

# Career Bands, Career Levels, Functions and Disciplines

## General Overview

This section provides job matching documentation used for this survey report.

- Career Band Summary Description for the Technical Support Career Band (T), and Production/Manual Labor Career Band (W)

The Global Grade(s) aligned with each level also are noted. Global Grade differentiators are shaded since North America survey participants only match to Career Levels.

- Function and Discipline Listing
- Function and Discipline Descriptions

NOTE: The job matching methodology presented here is for survey purposes only and is not a job evaluation process. Although this survey methodology is related to the Willis Towers Watson Career Map and Global Grading methodologies, it may not align directly with specific client implementation of one of these leveling methodologies. Therefore it is critical to align your internal levels to the survey levels based on a careful review of the survey definitions to ensure proper job matching.

Career Map and the Global Grading System, when formally implemented, enable the alignment of reward and talent management programs across businesses. When used as internal leveling tools, these methodologies take into account the specific organizational context of a job and the detailed set of associated accountabilities and demands. The outcomes of these processes are highly organization-specific, while survey job descriptions and levels are by their nature generic. Therefore, organizations that use Career Map or the Global Grading System as their internal leveling tool are still required to match their jobs to this survey using the job matching process outlined in this Participant Guide.

An organization's internal Global Grade or Career Level may act as a starting point, but as the Career Levels and Global Grades contained in these surveys represent a typical or generic organization, there may be differences between the internal value a specific organization places on a job and where the job should be mapped for purposes of external comparison.

## Career Bands, Career Levels, Functions and Disciplines

# Career Band Summary Descriptions

### Technical Support Career Band (T)

- Performs specialized technical tasks required to support operations (e.g., IT development, research support, skilled trade)
- Requires vocational training or the equivalent experience and may require external certification but typically does not require a university degree

### Production/Manual Labor Career Band (W)

- Performs operational or manual tasks, primarily in manufacturing, supply chain or operational environments
- Typically performs unskilled or semi-skilled work
- Typically does not require vocational training or a university degree

## Career Bands, Career Levels, Functions and Disciplines

# Career Level General Profiles

### Technical Support Career Band (T)

#### T4 Lead/Advanced (aligns with Global Grades 9 and 10)

- Has advanced and specialized expertise, typically developed through a combination of job-related training and considerable work experience
- Proposes improvements to processes
- May act as a lead, coordinating and facilitating the work of others but is not a supervisor
- Works autonomously within established procedures and practices
- Spends a majority of working time performing the same work processes and activities as employees on team

#### Global Grade 10 Differentiators

- Performs a variety of the most complex tasks and/or may lead one or more teams
- Analyzes the most complex technical problems and delivers solutions where precedent may not exist

#### Global Grade 9 Differentiators

- Performs a variety of complex tasks and/or may lead a team in the performance of a variety of tasks that are often routine
- Solves complex problems of a recurring nature

#### T3 Senior (aligns with Global Grades 7 and 8)

- Has full proficiency in a range of technical processes or procedures (or deep skills in a single area) through job-related training and considerable work experience
- Completes a variety of atypical assignments
- Works within defined technical processes and procedures or methodologies and may help determine the appropriate approach for new assignments
- Works with a limited degree of supervision, with oversight focused only on complex new assignments
- Acts as an informal resource for colleagues with less experience

#### Global Grade 8 Differentiators

- Performs highly complex and varied tasks
- Typically has specialized external certification
- Guides and supports junior team members; may assist in their formal orientation and training

#### Global Grade 7 Differentiators

- Performs moderately complex and varied tasks
- May have specialized external certification
- Guides junior team members

#### T2 Intermediate (aligns with Global Grade 6)

- Has working knowledge and skills to perform a defined set of analytical/scientific methods or operational processes
- Applies experience and skills to complete assigned work within own area of expertise
- Works within standard operating procedures and/or scientific methods
- Works with a moderate degree of supervision

#### T1 Entry (aligns with Global Grade 5)

- Has basic skills in an analytical or scientific method or operational process
- Works within clearly defined standard operating procedures and/or scientific methods and adheres to quality guidelines
- Works with close supervision

## Career Bands, Career Levels, Functions and Disciplines

### Career Level General Profiles (continued)

#### Production/Manual Labor Career Band (W)

##### W4 Lead/Advanced (aligns with Global Grade 7)

- Has advanced skills, typically gained through a combination of job-related training and considerable work experience
- May act as a lead, coordinating the work of others, but is not a supervisor
- Works autonomously within established procedures and practices
- Has developed a specialized level of skill to perform assigned tasks

##### W3 Senior (aligns with Global Grade 6)

- Has proficiency through job-related training and considerable work experience
- Completes work with a limited degree of supervision; regularly provides guidance to others with less experience
- May act as an informal resource for colleagues with less experience

##### W2 Intermediate (aligns with Global Grades 4 and 5)

- Has skills developed through formal training or work experience
- Works within established procedures and guidelines with limited ability to modify methods and approach
- Completes assigned tasks with a moderate degree of supervision

##### Global Grade 5 Differentiators

- Performs the full range of established procedures, and will typically be considered skilled through work experience
- Resolves routine issues without supervisory approval

##### Global Grade 4 Differentiators

- Performs most established procedures and will typically be considered semi-skilled through work experience
- Resolves routine issues with senior staff or supervisory guidance and approval

##### W1 Entry (aligns with Global Grades 2 and 3)

- Has little or no prior relevant training or work experience
- Works under close supervision with little autonomy
- Works with clearly defined methods and tasks that are described in detail

##### Global Grade 3 Differentiators

- Has limited prior relevant training or work experience
- Contributes directly to specific unskilled tasks or processes
- Has limited discretion to vary from established procedures

##### Global Grade 2 Differentiators

- Has no prior relevant training or work experience
- Contributes indirectly to specific unskilled tasks or processes
- Has no discretion to vary from established procedures

## Career Bands, Career Levels, Functions and Disciplines

### Functions and Disciplines Listing

#### **AAS Administrative Services**

AAS000	Administrative Services Generalist/Multidiscipline
AAS072	Food and Beverage Service
AAS074	Food Preparation
AAS085	Data Control
AAS086	Data Entry
AAS999	Administrative Services - No Applicable Discipline

#### **AAT Transportation Services and Administration**

AAT000	Transportation Services and Administration Generalist/Multidiscipline
AAT015	Vehicle Maintenance
AAT999	Transportation Services and Administration - No Applicable Discipline

#### **AHS Environmental Health and Safety**

AHS000	Environmental Health and Safety Generalist/Multidiscipline
AHS010	Environmental Science
AHS030	Health and Safety
AHS040	Industrial Hygiene
AHS050	Safety
AHS070	Workers Compensation Case Management
AHS090	Medical Services - Nursing
AHS999	Environmental Health and Safety - No Applicable Discipline

#### **AID IT Development**

AID000	IT Development Generalist/Multidiscipline
AID010	Application Development
AID015	Internet/Web Application Development
AID020	Business Systems Analysis
AID050	Software Quality Assurance and Testing
AID090	Network Planning and Implementation
AID100	Enterprise Resource Planning (ERP)
AID999	IT Development - No Applicable Discipline

#### **AIT IT Administration**

AIT000	IT Administration Generalist/Multidiscipline
AIT010	Computer Systems Administration
AIT015	Website Administration
AIT020	IT Help Desk Support
AIT025	IT On-Site Support
AIT030	Database Administration
AIT040	Network Control/Administration
AIT060	IS Disaster Recovery/Business Continuation
AIT070	IS and Cyber Security
AIT080	IT Training/Documentation
AIT999	IT Administration - No Applicable Discipline

Career Bands, Career Levels, Functions and Disciplines

## Functions and Disciplines Listing (continued)

### **AMT Technical Customer Support**

AMT000	Technical Customer Support Generalist/Multidiscipline
AMT010	Technical Customer Support - Remote/Help Desk
AMT020	Technical Customer Support - Customer Site
AMT999	Technical Customer Support - No Applicable Discipline

### **AOM Manufacturing/Operations**

AOM000	Manufacturing/Operations Generalist/Multidiscipline
AOM010	Production Planning and Control
AOM015	Production/Process Equipment Operations
AOM020	Production Assembly
AOM999	Manufacturing/Operations - No Applicable Discipline

