:

- Provide technical support for hardware or software
- Solve problems directly or forward the problems to someone who can
- Use help desk software that provides the means to log in problems and track them until solved
- Provide management with information regarding support activities
- Provide support for PCs and application software
- Distinguish between application and system problems
- Support end users on internally used applications
- Resolve problems, recreate problems, troubleshoot and escalate problems as needed
- Interact with people on all levels
- Provide remote telephone support
- Troubleshoot complex software problems and provide solutions
- Provide online phone support using a computer screen

Network Administrator

Synonyms: Network Analyst; Network Architect

Position Description:

- Manage a communications network within an organization
- Oversee network security
- Distribute software upgrades
- Monitor daily activity
- Enforce licensing agreements, developing a storage management program and providing for routine backups. Install and maintain network hardware and software
- Troubleshoot network usage and computer peripherals
- Install new users
- Install new applications
- Perform system backups and data recovery
- Resolve network communication problems

Related Positions:

[Network Engineer](#)

Network Engineer

Synonyms: Network Analyst; Network Engineer

Position Description:

- Perform high-level network technical duties
- Design network routers, hubs, servers and switches
- Plan, implement and support network solutions between multiple platforms
- Install and maintain local area network hardware and software
- Troubleshoot network usage and computer peripherals

Related Positions:

[Network Administrator](#)

Operations Manager

Synonyms: Data Processing Manager; Network Operations Center Manager

Position Description:

- Responsible for systems development projects and support efforts
- Responsible for all application services personnel
- Interface with middle and upper management
- Demonstrate a good, broad, technical knowledge, and be able to advise and help define strategic direction for the company
- Translate business/functional system requirements into clear and concise instructions for staff
- Define project scope and design requirements, and give reliable status reports to management
- Supervise the recruiting, hiring and evaluation of all application services staff
- Assist management with the budgeting of information services
- Oversee performance tuning
- Perform DASD management
- Perform security administration
- Oversee operating system upgrades
- Perform disaster recovery planning and testing
- Manage data communication. Keep abreast of technology, review the requirements and analyze and propose change if required
- Demonstrate strong technical skills to address questions and issues.

Related Positions:

[Director of MIS](#)

Operator

Synonyms: Low-level Systems Administrator

Position Description:

- Monitor and maintain communications network operations
- Troubleshoot hardware, software and transmission problems

PC Hardware Technician

Synonyms: PC Support Specialist

Position Description:

- Provide hands-on field service or bench-level repairs on PCs and peripherals
- Perform technical analysis, and troubleshoot PC-based errors including hardware, OS, BIOS, firmware, compatibility, reliability, performance
- Provide networking support
- Provide memory management support
- Perform on-site installation, servicing and repair of equipment
- Provide driver development support
- Provide telephone direction and support on operational or maintenance aspects of system equipment
- Resolve all hardware-related technical problems
- Uncover critical unit failure points generated from customer usage, and feed the engineering and development teams.
- Interact with clients at all levels of the organization for preventative support issues
- Monitor and track upgrades, fixes, etc. for PC platforms
- Monitor and tune PC platform configurations for optimal performance
- Maintain inventory for all PCs and related equipment
- Perform maintenance, configuration, set-up and troubleshooting of desktops, laptops, workstations and network printers
- Perform installation and maintenance of LAN cards and other peripherals
- Execute daily troubleshooting of hardware service line calls
- Perform installation and upgrades of office automation equipment (i.e. Macs, PCs, printers, terminals, etc.)
- Implement a variety of user services as directed by supervisor (i.e. repairs, moves, limited basic terminals, etc.)
- Support computer/LAN integration requirements as related to Hardware and Software Interconnects
- Support specialized project development activities associated with the computer environment

PC Support Specialist

Synonyms: PC Hardware Technician

Position Description:

- Support internal systems and perform hardware troubleshooting and repair on desktop and laptop equipment
- Support software suites and networking environment
- Provide high level support to network users for office automation applications, such as word processing, spreadsheets, databases, electronic mail and other productivity software
- Interact with network users by means of telephone conversations and one-on-one interviews in order to provide an optimal solution
- Resolve application and user support problems
- Maintain warranty service work for software vendors
- Work with other systems personnel to resolve system and network issues
- Oversee network -- ensure that it is running smoothly and is free of viruses
- Perform database queries and some statistical analysis work on the PC
- Supervise, design and conduct research strategies
- Respond to information requests
- Perform data processing functions including the collection, cleaning and statistical analysis of data
- Demonstrate comfort with relational database functions; will be researching into the database and processing information.
- Prepare and monitor research program budgets and contracts
- Troubleshoot software problems
- Resolve software issues that come from the help desk
- Responsible for supporting client/server applications.
- Responsible for installing and providing second-level support for all hardware, operating, systems and network operating systems
- Set up PCs
- Load memory
- Load software programs
- Work with users to provide over all support for PC hardware and software
- Perform NT administration
- Add users to the network
- Communicate with outside support
- Perform back-ups and updates to the system
- Provide Windows networking support
- Performs installation and maintenance of operating systems and desktop software
- Maintain user documentation, procedures and libraries for installed products
- Monitor and track fixes and upgrades for PC/server

