

2010

---

Association of Modern  
Technologies Professionals

---

*IT Jobs*

*SS աշխատանքներ*

---

Արդիական Տեխնոլոգիաների  
Մասնագետների Ասոցիացիա

---



## TABLE OF CONTENTS

|  |           |
|--|-----------|
| <b>IT JOBS</b> .....                             | <b>6</b>  |
| <b>IT JOB DESCRIPTIONS</b> .....                 | <b>7</b>  |
| <b>1. CIOS (CHEF INFORMATION OFFICERS)</b> ..... | <b>7</b>  |
| Description .....                                | 7         |
| Main duties .....                                | 7         |
| Employment Requirements .....                    | 8         |
| Possible Titles.....                             | 8         |
| <b>2. IT PROJECT MANAGERS</b> .....              | <b>9</b>  |
| Description .....                                | 9         |
| Main duties .....                                | 9         |
| Employment Requirements .....                    | 10        |
| Possible Titles.....                             | 10        |
| <b>3. IT BUSINESS ANALYSTS</b> .....             | <b>11</b> |
| Description .....                                | 11        |
| Main duties .....                                | 11        |
| Employment Requirements .....                    | 11        |
| Possible Titles.....                             | 11        |
| <b>4. CONFIGURATION MANAGERS</b> .....           | <b>12</b> |
| Description .....                                | 12        |
| Main duties .....                                | 12        |
| Employment Requirements .....                    | 12        |
| Possible Titles.....                             | 12        |
| <b>5. PROJECT COORDINATORS</b> .....             | <b>13</b> |
| Description .....                                | 13        |
| Main duties .....                                | 13        |
| Employment Requirements .....                    | 13        |
| Possible Titles.....                             | 13        |



|   |           |
|---|-----------|
| <b>6. SOFTWARE RELEASE MANAGERS .....</b> | <b>14</b> |
| <i>Description .....</i>                  | <i>14</i> |
| <i>Main duties .....</i>                  | <i>14</i> |
| <i>Employment Requirements .....</i>      | <i>15</i> |
| <i>Possible Titles.....</i>               | <i>15</i> |
| <b>7. CHANGE MANAGERS .....</b>           | <b>16</b> |
| <i>Description .....</i>                  | <i>16</i> |
| <i>Main duties .....</i>                  | <i>16</i> |
| <i>Employment Requirements .....</i>      | <i>16</i> |
| <i>Possible Titles.....</i>               | <i>17</i> |
| <b>8. QUALITY MANAGERS .....</b>          | <b>18</b> |
| <i>Description .....</i>                  | <i>18</i> |
| <i>Main duties .....</i>                  | <i>18</i> |
| <i>Employment Requirements .....</i>      | <i>19</i> |
| <i>Possible Titles.....</i>               | <i>19</i> |
| <b>9. SERVICE DESK MANAGERS .....</b>     | <b>20</b> |
| <i>Description .....</i>                  | <i>20</i> |
| <i>Main duties .....</i>                  | <i>20</i> |
| <i>Employment Requirements .....</i>      | <i>20</i> |
| <i>Possible Titles.....</i>               | <i>20</i> |
| <b>10. TECHNICAL EDITORS .....</b>        | <b>21</b> |
| <i>Description .....</i>                  | <i>21</i> |
| <i>Main duties .....</i>                  | <i>21</i> |
| <i>Employment Requirements .....</i>      | <i>21</i> |
| <i>Possible Titles.....</i>               | <i>21</i> |
| <b>11. IT TRAINERS.....</b>               | <b>22</b> |
| <i>Description .....</i>                  | <i>22</i> |
| <i>Main duties .....</i>                  | <i>22</i> |
| <i>Employment Requirements .....</i>      | <i>22</i> |
| <i>Possible Titles.....</i>               | <i>22</i> |
| <b>12. NETWORK SERVICES MANAGERS.....</b> | <b>23</b> |
| <i>Description .....</i>                  | <i>23</i> |
| <i>Main duties .....</i>                  | <i>23</i> |
| <i>Employment Requirements .....</i>      | <i>23</i> |
| <i>Possible Titles.....</i>               | <i>23</i> |



|   |           |
|---|-----------|
| <b>13. SYSTEMS DEVELOPMENT MANAGERS .....</b>                         | <b>24</b> |
| <i>Description .....</i>  | <i>24</i> |
| <i>Main duties .....</i>  | <i>24</i> |
| <i>Employment Requirements .....</i>                                  | <i>24</i> |
| <i>Possible Titles.....</i>   | <i>24</i> |
| <b>14. COMPUTER ENGINEERS.....</b>                                    | <b>26</b> |
| <i>Description .....</i>  | <i>26</i> |
| <i>Main duties .....</i>  | <i>26</i> |
| <i>Employment Requirements .....</i>                                  | <i>27</i> |
| <i>Possible Titles.....</i>   | <i>27</i> |
| <b>15. IT CONSULTANTS .....</b>                                       | <b>28</b> |
| <i>Description .....</i>  | <i>28</i> |
| <i>Main duties .....</i>  | <i>28</i> |
| <i>Employment Requirements .....</i>                                  | <i>28</i> |
| <i>Possible Titles.....</i>   | <i>28</i> |
| <b>16. DATABASE ANALYSTS AND DATA ADMINISTRATORS.....</b>             | <b>30</b> |
| <i>Description .....</i>  | <i>30</i> |
| <i>Main duties .....</i>  | <i>30</i> |
| <i>Employment Requirements .....</i>                                  | <i>30</i> |
| <i>Possible Titles.....</i>   | <i>31</i> |
| <b>17. SOFTWARE DESIGN ENGINEERS.....</b>                             | <b>32</b> |
| <i>Description .....</i>  | <i>32</i> |
| <i>Main duties .....</i>  | <i>32</i> |
| <i>Employment Requirements .....</i>                                  | <i>32</i> |
| <i>Possible Titles.....</i>   | <i>32</i> |
| <b>18. SOFTWARE DEVELOPERS AND INTERACTIVE MEDIA DEVELOPERS .....</b> | <b>34</b> |
| <i>Description .....</i>  | <i>34</i> |
| <i>Main duties .....</i>  | <i>34</i> |
| <i>Employment Requirements .....</i>                                  | <i>34</i> |
| <i>Possible Titles.....</i>   | <i>35</i> |
| <b>19. WEB DESIGNERS AND DEVELOPERS .....</b>                         | <b>36</b> |
| <i>Description .....</i>  | <i>36</i> |
| <i>Main duties .....</i>  | <i>36</i> |
| <i>Employment Requirements/ Required Qualifications .....</i>         | <i>36</i> |
| <i>Possible Titles.....</i>   | <i>36</i> |