### **ARR Product Development Support**

ARR000	Product Development Support Generalist/Multidiscipline
ARR010	Product Development Support - Physical Science
ARR020	Product Development Support - Health Science
ARR030	Product Development Support - Life Science
ARR040	Product Development Support - Mathematics, Statistics and Computer Science
ARR060	Product Development Technical Writing
ARR070	Product Development Library/ Knowledge Management
ARR999	Product Development Support - No Applicable Discipline

### **ASC Supply Chain and Logistics**

ASC000	Supply Chain and Logistics Generalist/Multidiscipline
ASC022	Forklift Operations
ASC040	Warehousing
ASC045	Fulfillment
ASC050	Transportation
ASC052	Transportation - Delivery Vehicle Operations Generalist/Multidiscipline
ASC053	Transportation - Light Delivery Vehicle Operations
ASC054	Transportation - Heavy Delivery Vehicle Operations
ASC055	Transportation - Tractor Trailer Delivery Vehicle Operations
ASC999	Supply Chain and Logistics - No Applicable Discipline

Career Bands, Career Levels, Functions and Disciplines

## Functions and Disciplines Listing (continued)

<b>AZT</b>	<b>Technical Specialty/Skilled Trade</b>
AZT000	Technical Specialty/Skilled Trade Generalist/Multidiscipline
AZT010	Equipment Maintenance Technical Specialty
AZT015	Civil Engineering Technical Specialty
AZT020	Calibration Technical Specialty
AZT030	Product Test/Debug Technical Specialty
AZT040	Facilities Technical Specialty
AZT050	Process Technical Specialty
AZT060	Quality Control/Inspection Technical Specialty
AZT070	Test Equipment Technical Specialty
AZT080	CAD/CAE Drafting Technical Specialty
AZT085	Design and Drafting
AZT090	Production/Operations Laboratory Technical Specialty
AZT100	Biology Technical Specialty
AZT110	Chemistry Technical Specialty
AZT120	Stationary Engineering Technical Specialty
AZT130	Technical Documentation Control
AZT140	Skilled Trade Generalist/Multidiscipline
AZT150	Electrical Skilled Trade
AZT160	Welding Skilled Trade
AZT170	Mechanical Skilled Trade
AZT180	Machinery/Millwright Skilled Trade
AZT190	Finishing/Coating/Painting
AZT191	Carpentry
AZT192	Masonry
AZT999	Technical Specialty/Skilled Trade - No Applicable Discipline
<b>AZU</b>	<b>Manual/Unskilled Labor</b>
AZU000	Manual/Unskilled Labor Generalist/Multidiscipline
AZU999	Manual/Unskilled Labor - No Applicable Discipline
<b>CUT</b>	<b>Technical Sales Support</b>
CUT000	Technical Sales Support Generalist/Multidiscipline
CUT010	Pre-Sales Technical Support/Systems Engineering
CUT040	Technical/Product Training
CUT999	Technical Sales Support - No Applicable Discipline

Career Bands, Career Levels, Functions and Disciplines

## Functions and Disciplines Definitions

Code	Function
<b>AAS</b>	<b>Administrative Services</b>

Provides various office and location support activities. Identifies, enhances and follows specific processes and procedures to maximize the efficiencies of the business to which the support is being provided; ensures the correct functioning of facilities, office and/or business support services.

Applicable Career Bands

- M** (Supervisory/Management)
  - P** (Professional)
  - T** (Technical Support)
  - U** (Business Support)
  - W** (Production/Manual Labor)\*
- \*(for AAS072 and AAS074 only)

Discipline

<b>AAS000</b>	<p><b>Administrative Services Generalist/Multidiscipline</b></p> <ul style="list-style-type: none"> <li>• Supports general business operations by providing various administrative support activities as a generalist or in a combination of Disciplines in the Administrative Services Function</li> </ul>
<b>AAS072</b>	<p><b>Food and Beverage Service</b></p> <ul style="list-style-type: none"> <li>• Performs routine duties related to serving food and beverages, as well as clearing dishes and cleaning</li> <li>• May operate dishwasher or assist with washing dishes, glassware, silverware, utensils, pots, pans, etc.</li> <li>• Collects and disposes of garbage left at tables</li> <li>• May assist with stocking food inventory and with light cooking</li> </ul>
<b>AAS074</b>	<p><b>Food Preparation</b></p> <ul style="list-style-type: none"> <li>• Reviews menus and work or customer orders to determine type and quantities of food to be prepared</li> <li>• Prepares, seasons and cooks food</li> <li>• Carves portions of meat, fish or fowl for individual servings</li> <li>• May plan menus and estimate required food quantities, labor and overhead costs</li> <li>• May coordinate food storage and maintenance of kitchen and storage facilities</li> </ul>
<b>AAS085</b>	<p><b>Data Control</b></p> <ul style="list-style-type: none"> <li>• Reviews source documents for data input</li> <li>• Checks accuracy and relevance of input and output data by visual examination, correcting codes and batching for computer processing</li> <li>• Verifies output against control totals, reviews format and accuracy of printouts, and distributes information to appropriate departments</li> </ul>
<b>AAS086</b>	<p><b>Data Entry</b></p> <ul style="list-style-type: none"> <li>• Operates a data entry device to key and/or verify a variety of standard and/or complex coded or uncoded business and statistical source data into a computer</li> </ul>
<b>AAS999</b>	<p><b>Administrative Services - No Applicable Discipline</b></p> <ul style="list-style-type: none"> <li>• Responsibilities are within the Administrative Services Function but are not described in other Discipline summaries</li> </ul>



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## Functions and Disciplines Definitions (continued)

<u>Code</u>	<u>Function</u>
<b>AAT</b>	<b>Transportation Services and Administration</b>
	Provides and administers passenger transportation and vehicle services such as vehicle fleet management, chauffeur services, aircraft management and operations.
	<p>Applicable Career Bands</p> <p><b>M</b> (Supervisory/Management) <span style="margin-left: 200px;"><b>T</b> (Technical Support)</span></p> <p><span style="margin-left: 400px;"><b>U</b> (Business Support)</span></p>
	<b>Discipline</b>
<b>AAT000</b>	<p><b>Transportation Services and Administration Generalist/Multidiscipline</b></p> <ul style="list-style-type: none"> <li>Supports general business operations by providing various transportation and related support activities as a generalist or in a combination of Disciplines in the Transportation Services and Administration Function</li> </ul>
<b>AAT015</b>	<p><b>Vehicle Maintenance</b></p> <ul style="list-style-type: none"> <li>Performs preventive maintenance on automobiles and light trucks through vehicle washing and cleaning, oil changes, greasing, and inspection of hoses, belts, fluids and wiring</li> <li>Performs automobile and light truck repairs by disassembling and overhauling engines, transmissions, clutches, rear ends and other assemblies</li> <li>Replaces worn or broken parts, aligns wheels, adjusts brakes, tightens bearings, tunes engines and performs minor body work</li> <li>Performs all work in accordance with established safety procedures and holds appropriate certification as may be required by law</li> <li>Estimates time and material costs on vehicle repairs, and requisitions new parts and equipment</li> </ul>
<b>AAT999</b>	<p><b>Transportation Services and Administration - No Applicable Discipline</b></p> <ul style="list-style-type: none"> <li>Responsibilities are within the Transportation Services and Administration Function but are not described in other Discipline summaries</li> </ul>

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## Functions and Disciplines Definitions (continued)