Related Positions:

Help Desk Specialist

Post-Sales Consultant

Synonyms: Applications Consultant; Salesperson

Position Description:

- Ensure acceptable product installation
- Provide on-site support of new products in either a consulting or a training role
- Support customers using applications
- Act as liaison between developers and customers
- Hand-hold client in early implementation of product
- Help customer establish policies/procedures regarding implementation of product
- Ensure problem resolution
- Ensure that conversion is successful

Related Positions:

[Pre-Sales Consultant](#)

[Sales Manager](#)

[Salesperson](#)

Pre-Sales Consultant

Synonyms: Applications Consultant; Salesperson

Position Description:

- Define and implement a technical account strategy for follow-on sales
- Analyze customer requirements
- Understand the prospect's technical challenges
- Participate in prototype development
- Perform competitive benchmarking
- Propose and demonstrate technical solutions
- Conduct panel discussions to determine needs
- Conduct presentations of product attributes
- Go on client calls
- Gather information regarding a client's current situation
- Put together proposals and pricing
- Work with Sales to provide information to the client

Related Positions:

[Post-Sales Consultant](#)

[Sales Manager](#)

[Salesperson](#)

Programmer

Synonyms: Developer; Programmer Analyst

Position Description:

- Interact very little with customer
- Design and create applications
- Keep database up and running
- Ensure that database is running at optimal level
- Analyze specifications
- Design logic
- Assist in the preparation of project plans and schedules for application systems development efforts
- Ensure consistency and satisfaction of interface requirements for specific newly developing programs with other new and existing programs and systems within designated application systems
- Create and maintain source code management tools
- Prepare application program unit test data
- Coordinate testing activities for designated programs within assigned project(s), as required
- Write, test and debug code
- Document computer programs
- Generally has three years or less experience

Related Positions:

[Programmer Analyst](#)

[Senior Programmer Analyst](#)

[Systems Programmer](#)

Programmer Analyst

Synonyms: Developer; PA; P/A; Software Engineer

Position Description:

Mainframe Programmer Analyst

- Code and maintain business applications
- Develop and support large-scale batch or high-volume transaction environments that require IBM/MVS mainframe processing power
- Program in business-oriented languages, such as COBOL or CICS, or fourth-generation languages

Midrange Programmer/Analyst

- Develop and support enterprise-oriented applications or general business applications
- Program in business-oriented languages, such as COBOL or RPG/400, or fourth-generation languages on IBM AS/400 computers

Client/Server Programmer Analyst

- Analyze and design programming applications for a client/server architecture
- Knowledgeable of ODBC, Windows 95, Windows NT, Macintosh, Novell, OS/2, UNIX, APIs and RPCs

General Description

- Support and develop programs/tools associated with client's software
- Maintain and enhance source code management/release management activities
- Analyze problems
- Design, code and test batch reporting processes
- Provide technical leadership
- Assist in new development and product support
- Assist in the preparation of project plans and schedules for application systems development efforts
- Ensure consistency and satisfaction of interface requirements for specific newly developing programs with other new and existing programs and systems within designated application systems
- Create and maintain source code management tools
- Prepare application program unit test data
- Coordinate testing activities for designated programs within assigned project(s), as required
- Archive code
- Package releases
- Analyze embedded programs for performance, and recommend ways to improve them
- Review performance recommendations of others
- Execute performance tests of programs

Programmer Analyst – Cont'd

- Write and test programs to benchmark performance
- Create job schedule
- Interface with users
- Perform enhancements
- Fix bugs
- Resolve coding issues for existing applications
- Assist in monitoring assigned organization development projects to ensure consistency and satisfaction of interface requirements for specific newly developing systems
- Deal with users, and has knowledge of the analysis phase of the development cycle
- Generally, have three to seven years of experience. This is usually the last step of a programming career before moving to a systems analyst or into management. The technical skills of a senior vary, but commonly are stronger in applications. They are experienced in analysis and design and are valued for their knowledge of complete systems. The amount of coding they perform may vary.