|  |           |
|--|-----------|
| <b>20. COMPUTER NETWORK TECHNICIANS.....</b> | <b>38</b> |
| <i>Description .....</i>                     | <i>38</i> |
| <i>Main duties .....</i>                     | <i>38</i> |
| <i>Employment Requirements .....</i>         | <i>38</i> |
| <i>Possible Titles.....</i>                  | <i>38</i> |
| <b>21. HELP DESK TECHNICIANS.....</b>        | <b>40</b> |
| <i>Description .....</i>                     | <i>40</i> |
| <i>Main duties .....</i>                     | <i>40</i> |
| <i>Employment Requirements .....</i>         | <i>40</i> |
| <i>Possible Titles.....</i>                  | <i>41</i> |
| <b>22. SYSTEMS TESTING TECHNICIANS.....</b>  | <b>42</b> |
| <i>Description .....</i>                     | <i>42</i> |
| <i>Main duties .....</i>                     | <i>42</i> |
| <i>Employment Requirements .....</i>         | <i>42</i> |
| <i>Possible Titles.....</i>                  | <i>42</i> |
| <b>23. SALES MANAGER.....</b>                | <b>43</b> |
| <i>Description .....</i>                     | <i>43</i> |
| <i>Main duties .....</i>                     | <i>43</i> |
| <i>Employment Requirements .....</i>         | <i>43</i> |
| <i>Possible Titles.....</i>                  | <i>44</i> |
| <b>CATEGORIES OF IT JOBS .....</b>           | <b>45</b> |
| <b>MANAGEMENT .....</b>                      | <b>45</b> |
| <b>IT BUSINESS STRATEGY .....</b>            | <b>45</b> |
| <b>NETWORK DEVELOPMENT .....</b>             | <b>45</b> |
| <b>DATABASE DEVELOPMENT .....</b>            | <b>45</b> |
| <b>SOFTWARE DEVELOPMENT .....</b>            | <b>45</b> |
| <b>IT SERVICES.....</b>                      | <b>46</b> |
| <b>IT SALES .....</b>                        | <b>46</b> |



## *IT Jobs*

1. [CIOs \(Chief Information Officer\)](#)
2. [IT Project Managers](#)
3. [IT Business Analysts](#)
4. [Configuration Managers](#)
5. [Project Coordinators](#)
6. [Software Release Managers](#)
7. [Change Managers](#)
8. [Quality Managers](#)
9. [Service Desk Managers](#)
10. [Technical Editors](#)
11. [IT Trainers](#)
12. [Network Services Managers](#)
13. [Systems Development Managers](#)
14. [Computer Engineers](#)
15. [IT Consultants](#)
16. [Database Analysts and Data Administrators](#)
17. [Software Design Engineers](#)
18. [Software Developers and Interactive Media Developers](#)
19. [Web Designers and Developers](#)
20. [Computer Network Technicians](#)
21. [Help Desk Technicians](#)
22. [Systems Testing Technicians](#)
23. [Sales Manager](#)



# *IT Job Descriptions*

## **1. CIOs (Chief Information Officers)**

### **Description**

CIOs coordinate of technology infrastructure, enterprise applications, direct and manage IT-oriented strategic plans, policies, programs, technology support services, network communications to accomplish corporate goals and objectives. They oversee all activities pertaining to corporate enterprise systems, including internal help desk operations. They are employed in software development firms, IT consulting firms, IT units throughout the private and public sectors, or they may be self-employed.

### **Main duties**

CIOs perform some or all of the following duties:

- Plan, develop and implement IT initiatives.
- Implement information processes in academic and administrative operations.
- Direct, guide and provide leadership to the information department.
- Build strategic relationship with customers, vendors, suppliers and internal staff.
- Ensure effective communication links between departments to run the organization smoothly.
- Manage tactical and strategic planning to improvise relations with the internal and external customers.
- Coordinate with the finance department in preparing expenditure budget for the information department.
- Promote appropriate technology solutions to enhance business growth opportunities.
- Develop positive relationships with the print and media to project company's goals and objectives.
- Direct planning and implementation of upgrade corporate enterprise-wide server platforms, data models, and applications in support of business objectives and corporate growth.
- Actively participate in both strategic planning and operational activities at both corporate and divisional levels in order to manage IT strategic investments, and to effectively set and balance technology priorities and efficient IT operations across the organization.
- Build and promote collaboration and transparency across the company over decisions on alignment of IT resources and strategic direction, including prioritization and timing of IT projects. Provide leadership and foster an environment of open dialogue.



- Oversee management of portfolio of IT projects using defined project management methodologies, effective communication with project champions/sponsors, and management of resources and other project constraints. Effectively prioritize and maintain control over project management activities.
- Effectively summarize status of projects, key IT activities and other relevant matters for both senior and divisional management on a monthly basis.
- Develop and establish appropriate operating policies, technology standards and procedures to ensure security policy compliance.
- Review, approve and negotiate major contracts for computing, IT and communications services and equipment.
- Ensure corporate system, network, and information security; provide effective IT project governance and IT-oriented regulatory compliance.
- Provide and support technologies that enable effective and efficient global operations, transparently integrating geographically remote offices, employees, and vendors.
- Oversee the development, design and implementation of new applications and changes to existing enterprise computer systems.
- Identify and assess new or emerging technologies to determine potential value for the company, and determine plans to introduce or integrate as appropriate.
- Responsible for the development, review, testing and certification of enterprise backup, data restoration, and disaster recovery procedures and plans.
- Motivate IT personnel to progress in their positions, develop skills and expand current knowledge. Plan for appropriate training to ensure that company maintains pace with technological progress and evolves with changing business requirements.
- Develop, track and effectively control the information technology annual operating and capital budgets.

### **Employment Requirements**

- A diploma or bachelor's and master's degree in computer science or in information systems, technology is required.
- Relevant experience with IT systems including executive technology leadership in a large and/or multi-location company.

**Possible Titles**  
Director of IT Services  
Director of IT  
Vice President of IT





## 2. IT Project Managers

### Description

**IT Project Managers** create and maintain an IT project plan that communicates tasks, milestone dates, status and resource allocation. Utilize software life-cycle methodology. Coordinate delivery of development (beta) and production releases that meet quality assurance standards. Assist technical team in design and development tasks. Assist test team in creating test plans and testing efforts. They are employed in software development firms, IT consulting firms, IT units throughout the private and public sectors, or they may be self-employed.