<u>Code</u>	<u>Function</u>
<b>AHS</b>	<b>Environmental Health and Safety</b>
Designs, develops, implements and oversees the organization's environmental health and safety programs and procedures to safeguard employees and surrounding communities and to ensure that all facilities are in compliance with regulations.	
Applicable Career Bands <b>M</b> (Supervisory/Management) <b>P</b> (Professional) <b>T</b> (Technical Support)	
<u>Discipline</u>	
<b>AHS000</b>	<b>Environmental Health and Safety Generalist/Multidiscipline</b> <ul style="list-style-type: none"> <li>• Designs, develops, implements and oversees the organization's environmental, health and safety programs and procedures to safeguard employees and surrounding communities and to ensure that all facilities are in compliance with regulations</li> <li>• Responsibilities are within the Environmental Health and Safety Function as a generalist or in a combination of Disciplines</li> </ul>
<b>AHS010</b>	<b>Environmental Science</b> <ul style="list-style-type: none"> <li>• Develops and implements programs to ensure that environment regulatory obligations are fulfilled in a cost-effective manner and that environmental risks are effectively managed</li> <li>• Analyzes and maintains detailed records of pollutant concentrations in air, water, plant and soil samples</li> <li>• Assists field locations in pollution prevention and waste minimization programs through periodic monitoring and technical guidance</li> <li>• Conducts research on the degradation of pollutants in the environment, including streams, sediments and groundwater</li> <li>• Maintains detailed records and prepares related reports and studies for submission to regulatory agencies</li> </ul>
<b>AHS030</b>	<b>Health and Safety</b> <ul style="list-style-type: none"> <li>• Conducts studies and investigations to ensure compliance with government safety and health laws, standards and regulations, and industrial hygiene</li> <li>• Investigates accidents and promotes safety-conscious work performance and training programs</li> <li>• Provides safety performance measures</li> <li>• Determines root cause analyses</li> </ul>
<b>AHS040</b>	<b>Industrial Hygiene</b> <ul style="list-style-type: none"> <li>• Inspects facilities and premises and prescribes corrective measures to reduce the risks of disease and other job-related ailments</li> <li>• Investigates and prepares reports on job-related injuries and fatalities, and determines measures to avoid any recurrence</li> <li>• Audits facilities to ensure compliance with environmental regulations and promotes maintenance of a clean and sanitary working environment</li> <li>• Conducts employee training in environmental compliance and the handling of hazardous materials</li> <li>• Provides direction on how to contain spills and clean spill sites to avoid civil or criminal penalties</li> </ul>
<b>AHS050</b>	<b>Safety</b> <ul style="list-style-type: none"> <li>• Conducts safety audits of buildings, facilities, tools and equipment</li> <li>• Determines safety training requirements and provides employees with safety training applicable to their work processes</li> <li>• Investigates accidents to determine the root cause, circumstances and contributing factors</li> <li>• Develops recommendations and follow-up to prevent accident recurrence</li> <li>• Maintains comprehensive knowledge of government safety regulations</li> </ul>

Career Bands, Career Levels, Functions and Disciplines

## Functions and Disciplines Definitions (continued)

<u>Code</u>	<u>Function</u>
<b>AHS</b>	<b>Environmental Health and Safety (continued)</b>
<b>Discipline</b>	
<b>AHS070</b>	<b>Workers' Compensation Case Management</b> <ul style="list-style-type: none"><li>• Directs and coordinates appropriate, timely and cost-effective delivery of health care related to disability, urgent and emergency care, work limitations, transitional return to work plans, accommodations and part-time work for workers' compensation and nonworkers' compensation illness and injury</li><li>• Determines service needs, selects and evaluates the services of appropriate network providers, and makes recommendations for retention or removal from the network</li><li>• Identifies and coordinates the process of cases requiring physician-level review and implements recommendations</li><li>• Identifies cases involving high-frequency and high-risk injuries/illnesses and performs ongoing evaluation and treatment plans</li><li>• Determines essential job functions and identifies and implements necessary limitations, accommodations and part-time work for high-frequency/high-risk cases to reduce the length of disability</li></ul>
<b>AHS090</b>	<b>Medical Services - Nursing</b> <ul style="list-style-type: none"><li>• Provides professional nursing care for the comfort and well-being of employees and assists physicians during examinations and treatments</li><li>• Administers prescribed medications and changes dressings</li><li>• Prepares and maintains patient clinical records</li><li>• Develops preventive health care programs</li><li>• May maintain established inventory levels for medicines, supplies and equipment</li></ul>
<b>AHS999</b>	<b>Environmental Health and Safety - No Applicable Discipline</b> <ul style="list-style-type: none"><li>• Responsibilities are within the Environmental Health and Safety Function but are not described in other Discipline summaries</li></ul>

## Career Bands, Career Levels, Functions and Disciplines

### Functions and Disciplines Definitions (continued)

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<u>Code</u>	<u>Function</u>
<b>AID</b>	<b>IT Development</b>

Designs, develops, modifies, adapts and implements short- and long-term solutions to information technology (IT) needs through new and existing applications, systems architecture, network systems and applications infrastructure. Reviews system requirements and business processes; codes, tests, debugs and implements software solutions.

#### Applicable Career Bands

**M** (Supervisory/Management)

**P** (Professional)

**T** (Technical Support)

#### Discipline

<b>AID000</b>	<b>IT Development Generalist/Multidiscipline</b> <ul style="list-style-type: none"><li>• Designs, develops, modifies, adapts and implements short- and long-term solutions to information technology (IT) needs through new and existing applications, systems architecture, network systems and applications infrastructure</li><li>• Reviews system requirements and business processes; codes, tests, debugs and implements software solutions</li><li>• Responsibilities are within the IT Development Function as a generalist or in a combination of Disciplines</li></ul>
<b>AID010</b>	<b>Application Development</b> <ul style="list-style-type: none"><li>• Provides application software development services or technical support typically in a defined project</li><li>• Develops program logic for new applications or analyzes and modifies logic in existing applications</li><li>• Codes, tests, debugs, documents, implements and maintains software applications</li><li>• Analyzes requirements and maintains, tests and integrates application components</li><li>• Ensures that system improvements are successfully implemented</li></ul>
<b>AID015</b>	<b>Internet/Web Application Development</b> <ul style="list-style-type: none"><li>• Designs and develops primarily Internet/web pages and applications such as e-commerce and content-driven websites</li><li>• Codes, tests, debugs, documents and implements web applications using a variety of languages and platforms such as HTML, Java, PHP, JSP, Python, AJAX, JavaScript, ASP, CGI, Perl, XML</li><li>• Develops proof-of-concepts and prototypes of easy-to-navigate user interfaces (UI) that consist of web pages with graphics, icons and color schemes that are visually appealing</li><li>• Ensures that applications are compatible across multiple computing platforms and browsers</li><li>• May require familiarity with streaming media concepts and techniques, including digital video and audio compression standards such as MP3, WAV and MPEG</li><li>• May also involve responsive web design techniques</li></ul>
<b>AID020</b>	<b>Business Systems Analysis</b> <ul style="list-style-type: none"><li>• Acts as a liaison between the IT development group and business units for the development and implementation of new systems and enhancement of existing systems</li><li>• Evaluates new applications and identifies systems requirements</li><li>• Evaluates new IT developments and evolving business requirements and recommends appropriate systems alternatives and/or enhancements to current systems</li><li>• Prepares communications and makes presentations on system enhancements and/or alternatives</li></ul>
<b>AID050</b>	<b>Software Quality Assurance and Testing</b> <ul style="list-style-type: none"><li>• Conducts a wide range of quality control tests and analyses to ensure that software meets or exceeds specified standards and end user requirements</li><li>• Drafts, revises and approves test plans and scripts to ensure alignment with standards and IT strategy</li><li>• Creates test data files with valid and invalid records to thoroughly test program logic and verify system flow</li><li>• Coordinates with users to plan user acceptance testing, alpha and beta testing</li><li>• Ensures that system tests are successfully completed and documented and all problems are resolved</li></ul>

Career Bands, Career Levels, Functions and Disciplines

## Functions and Disciplines Definitions (continued)

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<u>Code</u>	<u>Function</u>
<b>AID</b>	<b>IT Development (continued)</b>
<b>Discipline</b>	
<b>AID090</b>	<b>Network Planning and Implementation</b> <ul style="list-style-type: none"><li>• Researches networking requirements; prepares detailed architectural and installation plans</li><li>• Conducts internal studies of network performance and traffic analysis</li><li>• Researches problems, conducts cable and equipment installations, and evaluates new technologies</li></ul>
<b>AID100</b>	<b>Enterprise Resource Planning</b> <ul style="list-style-type: none"><li>• Configures, implements, maintains and upgrades enterprise resource planning (ERP) application modules (e.g., Human Resources, Finance, Supply Chain Management)</li><li>• Analyzes user requirements to determine ERP system configuration and customization</li><li>• Provides ongoing ERP system support</li><li>• May participate in defining requirements and selecting software vendors</li></ul>
<b>AID999</b>	<b>IT Development - No Applicable Discipline</b> <ul style="list-style-type: none"><li>• Responsibilities are within the IT Development Function but are not described in other Discipline summaries</li></ul>