Related Positions:

[Programmer](#)

[Senior Programmer Analyst](#)

[Systems Programmer](#)

Project Leader

Synonyms: Project Manager; Team Leader

Position Description:

- Coordinates resources, schedules and communications for application development projects
- Develops project schedules and assigns tasks
- Performs both systems analysis and programming
- Serves as the contact with user groups and systems management

Related Positions:

[Project Manager](#)

Project Manager

Synonyms: Project Leader; Team Leader

Position Description:

- Plan and oversee the development and support of a specific application or functional area
- Participate in the annual strategic/tactical planning and budgeting processes
- Administer performance appraisals, salaries, hiring and budgets
- Establish mutually satisfactory goals, regular feedback and review processes with all subordinates, consistent with the organization's appraisal process
- Coordinate all aspects of work for the successful completion of the project
- Prepare project plans and schedules for significant application systems development, enhancement and maintenance efforts
- Communicate regularly with internal and external customers, as appropriate, in order to ensure the delivery of high quality service and application systems development and support
- Act as the sole communicator representing management for the assigned project
- Conduct the initial consultation with the client to define the scope of work for the project (other individuals may be involved in this step, but the Project Manager is the primary contact for the client)
- Provide the client with a written description of the project, and estimate within a negotiated time frame and budget appropriate to the scope of work
- Monitor and track the progress of the project
- Monitor all organization projects to ensure consistency and satisfaction of interface requirements for existing and newly developing systems
- Provide periodic (at least weekly) updates about the status of a project to the client. These updates may be verbal, by e-mail or written
- Solicit input from the client regarding any change requests
- Notify the client when work on the project is completed, and ensure that the financial close-out of the project is undertaken
- Monitor the direction and growth of business to ensure the application of appropriate technologies and support resources

Related Positions:

[Director of MIS](#)

[Project Leader](#)

Quality Assurance Analyst

Synonyms: Tester; Software Tester

Position Description:

- Perform quality assurance testing on client applications
- Identify bugs, anomalies and potential improvements
- Report findings and recommendations to the integration team
- Test applications
- Set-up regression scripts
- Develop unit and system regression plans
- Run plans, and give feedback to developers
- Provide defect tracking
- Define standards and scripts
- Run programs and/or systems using test data that is representative of operating conditions
- Assist programmers in identifying program and/or system errors
- Define requirements
- Write test plans
- Perform and coordinate testing effort
- Plan application test cycles
- Provide problem and status reporting
- Configure and maintain a test lab
- Develop test software and metrics
- Define systems design requirements to ensure quality products
- Conduct object, unit and system testing
- Conduct performance testing

Recruiter

Synonyms: Headhunter; Human Resources Specialist

Position Description:

- Find qualified candidates for professional level permanent and contract positions with their organization

Sales Manager

Synonyms: Manager

Position Description:

- Manage a staff of sales professionals
- Coach the members of the sales team to improve individual sales performance

Related Positions:

[Salesperson](#)

Salesperson

Synonyms: Marketing Representative; Sales Representative

Position Description:

- Define and implement an account strategy
- Analyze customer requirements
- Understand the prospect's technical challenges and needs
- Gather information regarding a client's current situation
- Perform competitive benchmarking
- Propose and demonstrate solutions
- Determine needs
- Conduct presentations of product attributes
- Go on client calls
- Put together proposals and pricing
- Work with the rest of the organization to provide information to the client

Related Positions:

[Sales Manager](#)

Security Administrator

Synonyms: Systems Administrator; Security Analyst

Position Description:

- Responsible for the statistical and tactical aspects of disaster recovery, auditing and security policies, procedures and guidelines
- Develop and implement an external network policy
- Set up a firewall for the client's network
- Ensure security of operating systems and internet applications
- Must be versed in Cryptography, Access control, Trusted methodology, indentification and authorization

Related Positions:

[Network Administrator](#)

[Systems Administrator](#)

Senior Programmer Analyst

Synonyms: Programmer Analyst; Software Engineer

Position Description:

- Direct and control development of production application systems
- Prepare project plans and schedules for significant application systems development efforts
- Monitor assigned organization development projects to ensure consistency and satisfaction of interface requirements
- Monitor and track application system development progress in order to appropriately recommend the deployment of resources in order to meet project deliverable schedules
- Assist in monitoring the direction and growth of business to ensure the application of appropriate technologies and support resources
- Code, test and troubleshoot programs
- Prepare programming assignments
- Design implementations of large projects
- Perform project/problem resolution and support activities
- Coordinate system testing and programming assignments
- Research system problems
- Code and compile programs
- Perform full system tests
- Design, plan and supervise implementation of large scale system projects
- Perform unit and assembly testing
- Perform problem resolution and support activities
- Train new employees on all aspects of an application or system project