### Main duties

**IT Project Managers** perform some or all of the following duties:

- Handle and provide leadership to multi-projects teams from initiation to closing.
- Runs complex projects/programs from design and development to production.
- Provide leadership and guidance to personnel on sub-projects.
- Define project objectives and its scope and validate.
- Define requirements and plan project lifecycle deployment.
- Develop project plans, schedules, specifications and functional flows.
- Plan and schedule project deliverables and milestones.
- Define resources and schedule for project/program implementation.
- Initiate and define project planning tasks and performance reports.
- Develop and configure technical solution designs and applications.
- Design and initiate standard operating procedures and quality assurance plans for projects.
- Initiate operational, functional and technical quality on timely delivery of project goals.
- Provide direction to technical architecture and design as needed.
- Identify tasks, controls, assignments and deliverables to effectively complete projects on time.
- Identify and resolve business and technical problems.
- Deliver system guidelines for cost, productivity, schedule, and quality.
- Define change control, risks and issues management.
- Interact with project sponsors, customers, project team and functional leadership.
- Address and define high-end goals and success factors of projects to project team members and functional leader.
- Define and oversee agreements with functional leader and project team members on levels of participation, timing and the length of resource usage.
- Sub-divide projects into manageable phases to ensure project sponsors' needs are being met.
- Assist project team members in their areas of responsibilities.
- Create strategies for risk mitigation and contingency planning.
- Directs and oversees project engineering team and manages conflicts within group.
- Performs team assessments and evaluations.



- Efficiently identifies and solves project issues.
- Demonstrates leadership to define requirements for project risk.
- Develop Requests for Proposals (RFP) for external services.
- Designs and maintain technical and project documentation.

### **Employment Requirements**

- A diploma or bachelor's degree or higher in Engineering, IT or related field.
- Experience of project management or IT Management and coordinating and supporting IT business processes.
- PMP (Project Management Professional) Certification or equivalent preferred.

#### **Possible Titles**

IT Division Manager  
IT Manager  
IT Operations Manager  
Project Manager  
Project Lead  
Technical Program Manager



### 3. IT Business Analysts

#### Description

**IT Business Analysts** organize technological development and direction, improve the efficiency and productivity of IT business operations. **IT Business Analysts** determine the needs for a company by using many tools, conduct interviews with management and other department leaders analyze documentation, facts and figures, do a business analysis and a work flow analysis to assess difficulties in reaching goals and to determine a better strategy. They are employed in software development firms, IT consulting firms, IT units throughout the private and public sectors, or they may be self-employed.

#### Main duties

**IT Business Analysts** perform some or all of the following duties:

- Evaluate, analyze and assess business processes.
- Help improve business processes and support critical business logistics.
- Initiate business development strategies and research efforts.
- Review, analyze and evaluate business systems and user needs.
- Focus and manage product data standardization and project information management system.
- Coordinate with other business units, vendors, project managers, architectures.
- Evaluate and define business needs, priorities, management and other business related issues.
- Address business and technical risks impacting projects and growth of businesses.
- Perform business process analyses.
- Perform testing on developed applications.
- Ensure ongoing product support through transition phases.

#### Employment Requirements

- A diploma and bachelor's degree in computer science or degree in IT-related field.
- Experience in IT Business Management is required.

**Possible Titles**  
N/A



#### 4. Configuration Managers

##### Description

**Configuration Managers** create and oversee the configuration management infrastructure and environment for project software development initiatives and design and promote configuration management principles, processes and techniques. They are employed in software development firms, IT consulting firms, IT units throughout the private and public sectors, or they may be self-employed.

##### Main duties

**Communication Managers** perform some or all of the following duties:

- Interact with developers, architects, production support engineers and management throughout the organization.
- Provide updates, maintenance to, promotion of, and training in the configuration management system for the project.
- Develop and maintain a consistent build system across all the development areas of the project.
- Work closely with vendor and internal configuration management organization to ensure the maintenance of a compliant and efficient development environment across multiple development groups Design and management of a software build/deployment.
- Enforce configuration management process.
- Perform configuration audits on software code deliveries and improve communication minimizing integration efforts.
- Establish and maintain configuration management environments.
- Contribute to and implement configuration management plan.

##### Employment Requirements

- A diploma or bachelor's degree in computer science or degree in IT-related field.
- Experience in IT Lead roles, such as Release Manager, Program Manager, Project Manager or Technical Lead.
- Prior experience with ITIL.

**Possible Titles**  
N/A



## 5. Project Coordinators

### Description

**Project Coordinators** coordinate activities and resources in support of technical projects that impact multiple departments, systems, or work-flows with moderate to high risk and complexity or multiple projects simultaneously with lesser risk and complexity. They are employed in software development firms, IT consulting firms, IT units throughout the private and public sectors, or they may be self-employed.

### Main duties

**Project Coordinators** perform some or all of the following duties:

- Develop and maintain a detailed project schedule which includes administrative tasks and all sites involved in the project.
- Participation in R&D Team Meetings.
- Maintain Project Managers calendars.
- Prepare and/or edit meeting minutes, presentations and tables.
- Members, ensure adherence to deadlines.
- File all project documents (hard and soft copies).
- Ensure coordination of the interfaces of all disciplines within R&D.
- Responsible to track project changes and produces updated site based schedule as agreed with engineering and project management.
- Compile summary documents, e.g. Product Development Plan, management Summary and Target Product Profile. Collect and include contributions of the Team.
- Responsible to take input from the business analysts and project engineers to develop and maintain the detailed schedule.

### Employment Requirements

- A diploma or bachelor's degree in computer science or degree in IT-related field.
- Experience in IT Lead roles, such as Program Manager or Project Manager.

**Possible Titles**  
N/A



## 6. Software Release Managers

### Description

**Software Release Managers** organize, direct, and manage activities for building and maintaining software releases for their promotion to the production environment. The Software Release Managers may manage large multidiscipline teams in a matrix management organization, as well as direct reports. They determine the required skill set and organize the manpower needed to implement the release. As the head of the software release team, the Software Release Managers provide technical support to software developers and business unit personnel in executing and managing test processes and establishing the environments used to conduct testing of the final deliverables. The Software Release Managers direct activities to ensure the software products meet quality standards and performance objectives within defined time and budget targets. They are employed in software development firms, IT consulting firms, IT units throughout the private and public sectors, or they may be self-employed.

