INFORMATION TECHNOLOGY PROFESSIONALS	
CATEGORY TITLES AND DEFINITIONS	
Business Intelligence & Data Analyst	Manages software and programs for complex data analytics and metrics to support the areas of data science and business intelligence. Works with functional areas to understand business requirements and liases with other technical personal to design and build datasets needed to accomplish those business goals. Uses data mining and statistical analysis to discover new insight within datasets.
Database Administrator	Designs, implements, and/or manages various databases for support to varying programs. Responsible for the performance, integrity and security of a database. Involved in the planning and development of the database, as well as troubleshooting any issues on behalf of the users. Advises management on datbase cocepts, funtional capabilities, paramentors, and prototypes.
IT Analyst/Programmer	Designs, installs, tests, codes, and debugs ad hoc and/or manages existing application, including the implementation of new versions of existing software or the design of new software and strategies to support the institution's mission. Works with functional areas to understand business requirements and implements applications to meet those needs. Works within a variety of software development lifecycles and project management approaches to acheive goals.
IT Architect/Engineer	Administers the integration of computing applications and provides overall direction of the IT architecture, to include: storage, servers, networking, data center, and various software-based systems for on premise, private cloud, or public cloud services.
IT Auditor	Administers institutional audits on risk, governance, and control processes of all IT functions. Identifies weaknesses in a applications, systems, networking procedures and coordinates action plans to address those weaknesses and improve security posture of the IT organization.
IT Business Analyst	Identifies and implements technologicl solutions with goal of improving operational performance and efficiency. Facilitates implementation of technology solutions in a cost-effective way by determining the requirements of a project or program, and communicating them clearly to stakeholders, facilitators and partners. Liaison between functional offices and technical personnel to elicit requirements, translate requirements to technical specifications, and ultimately
IT Manager	Manages authority for personnel decisions and has input on departmental budgeting, strategic planning and procedural changes. Performs complex tasks, leads and directs the work of other emkployees. May manage and control the contractual relationship with some or all service providers.
IT Network Professional	Administers network connectivity for Wide Area Networking (WAN) and/or Local Area Networking (LAN). Maintains remote VPN connections, network security (firewall and intrusion detection/prevention protection), as well as Wi-Fi connectivity. Designs network architectures to achieve performance and security constaints. Troubleshoots and resolves networking issues.
IT Project Manager	Develops, monitors, and manages IT projects, to include budget, personnel, and equipment. Creates project schedules and coordinates project activities to meet stated budgets and timelines. Implements change management procedures and escalates project risks to leadership.
IT Security Professional	Plans and implements security measures to protect computer systems, networks, and enterprise information. Expected to stay up-to-date on the latest intelligence, including hacker' methodologies, in order to anticipate security breaches with the goal of complying with internal/external information security policies and standards. Monitors emerging

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IT Systems Professional	Identifies and implments technological solutions with the goal of improving operation performance/efficiency. Evaluates the current state of business technology resources and identifies new technologies or upgrades/enhancements to exisitng technologies that have the poetnial to improve business performance. Conducts cost/benefits and buy/build analysis, peresents findings and makes recommendations. Meets with end users to assess budiness objectives and define user needs. Enures that technology is appropriately installed or configured and intergrates with legacy solutions.
IT Web Designer/Developer	Designs and/or develops interfaces, layout and/or coding of all web site design elements and provides on-going maintenance. Trouble-shoots issues and problems, and debugs codieng issues. Works with functional areas to understand business requirements and implements applications to meet those needs. Works within a variety of software development lifecycles and project management approaches to acheive goals.
Instructional Support (Classroom Support) Professional	Manages support and services for instructional activities such as classroom instruction, capture and delivery of instruction, supporting interactivity (web, phone, and other audio/visual conferencing) and delivery of e-Learning Systems. Plans, designs, analyzes and installs instructional systems in classrooms based on department instructional needs. Provides specific technical expertise to faculty, staff and students in areas such as instructional operations and e-Learning services.
Client Support Manager	Manages the relationship between the business and the consumer. Reviews customer requirements, creates test cases, executes testing plan using testing tools and automation, and tests applications developed against the test cases to ensure there are no bugs and requirements are met. Oversees customer portfolio of application requests and acts as liaison between technicians and customer. Calls on customer leaders regularly to report on work status and listen for upcoming needs. Serves as point of escalation for customer issues and funnel for all work that doesn't fit into standard operating processes. Works with customers to shepherd projects through governance processes.