Career Bands, Career Levels, Functions and Disciplines

## Functions and Disciplines Definitions (continued)

<u>Code</u>	<u>Function</u>
<b>AIT</b>	<b>IT Administration</b>
<p>Manages the Information Technology (IT) infrastructure within an organization, including the physical network (e.g., LANs/WANs, servers, terminals) as well as server applications and software (e.g., PeopleSoft, Oracle). Configures, installs, maintains and upgrades server applications and hardware.</p>	
<p>Applicable Career Bands</p> <p><b>M</b> (Supervisory/Management)                      <b>P</b> (Professional)                      <b>T</b> (Technical Support)</p>	
<p>Discipline</p>	
<b>AIT000</b>	<p><b>IT Administration Generalist/Multidiscipline</b></p> <ul style="list-style-type: none"> <li>Administers the IT infrastructure within an organization, including the physical network (e.g., LANs/WANs, servers, terminals) as well as server applications and software (e.g., PeopleSoft, Oracle)</li> <li>Responsibilities are within the IT Administration Function as a generalist or in a combination of Disciplines</li> </ul>
<b>AIT010</b>	<p><b>Computer Systems Administration</b></p> <ul style="list-style-type: none"> <li>Configures, installs, maintains and upgrades computer systems hardware and software</li> <li>Administers and maintains security of operating systems</li> <li>Restores files or systems by designing, writing and implementing back-up procedures</li> <li>Provides operational support for the organization's information systems and peripheral equipment such as application servers, database servers, web servers, desktops, printers and storage devices</li> <li>Performs recovery procedures, scheduling and back-ups and monitors batch processes</li> </ul>
<b>AIT015</b>	<p><b>Website Administration</b></p> <ul style="list-style-type: none"> <li>Plans and administers web systems hardware and operating system server software, including web server setup and implementation</li> <li>Maintains and monitors website functionality (e.g., links, calculators, news feeds) and website security</li> <li>Conducts performance monitoring, capacity planning, workload modeling and predictive analyses to identify and resolve potential issues (e.g., performance, security breaches)</li> <li>Collaborates with internal and/or external resources (i.e., content owners, editors, web developers) to maintain current information and tools on the organization's website(s)</li> <li>Troubleshoots network problems and security issues</li> </ul>
<b>AIT020</b>	<p><b>IT Help Desk Support</b></p> <ul style="list-style-type: none"> <li>Provides technical support to the organization's internal users of computer applications and hardware (e.g., PCs, servers, mainframes)</li> <li>Answers questions regarding system procedures, online transactions, systems status and downtime procedures and is typically located within a call center</li> <li>Collaborates with network services, software systems engineering and/or application development in order to restore service and/or identify problems</li> <li>Maintains a troubleshooting tracking log ensuring timely resolution of problems</li> </ul>
<b>AIT025</b>	<p><b>IT On-Site Support</b></p> <ul style="list-style-type: none"> <li>Provides on-site technical support to the organization's internal users of computer applications and hardware (e.g., PCs, servers, mainframes)</li> <li>Collaborates with network services, software systems engineering and/or application development in order to restore service and/or identify problems</li> <li>Typically resolves issues referred by help desk support</li> </ul>

## Career Bands, Career Levels, Functions and Disciplines

### Functions and Disciplines Definitions (continued)

<u>Code</u>	<u>Function</u>
<b>AIT</b>	<b>IT Administration (continued)</b>
<b>Discipline</b>	
<b>AIT030</b>	<b>Database Administration</b> <ul style="list-style-type: none"><li>• Administers database utilities, monitors the relationships between the database users and applications, and maintains the organization's databases across multiple platforms and computing environments</li><li>• Applies understanding of relational database concepts and query languages in order to design required summary or aggregation tables to support analyses</li><li>• Collaborates with technology/infrastructure staff to identify data relationships and functional requirements; analyzes and resolves issues related to information flow and content</li><li>• Maintains database support tools, database tables and dictionaries and recovery and back-up procedures</li><li>• Performs data modeling studies and develops detailed data models; maintains data model and entity relationship diagrams</li></ul>
<b>AIT040</b>	<b>Network Control/Administration</b> <ul style="list-style-type: none"><li>• Provides technical expertise in the management of a public and/or private network; tests and analyzes network facilities, including network control software, routers, switches, lines, modems, adapters and servers</li><li>• Installs, supports and/or maintains LANs and/or WANs; evaluates and recommends networking product and software upgrades</li><li>• Performs technical analyses of software, hardware and transmission facilities using various diagnostic tools in support of efficient network operations</li><li>• Monitors data traffic and controls network resource performance to ensure high-quality transmission</li><li>• Identifies, diagnoses and resolves technical problems related to network failure/integrity and usage of PC hardware and software</li></ul>
<b>AIT050</b>	<b>Email Administration</b> <ul style="list-style-type: none"><li>• Provides overall administration and support for email applications to ensure that the system's integrity and security are not compromised</li><li>• Embargoes incoming email on notice of virus alert, assesses the impact of the virus on email applications and works with other IT administrators to identify affected systems</li><li>• Measures and maintains email capacity and utilization and notifies users when utilization exceeds established limits</li><li>• May administer GroupWare systems</li></ul>
<b>AIT060</b>	<b>IS Disaster Recovery/Business Continuation</b> <ul style="list-style-type: none"><li>• Develops and tests plans to ensure the continuity of critical business functions and minimizes information loss in the event of a disaster (e.g., fire, flood, hurricane, earthquake)</li><li>• Sets up hot sites so that backup systems can be brought up and running quickly</li><li>• Institutes loss-reduction mechanisms to lessen exposure to disaster risks such as sprinkler systems, insurance policies and evacuation procedures</li><li>• In the event of disaster, assesses damage to computer hardware, vital records, etc., to determine what should be salvaged, restored or replaced</li></ul>

Career Bands, Career Levels, Functions and Disciplines

## Functions and Disciplines Definitions (continued)

<u>Code</u>	<u>Function</u>
<b>AIT</b>	<b>IT Administration (continued)</b>
<b>Discipline</b>	
<b>AIT070</b>	<b>IS and Cyber Security</b> <ul style="list-style-type: none"><li>• Evaluates, tests, recommends, develops, coordinates, monitors and maintains information systems (IS) and cyber security policies, procedures and systems, including access management for hardware, firmware and software</li><li>• Ensures that IS and cyber security architecture/designs, plans, controls, processes, standards, policies and procedures are aligned with IS standards and overall IS and cyber security</li><li>• Identifies security risks and exposures, determines the causes of security violations and suggests procedures to halt future incidents and improve security</li><li>• Develops techniques and procedures for conducting IS and cyber security risk assessments and compliance audits, the evaluation and testing of hardware, firmware and software for possible impact on system security, and the investigation and resolution of security incidents</li><li>• Implements IS and cyber security policies and takes measures against intrusion, frauds, attacks or leaks</li></ul>
<b>AIT080</b>	<b>IT Training/Documentation</b> <ul style="list-style-type: none"><li>• Develops, coordinates and conducts IT training, educational and orientation programs for users</li><li>• Develops and maintains documentation of information technology systems and applications and coordinates incorporation of documentation within applications (e.g., online help)</li><li>• Develops, implements and/or approves training and documentation policies, standards and procedures</li><li>• Maintains records and prepares documentation of training programs, scheduling, employee attendance and training program effectiveness</li></ul>
<b>AIT999</b>	<b>IT Administration - No Applicable Discipline</b> <ul style="list-style-type: none"><li>• Responsibilities are within the IT Administration Function but are not described in other Discipline summaries</li></ul>



Career Bands, Career Levels, Functions and Disciplines

## Functions and Disciplines Definitions (continued)

<u>Code</u>	<u>Function</u>
<b>AMT</b>	<b>Technical Customer Support</b>
Provides post-sale technical support services to customers, including installation, troubleshooting, problem resolution and maintenance. Responds to customer questions regarding operation and malfunctions. Advises customers on preventive maintenance and configuration adjustments to improve product performance and customer satisfaction.	