### Main duties

**Software Release Managers** perform some or all of the following duties:

- Mature customer and delivery team practices within the overall Change Management framework.
- Ensure consistency in service delivery.
- Educate current and prospective internal customers on process requirements, service components, benefits and value proposition.
- Act as the central coordination points for new service implementation or expansion. This includes working with the internal customers to determine scope and service levels.
- Support service process infrastructure. This includes communication forums with internal customers and stakeholders, such as system and portfolio Change Control Board's; assign and manage tasks for customer artifacts, and identify and instantiate tactical resources to deliver the service.
- Ensure Release Strategies are defined and updated for any substantive change (or annually at a minimum).
- Ensure advanced communication of scheduled releases to all stakeholders.
- Participate in monthly portfolio demand forecasts and engagement pipelines.
- Generate data for monthly portfolio process and service dashboards and performing analysis to develop assessments and recommendations for customer stakeholders and leadership.
- Develop and provide process improvement recommendations, not only for Software Release and Configuration Management, but also for peer and related processes within the SDLC. This includes understanding customer satisfaction levels through various means (surveys, 1:1 discussions).



- Influence behavior changes in order to mature and align both upstream and downstream Change Management practices with the overall SR&CM service framework.
- Support enterprise initiatives and key partnerships to ensure the SR&CM service is in alignment with other process definition or improvement efforts.
- Respond to and resolving issues as raised by SR&CM delivery team members or customers.

### **Employment Requirements**

- A diploma or bachelor's degree in computer science or degree in IT-related field.
- Experience in IT Lead roles, such as Release Manager, Program Manager, Project Manager or Technical Lead.
- Prior experience with ITIL, Agile and LEAN.

**Possible Titles**  
N/A



## 7. Change Managers

### Description

**Change Managers** help projects (change initiatives) meet business, schedule and budget objectives, focus on the people side of change – including changes to business processes, systems and technology, job roles and organization structures. They create and implement change management plans that minimize employee resistance and maximize employee engagement, adoption, greater ultimate utilization and higher proficiency on the changes impacting employees in the organization such that business results are achieved. They are employed in software development firms, IT consulting firms, IT units throughout the private and public sectors, or they may be self-employed.

### Main duties

**Change Managers** perform some or all of the following duties:

- Apply a structured change management approach and methodology for the people side change caused by projects and change efforts.
- Develop a change management strategy based on a situational awareness of the details of the change and the groups being impacted by the change.
- Identify potential people-side risks and anticipated points of resistance, and develop specific plans to mitigate or address the concerns.
- Conduct readiness assessments, evaluate results and present findings in a logical and easy-to-understand manner.
- Develop a set of actionable and targeted change management plans – including communication plan, coaching plan, training plan and resistance management plan.
- Support the execution of plans by employee-facing managers and business leaders.
- Be an active and visible coach to executive’s leaders who are change sponsors.
- Create and manage measurement systems to track adoption, utilization and proficiency of individual changes.
- Identify resistance and performance gaps, and work to develop and implement corrective actions.
- Create and enable reinforcement mechanisms and celebrations of success.
- Work with project teams to integrate change management activities into the overall project plan.
- Work with communication, training, HR (Human Resource) and OD (Organizational Development) specialists in the formulation of particular plans and activities to support project implementation.

### Employment Requirements

- A diploma or bachelor's degree in computer science or degree in IT-related field.





- Experience in IT Lead roles, such as Change Manager, Program Manager, Project Manager or Technical Lead.
- Prior experience with ITIL, Agile and LEAN.

**Possible Titles**

Change Manager  
Change Management Specialist  
Change Management Consultant  
Change Management Analyst  
Change Management Coordinator  
Manager, Change Management  
Organizational Change Management (OCM) Consultant  
Change Management Lead



## 8. Quality Managers

### Description

**Quality Managers** coordinate the activities required to meet quality standards, monitor and advise on the performance of the quality management system and produces data and report on performance, measuring against set indicators. They are employed in software development firms, IT consulting firms, IT units throughout the private and public sectors, or they may be self-employed.

### Main duties

**Quality Managers** perform some or all of the following duties:

- Promote quality achievement and performance improvement throughout the organization.
- Set QA compliance objectives and ensuring that targets are achieved.
- Maintain awareness of the business context and company profitability, including budgetary control issues.
- Assess the product specifications of the company and its suppliers, and comparing with customer requirements.
- Work with purchasing staff to establish quality requirements from external suppliers.
- Ensure compliance with national and international standards and legislation.
- Consider the application of environmental and health and safety standards.
- Agree standards and establishing clearly defined quality methods for staff to apply.
- Defining quality procedures in conjunction with operating staff.
- Set up and maintain controls and documentation procedures.
- Identify relevant quality-related training needs and delivering training.
- Collate and analyze performance data and charts against defined parameters.
- Ensure tests and procedures are properly understood, carried out and evaluated and that product modifications are investigated if necessary.
- Supervise technical staff in carrying out tests and checks.
- Writ technical and management systems reports.
- Bring together staff of different disciplines and driving the group to plan, formulate and agree comprehensive quality procedures.
- Persuade reluctant staff to change their way of working to incorporate quality methods.
- Liaise with customers' auditors and ensure the execution of corrective action and compliance with customers' specifications.
- Establish standards of service for customers or clients.
- Prepare clear explanatory documents such as customers' charters, procedures.
- Monitor performance by gathering relevant data and producing statistical reports.



### **Employment Requirements**

- A diploma or bachelor's degree in computer science or degree in IT-related field.
- Experience as a Quality manager is usually required.

**Possible Titles**  
Quality Assurance Manager



## 9. Service Desk Managers

### Description

**Service Desk Managers** lead and develop new initiatives within the application support arena. They are employed in software development firms, IT consulting firms, IT units throughout the private and public sectors, or they may be self-employed.

### Main duties

**Service Desk Managers** perform some or all of the following duties:

- Provide excellent support services for all of the company's clients.
- Develop and maintain excellent relationships with client support staff.
- Manage and motivate the established support services team.
- Operate within required service levels.
- Proactively work with the client's front line and server support teams to enable them to perform effective front line and server support and maintenance.
- Work closely with the company's Software Development and Professional service for software defect diagnosis and fixes.
- Schedule maintenance releases for customers in conjunction with Software Development.
- Provide regular management information and reporting to the company's management team.
- Basic Knowledge of the Contractual and commercial issues (SLA).

