

| QUALIFICATION STANDARDS (Minimum Requirements) | |
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| Position | SENIOR MANAGEMENT INFORMATION/SYSTEMS RESEARCHER |
| Salary Grade | 14 |
| Education | Bachelor's degree relevant to the job |
| Experience | One (1) year of relevant experience |
| Training | Four (4) hours of relevant training |
| Eligibility | Career Service (Professional); Second Level Eligibility |
| Additional Requirements by the End-User: | |
| <i>Professional Experience</i> | Must have a minimum of one (1) year relevant experience in all facets of research and analysis with four (4) hours of training related to the job. Minimum of three (3) years' experience in helpdesk operations |
| <i>Knowledge Required</i> | Understanding of research/analysis techniques and knowledge of word processing, spreadsheet, email and related applications. Knowledge of company rules and regulations. |
| <i>Skills Required</i> | Ability to communicate effectively both orally and in writing. Ability to gather information as required and document results. |