Related Positions:

[Programmer](#)

[Programmer Analyst](#)

Software Engineer

Synonyms: Programmer Analyst

Position Description:

- Designs and develops systems-level software such as operating systems, network management, database management, languages and GUIs
- Programs in languages such as C, C++, assembly or SmallTalk
- Design, implement, and maintain applications and database support tools
- Participate in design meetings and code reviews
- Provide technical design documentation for development projects to be used by other engineers and departments within the development organization
- Provide customers with technical support

Related Positions:

[Programmer Analyst](#)

[Senior Programmer Analyst](#)

Systems Administrator

Synonyms: Network Administrator; Netware Administrator; UNIX Systems Administrator

Position Description:

- Install operating systems software, database management systems software, compilers and utilities
- Monitors and tunes systems software, peripherals and networks
- Installs new software
- Installs new users
- Creates batch administration scripts
- Adapts software to existing systems
- Performs system backups
- Recovers lost data
- Maintains system security
- Resolves systems problems

Related Positions:

[Data Administrator](#)

[Database Administrator](#)

[Network Administrator](#)

Systems Analyst

Synonyms: Programmer Analyst; Systems Analyst

Position Description:

- Senior person skilled and experienced in the analysis phase of the system development cycle
- Needs strong interpersonal skills
- Spends time with users determining needs and processing functions
- Prepares program assignments
- Designs, plans, and supervises implementation of large projects
- Performs project/problem resolution
- Coordinates system testing for multiple systems
- Researches system problems

Related Positions:

[Database Analyst](#)

Systems Programmer

Synonyms: Programmer; Software Engineer

Position Description:

- Perform system design, capacity planning, troubleshooting and system installs
- Troubleshoot system problems
- Support system products
- Maintain corporate database
- Provide application programmers with file layout support
- Design and create applications middleware

Technical Manager

Synonyms: Technical Director

Position Description:

- Plans and oversees the research, evaluation and integration of new technology, systems development methodologies, data administration, capacity planning, training and technical support
- Lead in the design, development, implementation and support of technical support systems
- Prepare project plans and schedules for technical systems development and support efforts
- Communicate with internal and external customers, as appropriate, in order to ensure the delivery of high-quality service and technical systems development and support
- Monitor organizational development projects to ensure consistency and satisfaction of technical interface requirements for existing and specific newly developing systems
- Coordinate testing activities, as required

Related Positions:

[Operations Manager](#)

[Project Manager](#)

Test Engineer

Synonyms: Quality Assurance Analyst

Position Description:

- Design and develop effective and efficient test plans and procedures
- Perform system testing of applications by executing scripts
- Manage the batch processes used in the system test arena
- Write shell scripts to support testing efforts
- Document test plans and test specifications
- Participate in design review sessions
- Develop expertise in the application and provide subject matter expertise to clients and other departments
- Document and track defects identified in the testing of the application
- Provide timely updates to management on testing status and scheduling
- Assist in the training of other software test engineers

Trainer

Synonyms: Instructional Designer

Position Description:

- Assess training needs
- Identify training solutions
- Provide instructor-led classroom training regarding an application's functional and technical aspects
- Develop new courses based on need assessments
- Develop training materials
- Design, develop and implement learning materials based on a thorough needs analysis
- Manage and evaluate training
- Engage the management team in developing and coaching their personnel
- Keep up with training issues

Webmaster

Synonyms: Internet Specialist

Position Description:

- Create and maintain corporate web site
- Develop web site graphic designs
- Periodically check links to ensure they are current; change as needed
- Update information in pages/databases
- Check bugs and problems (e.g., non-working pictures, maps, links, etc.), diagnose and fix them
- Keep links to Internet up to date; search/find new links, add them.
- Structured web development; e.g., adding staff links and linking the staff page.
- Carry out basic web browser functions, including web search
- Edit pages using a web editor
- Create and edit gif and jpg pictures
- Create transparent gifs
- Create clickable maps
- Program using html
- Send edited work to web server
- Work with web-connected database
- Demonstrate knowledge of principles of good web design
- Work directly in creating/maintaining higher web levels
- Keep up with Internet literature and emerging trends/technologies
- Assess new trends, formulate response strategies
- Conduct ongoing experimentation with emerging technologies
- Assess strengths and weaknesses of current web implementation
- Subordinate own image of what web should be, to those of constituents

Related Positions:

[Systems Programmer](#)