### Employment Requirements

- A diploma or bachelor's degree in computer science or degree in IT-related field.
- Prior experience with ITIL.

**Possible Titles**  
N/A



## 10. Technical Editors

### Description

**Technical Editors** put technical information into easily understandable language. They coordinate the development and dissemination of technical content for a variety of users. They use technical content to resolve business communications problems in a diversifying number of industries. They primarily are employed in IT related industries such as software development firms, IT consulting firms, IT units throughout the private and public sectors, or they may be self-employed.

### Main duties

**Technical Editors** perform some or all of the following duties:

- Research, write, edit and proofread complex technical data.
- Create, maintain and update manuals, procedures, specifications and other documents.
- Create, maintain and update installation instructions, training material and other technical documents.
- Design and establish style guidelines and standards for texts and illustrations to meet business needs.
- Create, compile and deliver software developmental documentation packages.
- Review, revise, modify or edit documents prepared by others.
- Coordinate project plans, budget and determine resources.
- Compile, organize and write online help files to support end-users.
- Write technical documents in compliance to the company's established standards and guidelines.
- Evaluate and recommend revisions to standards and guidelines.
- Provide writing, editing and design support to other team members.

### Employment Requirements

- A diploma or bachelor's degree in IT-related field.
- Experience as a Technical Editor is usually required.

**Possible Titles**  
Technical Communicator  
Technical Writers



## 11. IT Trainers

### Description

**IT Trainers** design and deliver training courses in ICT including desktop applications and company-specific software. They may also provide training in more technical areas for software engineers, technicians, website designers and programmers. They are employed in colleges, training companies and within the training departments of large companies and public sector organizations or they may be self-employed.

### Main duties

**IT Trainers** perform some or all of the following duties:

- Carry out training needs analyses: the level of people's knowledge can vary greatly, so the IT Trainer may deliver sessions on the basics of PC operation or teach very experienced computer users new programming languages or how to use the latest hardware.
- Design course materials and other documents such as handouts, manuals and exercises.
- Organize and marketing courses to meet the needs of learners and demands of business.
- Prepare the learning environment and resources, including setting up IT equipment.
- Support and coach learners using VLE or self-learning packages.
- Evaluate the effectiveness of the training and course outcomes.
- Liaise with external course providers, employers, clients, examining bodies and software companies, etc.
- Take responsibility for maintenance of hardware and software used for training purposes and recommending repairs and upgrades to management where appropriate.
- Keep up to date with relevant systems, software and online training technology.
- Deal with administrative records.

### Employment Requirements

- A master's or doctoral degree in a related discipline may be required.
- Experience as a trainer is usually required.

**Possible Titles**  
N/A



## 12. Network Services Managers

### Description

**Network Service Managers** plan, organize, direct, control and evaluate the operations of a telecommunications establishment, department or facility. They are employed by wired, wireless, satellite and other telecommunications carriers.

### Main duties

**Network Service Managers** perform some or all of the following duties:

- Plan, organize, direct, control and evaluate the operations of a telecommunications establishment, department or facility.
- Consult with senior managers to establish policies concerned with the development, operation and maintenance of telecommunications services.
- Direct and control telecommunications traffic volume and flow within assigned area, through subordinate supervisors and technical staff.
- Analyze and evaluate telecommunications installation, operation and maintenance services and make recommendations for improvement.
- Ensure compliance with telecommunications regulations and directives of government regulatory agencies.
- Liaise with representatives of related or connecting companies to resolve joint telecommunications problems and ensure efficient telecommunications system operations.
- Recruit personnel and oversee their training.

### Employment Requirements

- A diploma, bachelor's or master's degree in science, electrical engineering or a related field is usually required.
- Several years of experience in a related technical profession, including supervisory experience, are usually required.

### Possible Titles

Installation Manager, Telecommunications  
Manager, Network Installation  
Network Operations Manager  
Telecommunication Carriers Manager  
Telecommunications Manager



### 13. Systems Development Managers

#### Description

**Systems Development Managers** plan, organize, direct, control and evaluate the activities of organizations that analyze, design, develop, implement, operate and administer computer and telecommunications software, networks and information systems. They are employed throughout the public and private sectors.

#### Main duties

**Systems Development Managers** perform some or all of the following duties:

- Plan, organize, direct, control and evaluate the operations of information systems and electronic data processing (EDP) departments and companies.
- Develop and implement policies and procedures for electronic data processing and computer systems operations and development.
- Meet with clients to discuss system requirements, specifications, costs and timelines.
- Assemble and manage teams of information systems personnel to design, develop, implement, operate and administer computer and telecommunications software, networks and information systems.
- Control the budget and expenditures of the department, company or project.
- Recruit and supervise computer analysts, engineers, programmers, technicians and other personnel and oversee their professional development and training.

#### Employment Requirements

- A diploma, bachelor's or master's degree in computer science, business administration, commerce or engineering is usually required.
- Several years of experience in systems analysis, data administration, software engineering, network design or software development, including supervisory experience, are required.

#### Possible Titles

EDP (electronic data processing) manager  
Computer Systems Manager  
Computer and Information Systems Managers  
Data Centre Manager  
Data Processing Director  
Information Systems Manager  
Manager, Data Processing and Systems Analysis  
Manager, Software Engineering  
Software Development Manager





ԱՐԴԻԱԿԱՆ ՏԵԽՆՈԼՈԳԻԱՆԵՐԻ ՄԱՍՆԱԳԵՏՆԵՐԻ ԱՍՈՑԻԱՅԻԱ  
ASSOCIATION of MODERN TECHNOLOGIES PROFESSIONALS

[www.amtp.am](http://www.amtp.am)  
[info@amtp.am](mailto:info@amtp.am)

Software Development Team Leader



## 14. Computer Engineers

### Description

**Computer Engineers** research, plan, design, develop, modify, evaluate and integrate computer and telecommunications hardware and related equipment, and information and communication system networks including mainframe systems, local and wide area networks, fiber-optic networks, wireless communication networks, Intranets, the Internet and other data communications systems. They are employed by computer and telecommunication hardware manufacturers, by engineering, manufacturing and telecommunications firms, in IT consulting firms, by governmental, educational and research institutions and in IT units throughout the private and public sectors.

