

2010 BENCHMARK POSITIONS

THE TECHNICAL SURVEY[▶ View Position Descriptions \(click here\) ◀](#)**MANAGEMENT/PROJECT MANAGEMENT**

Information/Technical Systems Executive
Engineering Executive
Senior Project/Technical Director
Project/Technical Director
Senior Project/Department Manager
Project Manager
Team/Project Leader
Project Administrator
Technical Office Manager (Renumbered 2660)
Field Operations Manager (Renumbered 2670)

TECHNOLOGY SOLUTIONS

Technology Solutions Architect 3
Technology Solutions Architect 2
Technology Solutions Architect 1
Technology Solutions Analyst 3
Technology Solutions Analyst 2
Technology Solutions Analyst 1

SYSTEMS DEVELOPMENT

Systems Architect 3
Systems Architect 2
Systems Architect 1
Systems Analyst 3
Systems Analyst 2 (Programmer Analyst)
Systems Analyst 1 (Programmer)

TECHNICAL SUPPORT

Technical Support Manager
Technical Support 4
Technical Support 3
Technical Support 2
Technical Support 1
Systems Administrator 2
Systems Administrator 1
UNIX Systems Administrator (New)

SOFTWARE ENGINEERS

Software Engineering Manager
Software Engineering Consultant
Software Engineer 5
Software Engineer 4
Software Engineer 3
Software Engineer 2
Software Engineer 1

HARDWARE ENGINEERS

Hardware Engineering Manager
Hardware Engineering Consultant
Hardware Engineer 5
Hardware Engineer 4
Hardware Engineer 3
Hardware Engineer 2
Hardware Engineer 1
Reliability Engineer

BUSINESS SOLUTIONS

Business Solutions Manager
Business Development Consultant 2
Business Development Consultant 1
Business Solutions Architect 2
Business Solutions Architect 1
Business Analyst 3
Business Analyst 2
Business Analyst 1
Client Services Manager
Client Services Coordinator
Vendor Management Manager (New)
Vendor Management Analyst (New)

NETWORKS

Networks Infrastructure Manager
Network Specialist 3
Network Specialist 2
Network Specialist 1
Network Analyst 2
Network Analyst 1

INTERNET/E-COMMERCE

Web Applications Technical Manager
E-commerce Systems Analyst 3
E-commerce Systems Analyst 2
E-commerce Systems Analyst 1
Web Applications Architect 2
Web Applications Architect 1
Web Applications Developer 2
Web Applications Developer 1
Graphic User Interface Designer 3
Graphic User Interface Designer 2
Graphic User Interface Designer 1
Web Master 2
Web Master 1
Internet Security and Systems Testing

CAD DESIGN

CAD Designer Manager
CAD Designer Supervisor
CAD Designer 3
CAD Designer 2
CAD Designer 1
CAD Design Systems Specialist
CAD Design Systems Analyst

ARCHITECT & INTERIOR DESIGN (NEW)

Architectural Project Manager (New)
Architect 3 (New)
Architect 2 (New)
Architect 1 (New)
Interior Designer 3 (New)
Interior Designer 2 (New)
Interior Designer 1 (New)
Design Assistant (New)

CLIENT SUPPORT (Help Desk)

Client Support Manager
Help Desk Lead
Help Desk Rep 2
Help Desk Rep 1
Client Support Lead
Client Support Rep 3
Client Support Rep 2
Client Support Rep 1

COMPUTER OPERATIONS

Computer Operations Manager
Computer Operations Lead
Computer Operator 3
Computer Operator 2
Computer Operator 1
Operations Analyst 2
Operations Analyst 1

FIRMWARE (Embedded Software) ENGINEERS

Firmware Engineering Manager
Firmware Engineering Consultant
Firmware Engineer 5
Firmware Engineer 4
Firmware Engineer 3
Firmware Engineer 2
Firmware Engineer 1

TECHNOLOGISTS

Technologist Lead
Technologist 4
Technologist 3
Technologist 2
Technologist 1
Project Technologist

