



Systems Integrator

Issued 1/1/04

Systems Integrator I	PN316	Salary Sch: IP, SG 11	EEO Code: 50	FLSA: non-exempt
Systems Integrator II	PN314	Salary Sch: IP, SG 12	EEO Code: 50	FLSA: non-exempt
Systems Integrator - Senior	PN317	Salary Sch: IP, SG 13	EEO Code: 50	FLSA: non-exempt
Systems Integrator - Lead	PN318	Salary Sch: IP, SG 14	EEO Code: 50	FLSA: non-exempt
Union: P&A Union, Local 1979, UAW				

Basic Purpose:

Positions in the Systems Integrator job family are responsible for the design, integration, and implementation of applications that require the use of multiple technologies, tools, and disciplines. Incumbents assist customers in the definition of information needs and acquire, create, or develop applications using the optimal technology, platform, and/or interfaces. This requires a sound knowledge of the technologies available to provide optimal solutions. The focus of work is on the implementation of effective integrated solutions that optimize the use of technology and meet the customer's needs.

Essential Functions:

The functions within the job family will vary by level and specific assignment but will include the following:

- Work with customer(s) to define information requirements for potential applications;
- Research available tools and technologies to determine alternative technology solutions;
- Conduct cost/benefit or feasibility analyses to provide recommendations on alternative approaches;
- Develop or acquire, test, and implement new or enhanced integrated applications;
- Train customer(s) on the use of integrated applications to ensure optimal use of the application;
- Provide ongoing support for customer(s) for assigned applications including trouble shooting and problem resolution; and
- Document the application for technical and customer reference.

Comments (Level Descriptions):

The Systems Integrator job family has four levels:

Systems Integrator I

This is the *proficiency* level where incumbents apply their basic skills in integrated systems applications. They develop basic, non-routine applications requiring limited integration with other systems, working independently with a single customer to define the information and reporting requirements. Alternatively, they may serve as a member of a project team, developing components of a complex integrated application based on application requirements that have been defined by others. They use a sound understanding of the business supported to enhance or improve the specific applications and provide one-on-one training or assistance for the customer. While at this level, incumbents are increasing their effectiveness in developing solutions in preparation for qualification at the next level of the family.

Systems Integrator II

This is the *career* level where incumbents are fully qualified to work on all aspects of systems integration assignments. They meet with customers to define the requirements for complex applications which involve more than one customer and use multiple technologies, platforms, and interfaces and are responsible for the complete design, testing, and implementation of assigned applications. Alternatively, they may work on defined subsets of highly complex or enterprise applications with complete responsibility for the design, testing, and implementation of assigned subsystems. Incumbents typically provide second tier support for assigned applications, determining the nature of problems and finding quick resolution. Only the most unusual problems are referred to others. At this level, work will typically be balanced between customer needs analysis and applications development work.

Systems Integrator - Senior

This is the *specialist* level where incumbents work with a high degree of independence to design and implement highly complex integrated applications. Projects typically involve several customers and applications that require the integration of multiple systems, platforms, and technologies and incumbents may serve as the project leader for their assigned projects. Incumbents are often a Subject Matter Expert for the customer area supported or for a major application within an enterprise system and apply their extensive knowledge of the customers' business and/or the application supported to ensure the optimal use of available technologies. They may also be responsible for providing technical work direction for a small group of less senior, technical staff which may include outside contractors or students.

Systems Integrator - Lead

This is the *leadership* level where incumbents are fully qualified in all aspects of system integration. They have a high level of technical expertise in platforms, applications, tools, and methodologies along with a broad knowledge of the customer area or function supported. As project leaders, they are responsible for providing technical work direction to project staff including reviewing work, setting time schedules, and assisting in technical development activities. The majority of their time is spent in project planning and management activities

but they may be called upon to assist in the development of highly complex integrated systems where their expertise is of value.

Minimum Qualifications:

- Knowledge of multiple IT tools and technologies available including applications programming languages, operating systems, and hardware configurations;
- Knowledge of basic business practices;
- Skill in solving complex analytical problems;
- Skill in oral and written communication;
- Ability to take a complex problem and break it down into logical parts; and
- Ability to work effectively with customers, interpreting their issues and translating them into workable solutions.

- Proficiency in the use of basic applications programming languages, tools, and/or methodologies for developing integrated applications typically acquired through formal education or equivalent experience in applications systems development; and
- Demonstrated ability in analyzing customer requirements and developing basic information systems solutions typically acquired through one to two years of directly related experience in application development and/or support.