### Main duties

**Computer and Telecommunications Hardware Engineers** perform some or all of the following duties:

- Analyze user's requirements, and design and develop system architecture and specifications.
- Research, design, develop and integrate computer and telecommunications hardware such as microprocessors, integrated circuit boards and semiconductor lasers.
- Develop and conduct design verification simulations and prototype bench tests of components.
- Supervise, inspect and provide design support during the manufacturing, installation and implementation of computer and telecommunications hardware.
- Establish and maintain relationships with suppliers and clients.
- May lead and coordinate teams of engineers, technologists, technicians and drafters in the design and development of computer and telecommunications hardware.
- Maintain documentation to track and log system components and identify system upgrades, enhancements and conversions of infrastructure.
- Examine drawings, specifications and wiring diagrams to determine appropriate method and sequence of operations.
- Installs and maintains hardware incorporating PCs and mainframe, and installs optical fiber, copper cable and other appropriate links.
- Place prepared parts and sub-assemblies in position, checks alignment and secures with hand tools.
- Carry out preventative servicing tasks, monitors the operation of computer equipment, and advises on hardware requirements and acquisition.

**Network System and Data Communication Engineers** perform some or all of the following duties:

- Research, design and develop information and communication system network architecture.
- Research, evaluate and integrate network system and data communication hardware and software.



- Assess, document and optimize the capacity and performance of information and communication system networks.
- May lead and coordinate teams of design professionals in the development and integration of information and communication system architecture, hardware and software.
- Computer engineers may specialize in a number of areas including analog and digital signal processing, fiber optics, integrated circuits, lasers, microprocessors, microwaves and radio astronomy.

### **Employment Requirements**

- A diploma or bachelor's degree in computer engineering, electrical or electronics engineering, engineering physics or computer science.
- A master's or doctoral degree in a related engineering discipline may be required.
- Supervisory and senior positions in this unit group require experience.

#### **Possible Titles**

Computer Engineer  
Computer Hardware Engineer  
Engineer, Computer Hardware  
Engineer, Telecommunications Hardware  
Fiber-optic Network Designer  
Hardware Circuit Board Designer  
Hardware Design Engineer  
Hardware Development Engineer  
Hardware Engineer  
Network Systems Engineer  
Network Test Engineer  
Systems Designer – Hardware  
Technical Architect – Hardware  
Wireless Communications Network Engineer



## 15. IT Consultants

### Description

**IT Consultants** conduct research, develop and implement information systems development plans, policies and procedures, and provide advice on a wide range of information systems issues. They are employed in IT consulting firms and in IT units throughout the private and public sectors, or they may be self-employed.

### Main duties

The following is a summary of the main duties for some occupations in this unit group:

- Information systems business analysts and consultants confer with clients to identify and document requirements, conduct business and technical studies, design, develop, integrate and implement information systems business solutions, and provide advice on information systems strategy, policy, management, security and service delivery.
- Systems security analysts confer with clients to identify and document requirements, assess physical and technical security risks to data, software and hardware, and develop policies, procedures and contingency plans to minimize the effects of security breaches.
- Information systems quality assurance analysts develop and implement policies and procedures throughout the software development life cycle to maximize the efficiency, effectiveness and overall quality of software products and information systems.
- Systems auditors conduct independent third-party reviews to assess quality assurance practices, software products and information systems.

### Employment Requirements

- A master's or doctoral degree in a related engineering discipline may be required.
- Supervisory and senior positions in this unit group require experience.

### Possible Titles

Information Systems Analysts and Consultants  
Computer Consultant  
Computer Systems Analyst  
Informatics Security Analyst  
Information Systems Business Analyst  
Information Systems Quality Assurance Analyst  
Systems Auditor  
Systems Consultant  
Systems Security Analyst



ԱՐԴԻԱԿԱՆ ՏԵԽՆՈԼՈԳԻԱՆԵՐԻ ՄԱՍՆԱԳԵՏՆԵՐԻ ԱՍՈՑԻԱՅԻԱ  
ASSOCIATION of MODERN TECHNOLOGIES PROFESSIONALS

[www.amtp.am](http://www.amtp.am)  
[info@amtp.am](mailto:info@amtp.am)



## 16. Database Analysts and Data Administrators

### Description

**Database Analysts** design, develop and administer data management solutions using database management software, operational implementation of new databases, and maintaining operational efficiency of databases. Responsible for ensuring proper recovery practices are observed in the event of failure. Controls security measures to ensure authorized access to databases is maintained, liaises with system administration and management to agree upgrades and changes. In large installations may supervise other database administrators. **Data Administrators** develop and implement data administration policy, standards and models. They are employed in IT consulting firms and in IT units throughout the private and public sectors.

### Main duties

**Database Analysts** perform some or all of the following duties:

- Collect and document user's requirements.
- Design and develop database architecture for information systems projects.
- Design, construct, modify, integrate, implement and test data models and database management systems.
- Conduct research and provide advice to other informatics professionals regarding the selection, application and implementation of database management tools.
- Operate database management systems to analyze data and perform data mining analysis.
- May lead, coordinate or supervise other workers in this group.

**Data Administrators** perform some or all of the following duties:

- Develop and implement data administration policy, standards and models.
- Research and document data requirements, data collection and administration policy, data access rules and security.
- Develop policies and procedures for network and/or internet database access and usage and for the backup and recovery of data.
- Conduct research and provide advice to other information systems professionals regarding the collection, availability, security and suitability of data.
- Write scripts related to stored procedures and triggers.
- May lead and coordinate teams of data administrators in the development and implementation of data policies, standards and models.

### Employment Requirements

- A diploma or bachelor's degree, usually in computer science or in mathematics.



- Software development experience is usually required.

**Possible Titles**

Data Administrator  
Data Custodian  
Data Dictionary Administrator  
Data Warehouse Analyst  
Database Administrator (DBA)  
Database Analyst  
Database Architect



## 17. Software Design Engineers

### Description

**Software Design Engineers** research, design, evaluate, integrate and maintain software applications, technical environments, operating systems, embedded software, information warehouses and telecommunications software. They are employed in IT consulting firms, IT research and development firms, and IT units throughout the private and public sectors, or they may be self-employed.