QUALITY ASSURANCE

Quality Assurance Manager
Quality Assurance Analyst 4
Quality Assurance Analyst 3
Quality Assurance Analyst 2
Quality Assurance Analyst 1
Release Manager

COMPUTER/HARDWARE SUPPORT

Computer/Hardware Lead
Computer/Hardware Technician 3
Computer/Hardware Technician 2
Computer/Hardware Technician 1

MULTI-MEDIA (New Media)

Graphic Designer Lead
Graphic Designer 3
Graphic Designer 2
Graphic Designer 1
Art Director
Creative Director
Senior Animator
Animator
Senior Modeler (2D, or 3D)
Modeler (2D, or 3D)
Multimedia Application Developer (New)
Web Content Leader/Manager
Web Content Developer 2
Web Content Developer 1/Copywriter
New Media Producer

TELECOMMUNICATIONS

Telecommunications Manager
Telecommunications Supervisor
Telecommunications Technician 3
Telecommunications Technician 2
Telecommunications Technician 1
Telecom Systems Engineer

CONTINUITY MANAGEMENT/DISASTER RECOVERY

Director Business Continuity/Disaster Recovery
Business Continuity/Disaster Recovery Project Manager
Business Continuity/Disaster Recovery 2
Business Continuity/Disaster Recovery 1
Systems Disaster Recovery Analyst
Information Security Manager
Information Security Architect
Information Security Analyst 2
Information Security Analyst 1

DATABASE MANAGEMENT

Database Manager
Database Architect 2
Database Architect 1
Database Analyst 2
Database Analyst 1
Database Administrator 2
Database Administrator 1
Data Storage Lead (New)
Data Storage Architect (New)
Data Storage Administrator (Revised)

The Technical Survey (continued)**INTEGRATED SYSTEMS (ERP)**

Integrated Systems (ERP) Manager
 ERP Configuration/Application 4
 ERP Configuration/Application 3
 ERP Configuration/Application 2
 ERP Configuration/Application 1
 ERP Software Development and Deployment 4
 ERP Software Development and Deployment 3
 ERP Software Development and Deployment 2
 ERP Software Development and Deployment 1
 Technical Writer 3
 Technical Writer 2
 Technical Writer 1
 Technical Trainer 2
 Technical Trainer 1

LAND SURVEYORS

Senior Project Manager
 Senior Land Surveyor (Project Manager)
 Land Surveyor 2
 Land Surveyor 1
 Party Chief 3
 Party Chief 2
 Party Chief 1
 Survey Assistant 2
 Survey Assistant 1

TECHNICAL SALES & SUPPORT (Pre-Post Sales)

Regional Sales Manager
 Technical Sales Manager
 Technical Sales Rep 2 (Sr. Sales Representative)
 Technical Sales Rep 1 (Sales Representative)
 Business Development Representative
 Applications Specialist 3
 Applications Specialist 2
 Applications Specialist 1
 Field Services Lead
 Field Services Technician

GEOMATICS

GIS Manager
 GIS Specialist
 GIS Developer
 Geomatics Technician 3
 Geomatics Technician 2
 Geomatics Technician 1

SCIENTISTS (NEW)

Scientist 5 (New)
 Scientist 4 (New)
 Scientist 3 (New)
 Scientist 2 (New)
 Scientist 1 (New)

SOFTWARE DEVELOPMENT

Software Development Manager
 Software Development Consultant
 Software Developer 5
 Software Developer 4
 Software Developer 3
 Software Developer 2
 Software Developer 1

ENGINEERING - GENERAL

Engineering Senior Management/Expert (Level F+)
 Engineering Manager (Level F)
 Engineer (Level E)
 Engineer (Level D)
 Engineer (Level C)
 Engineer (Level B)
 Engineer (Level A)

INSPECTORS (NEW)

Inspector 3
 Inspector 2
 Inspector 1

OPERATIONS ADMIN (NEW)

Safety Manager (New)
 Safety Specialist (New)
 Safety Officer (New)

THE EXECUTIVE & DIRECTOR SURVEY[► View Position Descriptions \(click here\) ◀](#)