Applicable Career Bands

**M** (Supervisory/Management)                      **P** (Professional)                      **T** (Technical Support)

Discipline

<b>AMT000</b>	<b>Technical Customer Support Generalist/Multidiscipline</b> <ul style="list-style-type: none"> <li>Provides post-sale technical support services to customers, including installation, troubleshooting, problem resolution and maintenance of products and services</li> <li>Responsibilities are within the Technical Customer Support Function as a generalist or in a combination of Disciplines</li> </ul>
<b>AMT010</b>	<b>Technical Customer Support - Remote/Help Desk</b> <ul style="list-style-type: none"> <li>Delivers remote (e.g., telephone, online) post-sale troubleshooting and diagnostic support services to ensure that all products and services function properly</li> <li>Resolves technical support inquiries directly or indirectly through on-site and/or remote first-level support representatives</li> </ul>
<b>AMT020</b>	<b>Technical Customer Support - Customer Site</b> <ul style="list-style-type: none"> <li>Delivers post-sale services at customer sites, including installation, maintenance and repair of organization and third-party products and services to ensure that all function properly</li> <li>Ensures customer satisfaction by advising customers on preventive maintenance and configurations that may favorably impact performance</li> </ul>
<b>AMT999</b>	<b>Technical Customer Support - No Applicable Discipline</b> <ul style="list-style-type: none"> <li>Responsibilities are within the Technical Customer Support Function but are not described in other Discipline summaries</li> </ul>

Career Bands, Career Levels, Functions and Disciplines

## Functions and Disciplines Definitions (continued)

<u>Code</u>	<u>Function</u>
<b>AOM</b>	<b>Manufacturing/Operations</b>
<p>Oversees manufacturing and/or production operations, including assembly, machinery, processing and/or packaging. Sets production schedules based on product introduction, equipment efficiency, materials supply, staffing resources and volume required to meet demand and to ensure maximum production quantity and quality.</p>	
<p>Applicable Career Bands</p> <p><b>M</b> (Supervisory/Management)                      <b>P</b> (Professional)                      <b>T</b> (Technical Support) <b>W</b> (Production/Manual Labor)</p>	
<p>Discipline</p>	
<b>AOM000</b>	<p><b>Manufacturing/Operations Generalist/Multidiscipline</b></p> <ul style="list-style-type: none"> <li>• Manufactures sufficient quantities of quality products at or below budgeted production costs in order to meet marketplace demand</li> <li>• Sets up equipment operation feed, speed and temperature</li> <li>• Follows established procedures for operating various conventional and/or CNC (computerized numerical control) manufacturing equipment for tasks such as cutting, punching, forming, drilling, tapping, turning, milling and stamping to fabricate, form or shape manufactured parts, tools or parts assemblies from raw materials</li> <li>• Selects and measures raw materials and parts to specifications to prepare for production processing</li> <li>• Resolves issues related to the organization's production, machinery, processing and/or packaging operations</li> <li>• Responsibilities are within Manufacturing/Operations Function as a generalist or in a combination of Disciplines</li> </ul>
<b>AOM010</b>	<p><b>Production Planning and Control</b></p> <ul style="list-style-type: none"> <li>• Plans and prepares manufacturing production schedules and departmental workflows to establish sequence and lead time of each production operation to meet shipping dates according to sales forecasts or customer orders</li> <li>• Expedites operations that delay schedules and alters schedules to meet unforeseen conditions; includes estimating</li> <li>• Analyzes plant capacity and production requisition data to determine manufacturing processes and required resources; prepares production reports</li> </ul>
<b>AOM015</b>	<p><b>Production/Process Equipment Operations</b></p> <ul style="list-style-type: none"> <li>• Sets up and operates automatic or semi-automatic machines and related equipment in a continuous production/processing operation</li> <li>• Monitors meters, gauges, valves, flow ratios, temperatures, pressures, and related controls and guidelines to ensure adherence to production/process specifications</li> <li>• Reports any malfunctions or abnormalities and makes minor adjustments and repairs to equipment</li> <li>• Performs all work in accordance with established safety procedures</li> </ul>
<b>AOM020</b>	<p><b>Production Assembly</b></p> <ul style="list-style-type: none"> <li>• Assembles mechanical units, fabricated parts/components and/or electrical/electronic systems to make subassemblies, assemblies or complete units using hand tools, power tools, jigs, fixtures and miscellaneous equipment</li> <li>• Fits, aligns, calibrates and adjusts parts and mechanisms to meet tolerances and product operating requirements; repairs units or products that have failed to meet requirements</li> </ul>
<b>AOM999</b>	<p><b>Manufacturing/Operations - No Applicable Discipline</b></p> <ul style="list-style-type: none"> <li>• Responsibilities are within the Manufacturing/Operations Function but are not described in other Discipline summaries</li> </ul>

Career Bands, Career Levels, Functions and Disciplines

## Functions and Disciplines Definitions (continued)

Code	Function
<b>ARR</b>	<b>Product Development Support</b>

Provides technical support to discovery and development of new product ideas or strategic product extensions. Participates in analytical, experimental, investigative and other fact-finding work in support of product development scientists and engineers. Collects and classifies new product ideas. Captures specifications for product requirements and functionality.

Applicable Career Bands

**M** (Supervisory/Management)

**P** (Professional)

**T** (Technical Support)

Discipline

<b>ARR000</b>	<p><b>Product Development Support Generalist/Multidiscipline</b></p> <ul style="list-style-type: none"> <li>• Provides technical support to discovery and development of new product ideas or strategic product extensions</li> <li>• Collects and classifies new product ideas or strategic product extensions to support evaluation of their potential to address customer needs and to achieve goals in revenue growth and market share</li> <li>• Captures specifications for product requirements and functionality</li> <li>• Supports the development of design briefs for new product ideas, including specifications, sketches and/or models to present a clear, focused concept for strategic consideration</li> <li>• Responsibilities are within the Product Development Support Function as a generalist or in a combination of Disciplines</li> </ul>
<b>ARR010</b>	<p><b>Product Development Support - Physical Science</b></p> <ul style="list-style-type: none"> <li>• Participates in analytical, experimental, investigative and other technical fact-finding work in support of scientists and/or engineers engaged in product development in the fields of chemistry, earth sciences, physics or metallurgy</li> </ul>
<b>ARR020</b>	<p><b>Product Development Support - Health Science</b></p> <ul style="list-style-type: none"> <li>• Participates in analytical, experimental, investigative and other technical fact-finding work in support of scientists, physicians and/or engineers engaged in product development in the fields of medicine, nuclear medicine, dentistry, osteopathy or veterinary medicine</li> </ul>
<b>ARR030</b>	<p><b>Product Development Support - Life Science</b></p> <ul style="list-style-type: none"> <li>• Participates in analytical, experimental, investigative and other technical fact-finding work in support of scientists, physicians and/or engineers engaged in product development in the fields of biology, biotechnology, physiology, pharmacology, neurosciences, microbiology, agriculture, food, genomics, bioinformatics, bacteriology or stem cell research</li> </ul>
<b>ARR040</b>	<p><b>Product Development Support - Mathematics, Statistics and Computer Science</b></p> <ul style="list-style-type: none"> <li>• Participates in analytical, experimental, investigative and other technical fact-finding work in support of scientists and/or engineers engaged in product development in the fields of mathematics, statistics and computer science</li> </ul>
<b>ARR060</b>	<p><b>Product Development Technical Writing</b></p> <ul style="list-style-type: none"> <li>• Develops clear-written materials to support product development activities such as operations, maintenance or repair manuals, tutorials, specifications and help systems</li> <li>• Interviews technical staff to collect product information and specifications</li> <li>• Collects and organizes technical information and product images and coordinates layout for publication</li> <li>• Adheres to established terminology, style and editorial quality standards</li> </ul>
<b>ARR070</b>	<p><b>Product Development Library/ Knowledge Management</b></p> <ul style="list-style-type: none"> <li>• Organizes and maintains the product development research library</li> <li>• Catalogs documents, papers and written materials as well as electronic materials</li> <li>• Implements new or improved storage and retrieval systems</li> <li>• Responds to various information requests from product development staff</li> </ul>

Career Bands, Career Levels, Functions and Disciplines

## Functions and Disciplines Definitions (continued)

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<u>Code</u>	<u>Function</u>
<b>ARR</b>	<b>Product Development Support (continued)</b>

Discipline

<b>ARR999</b>	<b>Product Development Support - No Applicable Discipline</b> <ul style="list-style-type: none"><li>Responsibilities are within the Product Development Support Function but are not summarized in other Discipline summaries</li></ul>
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Career Bands, Career Levels, Functions and Disciplines

**Functions and Disciplines Definitions (continued)**

<u>Code</u>	<u>Function</u>
<b>ASC</b>	<b>Supply Chain and Logistics</b>

Performs supply chain and logistics functions, which may include, but are not limited to, material procurement, production planning, inventory control, outsourcing, vendor selection and distribution. Creates integrated processes among internal functions such as operations, purchasing and logistics, and outside suppliers. Focuses resources on continuous improvement of the movement of materials through various production processes and establishes key performance metrics and benchmarks relating to supply chain planning/forecasting to measure actual performance against goals on a regular basis. Promotes alignment by understanding and communicating customer needs and requirements throughout the organization.