### Main duties

**Software Design Engineers** perform some or all of the following duties:

- Study, collect and document user's requirements and develop logical and physical specifications.
- Examine existing software and determine requirements for new upgraded systems through consultation with clients and staff.
- Undertake feasibility studies of software solutions through specifying and costing functional details, equipment, staffing and operational procedures.
- Research, evaluate and synthesize technical information to design, develop and test information systems.
- Study, plan, design and develop software solutions within stated constraints.
- Develop data, process and network models to optimize architecture and to evaluate the performance and reliability of designs.
- Plan, design and coordinate the development, installation, integration and operation of information systems.
- Assess, test, troubleshoot, document, upgrade and develop maintenance procedures for operating systems, communications environments and applications software.
- May lead and coordinate teams of information systems professionals in the development of software and integrated information systems, process control software and other embedded software control systems.

### Employment Requirements

- A diploma or bachelor's degree, usually in computer science, information systems engineering, software engineering or mathematics.
- A master's or doctoral degree in a related discipline may be required.
- Experience as a software developer is usually required.

**Possible Titles**  
Application Architect  
Computer Software Engineer





ԱՐԴԻԱԿԱՆ ՏԵԽՆՈԼՈԳԻԱՆԵՐԻ ՄԱՍՆԱԳԵՏՆԵՐԻ ԱՍՈՑԻԱՅԻԱ  
ASSOCIATION of MODERN TECHNOLOGIES PROFESSIONALS

[www.amtp.am](http://www.amtp.am)  
[info@amtp.am](mailto:info@amtp.am)

Embedded Software Engineer  
Software Architect  
Software Engineers and Designer  
Software Design Verification Engineer  
Software Designer  
Software Engineer  
Software Testing Engineer  
Systems Integration Engineer  
Technical Architect  
Telecommunications Software Engineer



## 18. Software Developers and Interactive Media Developers

### Description

**Software Developers** write, modify, integrate and test computer code for microcomputer and mainframe software applications, data processing applications, operating systems-level software and communications software. Detailed programming from specifications of major modules within a project. Testing of the logical accuracy and correct interfaces to other modules is part of this process.

**Interactive Media Developers** write, modify, integrate and test computer code for Internet applications, computer-based training software, computer games, film, video and other interactive media. They are employed in software development firms, IT consulting firms, and in IT units throughout the private and public sectors.

### Main duties

**Software Developers** perform some or all of the following duties:

- Write, modify, integrate and test software code.
- Maintain existing computer programs by making modifications as required.
- Identify and communicate technical problems, processes and solutions.
- Prepare reports, manuals and other documentation on the status, operation and maintenance of software.
- Assist in the collection and documentation of user's requirements.
- Assist in the development of logical and physical specifications.
- May lead and co-ordinate teams of computer programmers.
- May research and evaluate a variety of software products.

**Interactive Media Developers** perform some or all of the following duties:

- Program animation software to predefined specifications for interactive CDs, DVDs, video game cartridges and internet-based applications.
- Program special effects software for film and video applications.
- Write, modify, integrate and test software code for e-commerce and other Internet applications.
- Assist in the collection and documentation of user's requirements.
- Assist in the development of logical and physical specifications.
- May lead and coordinate teams of interactive media developers.
- May research and evaluate a variety of interactive media software products.

### Employment Requirements

- A diploma or bachelor's degree in computer science or in another discipline with a significant programming component.



- Specialization in programming for engineering.

**Possible Titles**

Web Programmer  
Application Programmer  
Business Application Programmer  
Computer Programmer  
E-Business (electronic business) Software Developer  
Interactive Media Developer  
Multimedia Developer  
Operating Systems Programmer  
Programmer Analyst  
Software Programmer  
Systems Programmer



## 19. Web Designers and Developers

### Description

**Web designers and developers** research, design, develop and implement Internet and Intranet products. This would include page design, database design and software structure, together with the system processes involved for updating and maintaining the web content. They are employed in software development firms, IT consulting firms, IT units throughout the private and public sectors, or they may be self-employed.

### Main duties

**Web designers and developers** perform some or all of the following duties:

- Consult with clients to develop and document Website requirements.
- Develop Website architecture and determine hardware and software requirements.
- Source, select and organize information for inclusion and design the appearance, layout and flow of the Website.
- Create and optimize content for the Website using a variety of graphics, database, animation and other software.
- Plan, design, write, modify, integrate and test Website related code.
- Conduct tests and perform security and quality controls.
- May lead and coordinate multidisciplinary teams to develop Website graphics, content, capacity and interactivity.
- May research and evaluate a variety of interactive media software products.

### Employment Requirements/ Required Qualifications

- A diploma and bachelor's degree, usually in computer science, communications or applied mathematics.
- Experience as a web programmer or graphic designer is usually required.
- Service of structuring and designing web products with a background in development / programming of relevant object oriented software.

### Possible Titles

Internet site designer  
Internet site developer  
Intranet site designer  
Web designer  
Web developer  
Web manager  
Website developer



ԱՐԴԻԱԿԱՆ ՏԵԽՆՈԼՈԳԻԱՆԵՐԻ ՄԱՍՆԱԳԵՏՆԵՐԻ ԱՍՈՑԻԱՅԻԱ  
ASSOCIATION of MODERN TECHNOLOGIES PROFESSIONALS

[www.amtp.am](http://www.amtp.am)  
[info@amtp.am](mailto:info@amtp.am)

Webmaster



## 20. Computer Network Technicians

### Description

**Computer Network Technicians** establish, operate, maintain and co-ordinate the use of local and wide area networks (LANs and WANs), mainframe networks, hardware, software and related computer equipment. They set up and maintain Internet and Intranet Web sites and Web-server hardware and software, and monitor and optimize network connectivity and performance. They are employed in IT units throughout the private and public sectors. Supervisors of computer network technicians are included in this group.

### Main duties

**Computer Network Technicians** perform some or all of the following duties:

- Maintain, troubleshoot and administer the use of local area networks (LANs), wide area networks (WANs), mainframe networks, computer workstations, connections to the Internet and peripheral equipment.
- Evaluate and install computer hardware, networking software, operating system software and software applications.
- Operate master consoles to monitor the performance of computer systems and networks and to coordinate access and use of computer networks.
- Provide problem-solving services to network users.
- Install, maintain, troubleshoot and upgrade Web-server hardware and software.
- Implement network traffic and security monitoring software, and optimize server performance.
- Perform routine network start up and close down and maintain control records.
- Perform data backups and disaster recovery operations.
- Conduct tests and perform security and quality controls.
- Control and monitor e-mail use, Web navigation, and installed software's.
- Perform shell scripting or other basic scripting tasks.
- May supervise other workers in this group.

### Employment Requirements

- A diploma and bachelor's degree in computer science, network administration, Web technology or a related field is usually required.
- Certification or training provided by software vendors may be required by some employers.

