### Grade 10 - Technical Skills:

**Education & Experience:**

- **Architecture, Design, Development, and Implementation:**
  - Basic skills in some/all of the following technologies:
    - Macintosh/Windows/Linux support/administration
    - Proﬁciency in some/all of the following technologies:
      - Microsoft/Windows/Linux support/administration, scripting, LDAP, Kebetem, Casper Suite, Altiris, Ghost, Creation.

- **Infrastructure & Engineering - Client Device:**
  - Basic skills in some/all of the following technologies:
    - Macintosh/Windows/Linux support/administration
    - Proﬁciency in some/all of the following technologies:
      - Microsoft/Windows/Linux support/administration, scripting, LDAP, Kebetem, Casper Suite, Altiris, Ghost, Creation.

### Grade 11 - Technical Skills:

**Purpose:**

- Provides on-going support of platform management and of the network infrastructure, including automation, processes, hardware/software.

- **Technical Skills:**
  - Basic skills in some/all of the following technologies:
    - Macintosh/Windows/Linux support/administration
    - Proﬁciency in some/all of the following technologies:
      - Microsoft/Windows/Linux support/administration, scripting, LDAP, Kebetem, Casper Suite, Altiris, Ghost, Creation.

### Grade 12 - Technical Skills:

**Purpose:**

- Provides day-to-day support of the network infrastructure. May include automation, processes, hardware/software.

- **Technical Skills:**
  - Basic skills in some/all of the following technologies:
    - Macintosh/Windows/Linux support/administration
    - Proﬁciency in some/all of the following technologies:
      - Microsoft/Windows/Linux support/administration, scripting, LDAP, Kebetem, Casper Suite, Altiris, Ghost, Creation.

### Grade 13 - Technical Skills:

**Purpose:**

- Has responsibility for advanced infrastructure support and implementation, involving moderate/complex projects with impact on the network and business system applications.

- **Technical Skills:**
  - Basic skills in some/all of the following technologies:
    - Macintosh/Windows/Linux support/administration
    - Proﬁciency in some/all of the following technologies:
      - Microsoft/Windows/Linux support/administration, scripting, LDAP, Kebetem, Casper Suite, Altiris, Ghost, Creation.

### Grade 14 - Individual Contributor

**Purpose:**

- Leads/supervises day to day activities in support of the planning, scaling and integrating system capabilities (complex, multiphase) in alignment with functional plans, goals, and directions.

- **Technical Skills:**
  - Basic skills in some/all of the following technologies:
    - Macintosh/Windows/Linux support/administration
    - Proﬁciency in some/all of the following technologies:
      - Microsoft/Windows/Linux support/administration, scripting, LDAP, Kebetem, Casper Suite, Altiris, Ghost, Creation.

### Grade 15 - Management Track

**Purpose:**

- The Director is charged with developing and executing a strategy within their respective area. He/She draws on experience and/or resources with in-depth knowledge of the business or function to provide system infrastructure solutions in support of IT objectives. He/She insures that solutions are delivered within budget and on time. The Director provides leadership and overall managerial oversight that integrates the department/area.

- **Technical Skills:**
  - Basic skills in some/all of the following technologies:
    - Macintosh/Windows/Linux support/administration, scripting, LDAP, Kebetem, Casper Suite, Altiris, Ghost, Creation.

### G14 - Management Track

**Purpose:**

- Overseas the planning, scaling and integrating system capabilities (complex, multiphase) in alignment with functional plans, goals, and directions.

- **Technical Skills:**
  - Basic skills in some/all of the following technologies:
    - Macintosh/Windows/Linux support/administration, scripting, LDAP, Kebetem, Casper Suite, Altiris, Ghost, Creation.

### G15 - Management Track

**Purpose:**

- Manages staff and relevant teams while also leading and coordinating all levels of activities including project lifecycle and day to day operations including staff management.

- **Technical Skills:**
  - Basic skills in some/all of the following technologies:
    - Macintosh/Windows/Linux support/administration, scripting, LDAP, Kebetem, Casper Suite, Altiris, Ghost, Creation.