Applicable Career Bands

**M** (Supervisory/Management)

**P** (Professional)

**T** (Technical Support)

**U** (Business Support)

**W** (Production/Manual Labor)

Discipline

<b>ASC000</b>	<p><b>Supply Chain and Logistics Generalist/Multidiscipline</b></p> <ul style="list-style-type: none"> <li>Performs supply chain and logistics functions such as material procurement, production planning, inventory control, outsourcing, vendor selection and distribution</li> <li>Creates integrated processes among internal functions (e.g., operations, purchasing and logistics) and outside suppliers</li> <li>Responsibilities are within the Supply Chain and Logistics Function as a generalist or in a combination of Disciplines</li> </ul>
<b>ASC022</b>	<p><b>Forklift Operations</b></p> <ul style="list-style-type: none"> <li>Transports merchandise using a forklift truck or reach truck to designated locations within the warehouse, which may include loading, unloading and order picking</li> </ul>
<b>ASC040</b>	<p><b>Warehousing</b></p> <ul style="list-style-type: none"> <li>Administers and operates the organization's warehouses, including processing, packaging and storage of supplies, materials and equipment</li> <li>Accounts for all materials and supplies in the stores facilities; audits goods received into warehouse</li> <li>Oversees receipt, storage and shipment of materials, and related reporting in accordance with established procedures</li> <li>Prepares and coordinates schedules for shipping and receiving materials to control the flow of goods and regulate warehouse space</li> <li>Ensures the effectiveness of operating procedures, space utilization, and maintenance and protection of facilities and equipment</li> </ul>
<b>ASC045</b>	<p><b>Fulfillment</b></p> <ul style="list-style-type: none"> <li>Fulfills orders, including order entry, administration and shipping</li> <li>Processes orders and oversees related activities of third-party vendors to ensure orders flow effectively through systems and processes in accordance with the organization's customer service standards</li> <li>Develops capacity plans to support build-to-stock and/or build-to-order environments</li> <li>Ensures adequate inventory levels are maintained to maximize customer satisfaction and minimize cost</li> <li>Prepares and maintains volume and demand planning analyses and supply and production schedules based on internal and external information to establish and effectively manage an order backlog</li> </ul>
<b>ASC050</b>	<p><b>Transportation</b></p> <ul style="list-style-type: none"> <li>Analyzes transportation and distribution systems and procedures to ensure the efficient and economical delivery of the organization's products</li> <li>Reviews proposals and makes recommendations for modifications in rates and transportation regulations</li> <li>Evaluates freight classifications, tariff rates and operating efficiency to ensure the proper delivery of products</li> <li>Plans and coordinates fleet operations, including acquisition, scheduling, maintenance service and repair, and disposal of trucks, and hires common carriers (third-party transportation companies) as appropriate</li> </ul>

Career Bands, Career Levels, Functions and Disciplines

## Functions and Disciplines Definitions (continued)

<u>Code</u>	<u>Function</u>
<b>ASC</b>	<b>Supply Chain and Logistics (continued)</b>
 <i>Discipline</i>	
<b>ASC052</b>	<b>Transportation - Delivery Vehicle Operations Generalist/Multidiscipline</b> <ul style="list-style-type: none"><li>• Operates trucks, vans or similar vehicles to pick up and deliver products, supplies and equipment to and from organization, supplier and customer sites</li><li>• Actions may involve complex pickups and deliveries, e.g., night deliveries, international travel, transport of dangerous and hazardous products</li></ul>
<b>ASC053</b>	<b>Transportation - Light Delivery Vehicle Operations</b> <ul style="list-style-type: none"><li>• Operates light trucks, vans or similar vehicles to pick up and deliver products, supplies and equipment to and from organization, supplier and customer sites</li><li>• Actions may involve complex pickups and deliveries, e.g., night deliveries, international travel, transport of dangerous and hazardous products</li></ul>
<b>ASC054</b>	<b>Transportation - Heavy Delivery Vehicle Operations</b> <ul style="list-style-type: none"><li>• Operates heavy trucks or similar vehicles to pick up and deliver products, supplies and equipment to and from organization, supplier and customer sites</li><li>• Actions may involve complex pickups and deliveries, e.g., night deliveries, international travel, transport of dangerous and hazardous products</li></ul>
<b>ASC055</b>	<b>Transportation - Tractor Trailer Delivery Vehicle Operations</b> <ul style="list-style-type: none"><li>• Operates tractor trailer trucks to pick up and deliver products, supplies and equipment to and from organization, supplier and customer sites</li><li>• Actions may involve complex pickups and deliveries, e.g., night deliveries, international travel, transport of dangerous and hazardous products</li></ul>
<b>ASC999</b>	<b>Supply Chain and Logistics - No Applicable Discipline</b> <ul style="list-style-type: none"><li>• Responsibilities are within the Supply Chain and Logistics Function but are not described in other Discipline summaries</li></ul>

Career Bands, Career Levels, Functions and Disciplines

## Functions and Disciplines Definitions (continued)

<u>Code</u>	<u>Function</u>
<b>AZT</b>	<b>Technical Specialty/Skilled Trade</b>
<p>Provides technical support to engineers and scientists in areas such as production, operations, maintenance, safety, testing, process improvement or product development. Uses schematics, diagrams, written and verbal descriptions or defined plans to perform testing and troubleshooting on electronic or mechanical components, equipment or systems. Gathers, maintains, formats, compiles and manipulates technical data using established formulae and procedures and performs detailed mathematical calculations.</p>	
<p>Applicable Career Bands</p> <p><b>M</b> (Supervisory/Management)                      <b>P</b> (Professional)                      <b>T</b> (Technical Support)  <b>W</b> (Production/Manual Labor)</p>	
<p>Discipline</p>	
<b>AZT000</b>	<p><b>Technical Specialty/Skilled Trade Generalist/Multidiscipline</b></p> <ul style="list-style-type: none"> <li>• Provides technical support to engineers and scientists on a variety of technical tasks</li> <li>• Develops and recommends procedures and methods and prepares technical reports and documentation</li> <li>• Performs technical evaluations of events to determine root cause; recommends corrective action</li> <li>• Responsibilities are within the Technical Specialty/Skilled Trade Function as a generalist or in a combination of Disciplines</li> </ul>
<b>AZT010</b>	<p><b>Equipment Maintenance Technical Specialty</b></p> <ul style="list-style-type: none"> <li>• Performs preventive maintenance and repairs on equipment and systems (e.g., mechanical, electrical)</li> <li>• Evaluates and recommends equipment improvements to improve availability, capability and yield</li> <li>• Performs equipment failure analyses (including preventive and unscheduled maintenance)</li> <li>• Troubleshoots and diagnoses equipment problems</li> <li>• Prepares technical reports to document equipment modifications and equipment maintenance procedures</li> </ul>
<b>AZT015</b>	<p><b>Civil Engineering Technical Specialty</b></p> <ul style="list-style-type: none"> <li>• Supports engineers in the planning, design, and supervision of the construction of structures and facilities such as bridges, railroads, roads, airports, harbors, dams, irrigation projects, pipelines and tunnels</li> <li>• Monitors and inspects completed and in-progress construction work and may performs tests to ensure quality standards are met</li> <li>• Compiles and analyzes traffic patterns, hydrological and meteorological information and other engineering data</li> <li>• Prepares detailed site layouts and specifications</li> <li>• Reviews and analyzes design drawings for feasibility, performance, safety and durability</li> </ul>
<b>AZT020</b>	<p><b>Calibration Technical Specialty</b></p> <ul style="list-style-type: none"> <li>• Performs precise calibrations and preventive and corrective maintenance on measuring and test equipment, instruments, tools, gauges and fixtures</li> <li>• Sets up test equipment and conducts tests on performance and reliability of mechanical, structural or electromechanical equipment</li> <li>• Develops calibration operating procedures and documentation for all instruments</li> <li>• Selects and procures instrument spare parts to minimize machine downtime</li> <li>• Coordinates calibration with outside contractors for equipment that cannot be maintained internally</li> </ul>
<b>AZT030</b>	<p><b>Product Test/Debug Technical Specialty</b></p> <ul style="list-style-type: none"> <li>• Debugs and troubleshoots failed electronic components, assemblies and systems using test equipment and schematics</li> <li>• Monitors component failures and initiates supplier notification if defect rates exceed acceptable levels</li> <li>• Identifies and resolves issues that adversely affect test yields</li> <li>• Collaborates with engineering and manufacturing teams to establish production test plans and processes</li> <li>• Compiles and maintains test-related documentation, including test plans, procedures, results and reports</li> </ul>