**Possible Titles**  
LAN Administrator  
LAN Technician  
Web Technician



ԱՐԴԻԱԿԱՆ ՏԵԽՆՈԼՈԳԻԱՆԵՐԻ ՄԱՍՆԱԳԵՏՆԵՐԻ ԱՍՈՑԻԱՅԻԱ  
ASSOCIATION of MODERN TECHNOLOGIES PROFESSIONALS

[www.amtp.am](http://www.amtp.am)  
[info@amtp.am](mailto:info@amtp.am)

Computer Network Technician  
Computer Network Technician Supervisor  
Data Centre Operator  
Network Administrator  
Network Support Technician  
System Administrator



## 21. Help Desk Technicians

### Description

**Help Desk Technicians** in this group provide first-line technical support to computer users experiencing difficulties with computer hardware and with computer applications and communications software. They are employed by computer hardware manufacturers and retailers, software developers, in call centers and in information technology units throughout the private and public sectors. Technicians in this group are also employed by independent technical support companies or they may be self-employed.

### Main duties

**Help Desk Technicians** perform some or all of the following duties:

- Track and troubleshoot backup failures.
- Follow documentation procedures.
- Manage and monitor network operations.
- Manage help desk emails and process customer requests.
- Manage help desk inbound calls and respond.
- Communicate electronically and in person with computer users experiencing difficulties to determine and document problems experienced.
- Consult user guides, technical manuals and other documents to research and implement solutions.
- Emulate or reproduce technical problems encountered by users.
- Provide advice and training to users in response to identified difficulties.
- Provide business systems, network and Internet support to users in response to identified difficulties.
- Collect, organize and maintain a problems and solutions log for use by other technical support analysts.
- Participate in the redesign of applications and other software.
- Assist and support administrative staff in their tasks.
- May supervise other technical support workers in this group.
- Manage and monitor data backups.
- Maintain all business applications and information systems solutions.
- Work in support of business objectives and strategies.

### Employment Requirements

- A diploma or bachelor's degree in computer science, computer programming or network administration is usually required.





- College or other courses in computer programming or network administration are usually required.
- Certification or training provided by software vendors may be required by some employers.

**Possible Titles**

Call Centre Agent – Technical Support  
Client Support Representative – Systems  
Computer Help Desk Representative – Systems  
Computer Help Desk Supervisor  
Hardware Installation Technician  
Hardware Technical Support Analyst  
User Support Technician  
Software Installation Technician  
Software Technical Support Analyst  
Systems Support Representative  
Technical Support Analyst – Systems  
Technical Support Supervisor  
User Support Technician



## 22. Systems Testing Technicians

### Description

**Systems Testing Technicians** execute test plans to evaluate the performance of software applications and information and telecommunications systems. They are employed in information technology units throughout the private and public sectors.

### Main duties

**Systems Testing Technicians** perform some or all of the following duties:

- Develop and document software testing plans.
- Install software and hardware and configure operating system software in preparation for testing
- Execute, analyze and document results of software application tests and information and telecommunication systems tests.
- Develop and implement software and information system testing policies, procedures and scripts.

### Employment Requirements

- Completion of a college program in computer science, computer programming or network administration is usually required.
- College or other courses in computer programming or network administration are usually required.
- Certification or training provided by software vendors may be required by some employers.

### Possible Titles

Application Tester  
Application Testing Technician  
Software Test Coordinator  
Software Tester  
Systems Tester  
Systems Testing Technician  
User Acceptance Tester



## 23. Sales Manager

### Description

**Sales Manager** sell a range of technical goods and services, such as scientific and industrial products, electricity, telecommunications services and computer services, to governments and to commercial and industrial establishments in domestic and international localities. They are employed by establishments that produce or provide technical goods and services, such as pharmaceutical companies, industrial equipment manufacturing companies, computer services firms, engineering firms and hydroelectric companies, or may be self-employed technical sales specialists/agents who contract their services to other companies. Technical sales specialists who are supervisors are included in this unit group.

### Main duties

**Sales Managers** perform some or all of the following duties:

- Promote sales to existing clients.
- Identify and solicit potential clients.
- Assess clients' needs and resources and recommend the appropriate goods or services.
- Provide input into product design where goods or services must be tailored to suit clients' needs
- Develop reports and proposals as part of sales presentation to illustrate benefits from use of good or service.
- Estimate costs of installing and maintaining equipment or service.
- Prepare and administer sales contracts.
- Consult with clients after sale to resolve problems and to provide ongoing support.
- Troubleshoot technical problems related to equipment.
- May train customers' staff in the operation and maintenance of equipment.
- May conduct sales transactions through Internet-based electronic commerce.
- May supervise the activities of other technical sales specialists.
- Technical sales specialists usually specialize in a particular line of goods or services.

### Employment Requirements

- A university degree or college diploma in a program related to the product or service is usually required.
- Experience in sales or in a technical occupation related to the product or service may be required.
- Fluency in a specific foreign language, and/or foreign work or travel experience may be required for technical sales specialists seeking employment with companies that import or export technical goods or services.
- Technical sales supervisors require experience as a technical sales specialist.



**Possible Titles**

Industrial Supplies Sales Representative  
Sales Engineer, Technical Support  
Software Sales Representative  
Technical Sales Representative  
Technical Sales Specialists  
Technical Sales Supervisor  
Technical Support Specialist



# Categories of *IT* Jobs

## Management

1. [CIO \(Chef Information Officer\)](#)
2. [IT Project Managers](#)
3. [Project Coordinators](#)
4. [Configuration Managers](#)
5. [Software Release Managers](#)
6. [Change Managers](#)
7. [Quality Managers](#)
8. [Service Desk Managers](#)
9. [Network Services Managers](#)
10. [Systems Development Managers](#)
11. [Computer Engineers](#)

## IT Business Strategy

1. [IT Consultants](#)
2. [IT Business Analysts](#)

## Network Development

1. [Computer Network Technicians](#)
2. [Help Desk Technicians](#)
3. [Systems Testing Technicians](#)

## Database Development

4. [Database Analysts and Data Administrators](#)

## Software Development

1. [Software Design Engineers](#)
2. [Software Developers and Interactive Media Developers](#)
3. [Web Designers and Developers](#)

## *IT Jobs*

45-46



### **IT Services**

1. [Technical Editors](#)
2. [IT Trainers](#)

### **IT Sales**

1. [Sales Manager](#)