President and Chief Executive Officer (CEO)
 President (Subsidiary)
 Chief Operating Officer (COO)
 Chief Financial Officer (CFO)
 Chief Information Officer (CIO)
 Chief Technology Officer (CTO)
 Top Position Finance and Administration
 Treasurer
 Controller
 Top Position Region (General Manager)
 Top Position Business Unit (Branch)
 Top Position Legal Services
 Top Position Human Resources and Administration
 Top Position Human Resources

Top Position Research and Development
 Top Position Manufacturing
 Top Position Sales
 Top Position Marketing
 Top Position Sales and Marketing
 Top Position Corporate Communications/Public Affairs
 Top Position Planning and Strategy
 Top Position Regulatory Affairs
 Top Position Customer Service
 Top Position Engineering
 Top Position Logistics
 Top Position Procurement
 Top Position Supply Chain Management
 Top Position Customer Contact Management

Top Position Business Development
 Top Position Investor Relations
 VP Operations (Revised)
 Top Position Risk Management
 Top Position Credit Management
 Tax Executive
 Top Quality Control
 Environment Services Executive (Revised)
 Top Position Administration (New)
 Executive Vice President (New)
 Top Position Construction (New)
 Top Position Exploration (New)
 Top Position Production (New)
 Top Position Health, Safety & Environment (New)
 VP Retail Operations (New)

THE CONTACT CENTRE SURVEY[► View Position Descriptions \(click here\) ◀](#)**MANAGEMENT**

Contact Centre Vice President
 Contact Centre Director
 Contact Centre Manager
 Market Research Director
 Contact Centre Project Manager

TECHNICAL SUPPORT

Contact Centre Technical Support Representative 3
 Contact Centre Technical Support Representative 2 (Revised)
 Contact Centre Technical Support Representative 1 (Revised)

SPECIALIZED AGENTS (NEW)

Specialized Agent Supervisor/Lead (New)
 Specialized Agent 2 (New)
 Specialized Agent 1 (New)
 Dispatcher - Emergency (New)
 Dispatcher (New)

SALES

Inbound Contact Centre Sales Representative 2 (Revised)
 Inbound Contact Centre Sales Representative 1 (Revised)
 Outbound Contact Centre Sales Representative 2 (Revised)
 Outbound Contact Centre Sales Representative 1 (Revised)
 Outbound/Market Research Representative 2 (Revised)
 Outbound/Market Research Representative 1 (Revised)

QUALITY ASSURANCE

Quality Assurance Manager
 Quality Assurance Facilitator 2 (Revised)
 Quality Assurance Facilitator 1 (Revised)

CREDIT

Credit/Collections Lead/Supervisor
 Credit/Collections Representative 2 (Revised)
 Credit/Collections Representative 1 (Revised)

TRAINING/ADMINISTRATION

Contact Centre Analyst (Revised)
 Contact Centre Learning Manager
 Instructional Designer
 Contact Centre Trainer (Revised)
 Contact Centre Resource Manager
 Contact Centre Scheduler/Resource Coordinator
 Contact Centre Administrator (Revised)

CUSTOMER SERVICE REPRESENTATIVE

Contact Centre Supervisor/Lead
 Contact Centre Representative 3
 Contact Centre Representative 2 (Revised)
 Contact Centre Representative 1
 Internet Support Representative (New)
 Internal Help Desk Support (New)

THE PROFESSIONAL & ADMINISTRATIVE SURVEY[▶ View Position Descriptions \(click here\) ◀](#)**MANAGEMENT**

Top Division Executive
 Department/Program Director
 Department/Program/Unit Manager
 Administrative Executive (New)

HUMAN RESOURCES

Human Resources Executive
 Director Human Resources
 Manager Human Resources 2
 Manager Human Resources 1
 Manager Labor Relations (New)
 Manager Compensation (New)
 Manager Recruiting (New)
 Manager Resourcing (Revised Title)
 Manager Training (Revised Title)
 Technical Recruiter
 Human Resources Specialist
 Human Resources Advisor
 Human Resources Analyst 2
 Human Resources Analyst 1
 Human Resources Administrator
 Human Resources Clerk/Assistant
 Compensation Analyst 2 (New)
 Compensation Analyst 1 (New)
 HRIS Analyst (New)
 Payroll/Benefits Lead
 Benefits Coordinator
 Payroll Coordinator
 Payroll Technician 2
 Payroll Technician 1
 WCB Claims Coordinator (New)