## Career Bands, Career Levels, Functions and Disciplines

### Functions and Disciplines Definitions (continued)

<u>Code</u>	<u>Function</u>
<b>AZT</b>	<b>Technical Specialty/Skilled Trade (continued)</b>
<b>Discipline</b>	
<b>AZT040</b>	<b>Facilities Technical Specialty</b> <ul style="list-style-type: none"><li>• Operates, monitors and maintains utilities, including HVAC (heating, ventilation and air conditioning) setup, maintenance and balancing, WFI (water for injection), purified water and process equipment</li><li>• Maintains, troubleshoots and repairs facilities mechanical components and electrical equipment and systems in accordance with SOPs (standard operating procedures), internal requirements, manufacturer's specifications and safety policies</li><li>• Develops, maintains and secures a spare parts inventory of basic maintenance hand and power tools</li><li>• Recommends purchase of maintenance tools, equipment and supplies as required to streamline processes and increase efficiency</li><li>• Assists engineers in developing methods and procedures to control or improve facilities processes</li></ul>
<b>AZT050</b>	<b>Process Technical Specialty</b> <ul style="list-style-type: none"><li>• Provides technical support to engineers to achieve improvements in cycle-time, yield, unit cost, quality, safety and compliance of production and operations processes</li><li>• Monitors instruments and equipment and collects operating data, including calibration, inspection, testing and repair activities, to assist in making on-line adjustments to instruments, equipment or products</li><li>• Analyzes and resolves malfunctions and deviations of instruments and control systems to identify and resolve problems</li><li>• Conducts analyses and prepares reports using metrics from salvage tracking, trending, reporting and root-cause analyses</li><li>• Maintains process designs to optimize process and facility use while conforming to standard operating procedures (SOPs) and Good Manufacturing Practices (GMPs)</li></ul>
<b>AZT060</b>	<b>Quality Control/Inspection Technical Specialty</b> <ul style="list-style-type: none"><li>• Provides technical support to the quality and quality engineering (QE) functions</li><li>• Conducts nondestructive examination (NDE) and quality control (QC) inspections on products, materials, components, parts, etc., at various stages of the production process to ensure compliance with established quality and reliability standards</li><li>• Captures and analyzes statistical data from processes to either confirm compliance with established standards or identify deviations from standards</li><li>• Recommends new or enhanced methods, procedures and standards</li></ul>
<b>AZT070</b>	<b>Test Equipment Technical Specialty</b> <ul style="list-style-type: none"><li>• Plans, lays out, assembles, modifies, validates and maintains test equipment and related structural assemblies by reading and interpreting blueprints, engineering drawings and sketches</li><li>• Assists engineers in operating test equipment to obtain performance data on parts and assemblies under varying operating conditions</li><li>• Collects, compiles and summarizes test data and reviews results with Engineering to resolve problems such as product or equipment issues, malfunctions and incomplete test data</li><li>• Diagnoses test equipment malfunctions and services and repairs equipment as required</li></ul>
<b>AZT080</b>	<b>CAD/CAE Drafting Technical Specialty</b> <ul style="list-style-type: none"><li>• Prepares and maintains detailed design drawings, schematics or specifications typically using computer-aided design software</li><li>• Works closely with design originators (e.g., engineers, designers) to resolve design details or discrepancies or to prepare drawings of unusual, complex or original designs which require a high degree of precision using computer-aided drafting (CAD) or computer-aided engineering (CAE) equipment</li><li>• Creates, modifies and controls detailed two- and three-dimensional parts and assembly drawings from engineers' and technicians' sketches, plans and written and verbal instructions</li><li>• Develops and maintains drafting standards and procedures</li><li>• Evaluates and recommends purchase of CAD/CAE-related computer hardware and software</li></ul>



Career Bands, Career Levels, Functions and Disciplines

## Functions and Disciplines Definitions (continued)

<u>Code</u>	<u>Function</u>
<b>AZT</b>	<b>Technical Specialty/Skilled Trade (continued)</b>
<b>Discipline</b>	
<b>AZT085</b>	<b>Design and Drafting</b> <ul style="list-style-type: none"><li>• Prepares drawings for civil engineering projects such as bridges, highways, waterfront facilities, sanitary and drainage systems, traffic systems, tunnels, mass transit systems, airports, commercial and industrial buildings, dams and reservoirs</li><li>• Prepares drawings or schematics of electronic power distribution systems involving electronic circuitry</li><li>• Prepares drawings for HVAC (heating, ventilating and air conditioning) systems, piping systems, refrigeration systems and equipment machinery, engines and mechanical apparatus</li><li>• Prepares drawings for vehicle (e.g., automobiles, planes, motorcycles) design and production</li><li>• Prepares maps, cross-sections, logs, graphs and charts used in resource exploration operations</li></ul>
<b>AZT090</b>	<b>Production/Operations Laboratory Technical Specialty</b> <ul style="list-style-type: none"><li>• Assists engineers and scientists with a variety of laboratory tasks</li><li>• Performs chemical and/or physical analyses or scientific tests using both routine and special techniques in compliance with all safety and infection control standards</li><li>• Collects, analyzes and processes laboratory samples</li><li>• Records results of tests, organizes data, performs basic computations, and prepares reports and analyses using standard procedures and guidelines</li><li>• Installs, operates, maintains and repairs laboratory test equipment, apparatus, systems and supplies</li></ul>
<b>AZT100</b>	<b>Biology Technical Specialty</b> <ul style="list-style-type: none"><li>• Assists biologists with a variety of laboratory tasks in studying living organisms and infectious agents related to product development or quality control of production processes or products</li><li>• Analyzes organic substances such as blood, food and drugs</li></ul>
<b>AZT110</b>	<b>Chemistry Technical Specialty</b> <ul style="list-style-type: none"><li>• Assists chemists and chemical engineers conducting chemical and physical laboratory tests using instrumental techniques in making qualitative and quantitative analyses of solids, liquids and gaseous materials related to product development or quality control of production processes or products</li><li>• Performs quantitative and qualitative analyses in organic, inorganic, physical, analytical chemistry, photochemistry or electrochemistry to determine the chemical and physical properties of materials, liquids and gases</li></ul>
<b>AZT120</b>	<b>Stationary Engineering Technical Specialty</b> <ul style="list-style-type: none"><li>• Operates, monitors, adjusts, maintains and repairs stationary engines and mechanical equipment and systems used in production and operations under the overall guidance of stationary engineers</li><li>• Ensures that equipment such as generators, motors, turbines, boilers and complex fire safety systems in buildings and plants operate safely, economically and within established limits by monitoring meters, gauges and computerized controls either on-site or from a central location</li><li>• Performs repairs ranging from a complete overhaul to replacing defective valves, gaskets or bearings</li><li>• Records relevant events and facts concerning the operation and maintenance of equipment</li><li>• Conducts routine maintenance to maintain or improve operating efficiency such as lubricating moving parts, replacing filters, removing soot and corrosion from boilers, and adding chemicals to boiler water to prevent corrosion and harmful deposits</li></ul>