FINANCIAL SERVICES

Finance Executive
 Treasurer
 Director Finance
 Director Tax (New)
 Manager Budgets and Forecasts (New)
 Manager Finance
 Financial Analyst 3
 Financial Analyst 2
 Financial Analyst 1
 Tax Manager
 Tax Specialist
 Treasury Analyst

COMMUNICATIONS/PUBLIC RELATIONS

Corporate Communications/Public Affairs Executive
 Communications/Public Relations Manager
 Communications/Public Relations Specialist
 Communications/Public Relations Representative
 Communications/Public Relations Assistant
 Events Coordinator
 Investor Relations Manager (New)

BILLINGS (NEW)

Billing Supervisor (New)
 Billing Specialist (New)
 Billing Clerk (New)

ACCOUNTING SERVICES

Controller
 Director Accounting / Regional Controller
 Manager Accounting
 Internal Audit Manager
 Internal Auditor
 Accountant 4
 Accountant 3
 Accountant 2
 Accountant 1
 Accounting Clerk Supervisor
 Accounting Clerk 3
 Accounting Clerk 2
 Accounting Clerk 1

PROJECT ACCOUNTING

Project Accounting Manager
 Project Accountant 4
 Project Accountant 3
 Project Accountant 2
 Project Accountant 1

SECRETARIAL/ADMINISTRATIVE SERVICES

Administrative Services Manager
 Executive Assistant to the President
 Executive Assistant
 Administrative Assistant 3
 Administrative Assistant 2
 Administrative Assistant 1
 Receptionist
 General Clerk
 Data Entry Operator

LEGAL

Chief Corporate Counsel
 Lawyer/In-House Counsel 2
 Lawyer/In-House Counsel 1
 Corporate Secretary
 Legal Assistant 2
 Legal Assistant 1
 Regulatory Affairs Manager
 Regulatory Affairs Advisor
 Privacy Officer
 Policy Analyst

FACILITIES MAINTENANCE

Director Facilities
 Facilities Manager
 Facilities Coordinator
 Facilities Maintenance Mechanic
 Maintenance Worker
 Sanitation Custodian
 Security Manager
 Security Guard

FUND DEVELOPMENT

Top Fund Development Executive
 Manager Fund Development
 Representative Fund Development

CAPITAL PLANNING

Top Planning Executive
 Capital Planning Manager
 Capital Planning Analyst

SALES

Sales Executive
 Regional Sales Manager
 Sales Manager
 Operational Branch Manager
 Account Manager 2
 Account Manager 1
 Account Executive 2
 Account Executive 1
 Sales Representative 3
 Sales Representative 2
 Sales Representative 1
 Sr. Sales Support/Analyst
 Sales Support/Coordinator
 Inside Sales 2
 Inside Sales 1

CUSTOMER SERVICE

Customer Services Manager (New)
 Customer Care Lead
 Customer Service Representative 3
 Customer Service Representative 2
 Customer Service Representative 1

MARKETING

Marketing Executive
 Director of Marketing
 Director Business Development
 Business Development Manager (New)
 Business Development Representative
 Marketing Manager
 Product Brand Manager
 Market Analyst 2
 Market Analyst 1
 Marketing Administrator/Coordinator
 Marketing Database Analyst (Data Warehousing Solutions)
 Distribution Channels Specialist
 E-Commerce Marketing Manager
 E-Commerce Marketing Analyst
 E-Commerce New Business Development/Account Executive

RISK/CREDIT

Director Risk
 Risk Manager
 Risk Analyst
 Credit Manager
 Credit Analyst 2
 Credit Analyst 1

DOCUMENT CONTROL (NEW)

Document Control Manager (New)
 Document Control Lead (New)
 Document Control 2 (New)
 Document Control 1 (New)

THE SUPPLY CHAIN & MANUFACTURING SURVEY[▶ View Position Descriptions \(click here\) ◀](#)**MANAGEMENT**

Director of Supply Chain
 General Manager
 VP Manufacturing
 VP Operations
 Director of Transportation
 Director Loss Prevention/Risk Management

PROCUREMENT

Director Procurement
 Procurement Manager
 Buyer Lead (Supervisor)
 Buyer 3
 Buyer 2
 Buyer 1
 Import/Export Manager
 Import/Export Clerk
 Materials Manager
 Materials Planner/Expediter
 Contract Manager
 Contract Specialist
 Contract Analyst
 Contract Administrator

WAREHOUSING & DISTRIBUTION

Warehouse Manager
 Inventory Manager
 Inventory Control Analyst
 Inventory Clerk
 Warehouse Supervisor
 Stock Handler 1
 Stock Handler 2
 Forklift Operator
 Order Picker
 Dock Supervisor
 Shipping/Receiving Clerk
 Logistics Analyst
 Transportation Manager
 Traffic Supervisor
 Dispatcher (New)
 Truck Driver – Heavy
 Truck Driver – Light
 Equipment Manager (New)
 Equipment Coordinator (New)
 Heavy Equipment Maintenance Planner (New)

FIELD INSPECTORS (NEW)

Field Inspector 3 (New)
 Field Inspector 2 (New)
 Field Inspector 1 (New)

OPERATIONS ADMIN

Manager Supply Chain
 Supply Chain Analyst
 Data Interchange Specialist
 EDI Support Specialist
 Client Liaison Coordinator
 Director Health, Safety & Environment
 Safety Manager
 Safety Specialist
 Safety Officer
 Product Development Manager
 Production Planning Manager
 Production Planner 2
 Production Planner 1
 Maintenance Planner
 Operational Excellence Coordinator

QUALITY CONTROL

Quality Control Manager
 Quality Control Specialist
 Quality Control Analyst 3
 Quality Control Analyst 2
 Quality Control Analyst 1

PRODUCTION

Director Operations
 Operations Manager (New)
 Production Plant Manager (Level 3)
 Production Superintendent (Level 2)
 Production Supervisor (Level 1)
 Shift Supervisor
 Operator/Assembler 4
 Operator/Assembler 3
 Operator/Assembler 2
 Operator/Assembler 1

MANUFACTURING ENGINEERING

Manufacturing Engineering Manager
 Manufacturing Engineer Specialist (Level E)
 Manufacturing Engineer (Level D)
 Manufacturing Engineer (Level C)
 Manufacturing Engineer (Level B)
 Manufacturing Engineer (Level A)
 Manufacturing Engineering Technician 2
 Manufacturing Engineering Technician 1

PROJECT CONTROLS (NEW)

Project Controls Manager (New)
 Project Controls Specialist (Renumbered 3763)
 Estimator (New)
 Planner/Scheduler (New)

SCIENCE

R & D Director
 R & D Manager
 Scientist 5
 Scientist 4
 Scientist 3
 Scientist 2
 Scientist 1
 Lab Manager
 Lab Technologist 2
 Lab Technologist 1
 Lab Assistant

FACILITIES MAINTENANCE

Director Facilities
 Facilities Manager
 Facilities Coordinator
 Facilities Maintenance Mechanic
 Maintenance Worker
 Sanitation Custodian
 Security Manager
 Security Guard

TECHNICAL SERVICES

Manager Technical Services
 Sr. Technical Field Advisor
 Technical Field Advisor
 Technical Coordinator

TECHNOLOGISTS

Technologist Lead (Revised)
 Technologist 4 (Revised)
 Technologist 3 (Revised)
 Technologist 2 (Revised)
 Technologist 1 (Revised)

TRADES

Millwrights
 Heavy Duty Mechanics
 Fleet Mechanics
 Electricians
 Welders
 Pipefitters
 Power (Stationary) Engineers
 General Labourers
 Painters
 Plumbers
 Instrumentation Techs
 Carpenters