## Career Bands, Career Levels, Functions and Disciplines

### Functions and Disciplines Definitions (continued)

<u>Code</u>	<u>Function</u>
<b>AZT</b>	<b>Technical Specialty/Skilled Trade (continued)</b>
<b>Discipline</b>	
<b>AZT130</b>	<b>Technical Documentation Control</b> <ul style="list-style-type: none"><li>• Compiles and maintains technical documentation such as blueprints, drawings, change orders and specifications</li><li>• Examines documents to verify completeness and accuracy of data and resolves discrepancies with document originators</li><li>• Maintains computerized document control records management system and/or hardcopy documents to ensure compliance with all applicable and required standards, including GMP (good manufacturing practice) and QSR (quality system regulation) requirements</li><li>• Develops and maintains procedures and standards for maintaining documents and change control of documents, including document development, approval, production, distribution and amendment</li><li>• Plans and directs document and content management life cycles and may work with either structured or unstructured metadata</li></ul>
<b>AZT140</b>	<b>Skilled Trade Generalist/Multidiscipline</b> <ul style="list-style-type: none"><li>• Performs installations, preventive maintenance and repairs on buildings, mechanical equipment and utility systems using one or more trade skills (e.g., electrical, mechanical, plumbing, carpentry)</li><li>• Prepares and maintains records of completed maintenance repair work</li><li>• Maintains current knowledge of all applicable procedures and safety measures</li></ul>
<b>AZT150</b>	<b>Electrical Skilled Trade</b> <ul style="list-style-type: none"><li>• Repairs, installs, replaces and tests electrical circuits, equipment and appliances using hand tools and testing instruments to supply electrical power for lighting, equipment and machine operations</li></ul>
<b>AZT160</b>	<b>Welding Skilled Trade</b> <ul style="list-style-type: none"><li>• Welds all types of commonly used metals and alloys of various sizes, shapes and thicknesses, including dissimilar metals such as copper to steel</li><li>• Operates various hand-welding, flame-cutting, hand-soldering or brazing equipment to weld or join metal components or to fill holes, indentations or seams of fabricated metal products</li><li>• May set up, operate and/or tend to robots that weld, braze, solder or heat treat metal products, components or assemblies</li></ul>
<b>AZT170</b>	<b>Mechanical Skilled Trade</b> <ul style="list-style-type: none"><li>• Repairs and maintains machinery and mechanical equipment such as motors, pumps, conveyors, belts, fans, air conditioners, etc.</li><li>• Examines mechanical equipment to diagnose malfunctions</li><li>• Adjusts, cleans and lubricates parts of mechanical devices as necessary</li><li>• Requisitions replacement parts and equipment</li><li>• Oversees contractors at supervisory/management level</li></ul>
<b>AZT180</b>	<b>Machinery/Millwright Skilled Trade</b> <ul style="list-style-type: none"><li>• Installs, modifies, moves, troubleshoots, repairs and dismantles machinery and equipment according to requisition documentation, layout plans, blueprints or other drawings</li><li>• Prepares installation site by constructing foundations and aligns and fastens machinery to the foundation using hoists, dollies, rollers, trucks, tools, squares, rules and micrometers</li><li>• Performs operational tests on newly installed, modified, repaired and moved machinery and equipment to ensure that it meets technical specifications</li><li>• Fabricates metal parts for prototype equipment based on drawings</li><li>• Programs PLCs (programmable logic controllers)</li></ul>

Career Bands, Career Levels, Functions and Disciplines

## Functions and Disciplines Definitions (continued)

<u>Code</u>	<u>Function</u>
<b>AZT</b>	<b>Technical Specialty/Skilled Trade (continued)</b>
<b>Discipline</b>	
<b>AZT190</b>	<b>Finishing/Coating/Painting</b> <ul style="list-style-type: none"><li>• Paints, varnishes, stains, enamels, lacquers and redecorates walls, woodwork and fixtures</li><li>• Mixes paint and matches colors; uses brushes, sprayers or rollers to apply paint or other coatings</li><li>• Removes old finishes using a scraper, chemical compounds or a blowtorch</li><li>• Fills nail holes, joints and cracks in walls with plaster or other filler</li></ul>
<b>AZT191</b>	<b>Carpentry</b> <ul style="list-style-type: none"><li>• Performs the carpentry duties necessary to construct and maintain building woodwork such as bins, counters, shelves, benches, stairs, doors and windows</li><li>• Works from drawings or verbal instructions and uses a variety of carpentry hand and power tools</li><li>• Repairs high-grade articles of furniture such as cabinets, chairs, store fixtures and office equipment</li><li>• May operate hand saw, mortiser, drill press, wood lathe and related woodworking equipment</li></ul>
<b>AZT192</b>	<b>Masonry</b> <ul style="list-style-type: none"><li>• Performs the masonry work necessary to construct and maintain building and grounds such as walls and floors, furnace and boiler settings, stairs and sidewalks</li><li>• Applies and repairs plaster, concrete, bricks, pavers and stones</li><li>• May operate mixer, sander, concrete lathe and related masonry equipment</li></ul>
<b>AZT999</b>	<b>Technical Specialty/Skilled Trade - No Applicable Discipline</b> <ul style="list-style-type: none"><li>• Responsibilities are within the Technical Specialty/Skilled Trade Function but are not described in other Discipline summaries</li></ul>

Career Bands, Career Levels, Functions and Disciplines

## Functions and Disciplines Definitions (continued)

<u>Code</u>	<u>Function</u>
<b>AZU</b>	<b>Manual/Unskilled Labor</b>
<p>Performs a variety of general manual labor tasks (e.g., sweeping and cleaning floors and work areas, picking up papers and refuse from grounds, assisting in the handling of heavy materials, making minor repairs, mowing lawns, shoveling snow, cleaning, dusting, washing windows, moving and polishing furniture and equipment). Follows specific processes and procedures to maintain the buildings, facilities and grounds.</p>	

Applicable Career Bands

**M** (Supervisory/Management)

**W** (Production/Manual Labor)

Discipline

<b>AZU000</b>	<p><b>Manual/Unskilled Labor Generalist/Multidiscipline</b></p> <ul style="list-style-type: none"> <li>• Performs miscellaneous manual labor activities (e.g., sweeping and cleaning floors and work areas, picking up papers and refuse from grounds, heavy lifting and moving materials, making minor repairs, mowing lawns and shoveling snow)</li> <li>• Performs janitorial activities, such as cleaning, dusting, washing windows, moving and polishing furniture and equipment</li> </ul>
<b>AZU999</b>	<p><b>Manual/Unskilled Labor - No Applicable Discipline</b></p> <ul style="list-style-type: none"> <li>• Responsibilities are within the Manual/Unskilled Labor Function but are not described in other Discipline summaries</li> </ul>

Career Bands, Career Levels, Functions and Disciplines

**Functions and Disciplines Definitions (continued)**

<u>Code</u>	<u>Function</u>
<b>CUT</b>	<b>Technical Sales Support</b>
Provides technical knowledge, advice and support to sales representatives, resellers and customers during the sales process to resolve requests regarding product/service technical issues and to maximize the benefits derived from the organization's products and/or services.	

Applicable Career Bands

**M** (Supervisory/Management)                      **P** (Professional)                      **T** (Technical Support)

Discipline

<b>CUT000</b>	<p><b>Technical Sales Support Generalist/Multidiscipline</b></p> <ul style="list-style-type: none"> <li>• Provides technical expertise to sales representatives, resellers and customers during the sales process</li> <li>• Performs technical sales support at customer sites or on a multiple-site basis</li> <li>• Resolves technical product/service issues</li> <li>• Assists customers during the sales process to maximize the benefits derived from the organization's products and/or services</li> <li>• Responsibilities are within the Technical Sales Support Function as a generalist or in a combination of Disciplines</li> </ul>
<b>CUT010</b>	<p><b>Pre-Sales Technical Support/Systems Engineering</b></p> <ul style="list-style-type: none"> <li>• Provides pre-sales technical expertise to the sales team and customers during the sales process</li> <li>• Provides technical input into bid proposals, projects and technical documents within the sales process and identifies additional sales opportunities with existing customers</li> <li>• Installs and demonstrates the organization's products at customer sites</li> <li>• Collaborates with sales teams to develop and recommend products and services to meet customers' requirements</li> <li>• Maintains up-to-date and comprehensive knowledge of the organization's and competitors' products and/or services</li> </ul>
<b>CUT040</b>	<p><b>Technical/Product Training</b></p> <ul style="list-style-type: none"> <li>• Develops, implements and/or delivers technical training as it relates to the organization's products</li> <li>• Works with product development teams to update training materials and ensure accuracy and effectiveness of courseware and supporting materials to align with new product releases</li> <li>• May provide technical product training to both internal staff (e.g., customer services, engineers, sales staff) and customers</li> </ul>
<b>CUT999</b>	<p><b>Technical Sales Support - No Applicable Discipline</b></p> <ul style="list-style-type: none"> <li>• Responsibilities are within the Technical Sales Support Function but are not described in other Discipline summaries</li> </ul>