

## 2012 BENCHMARK POSITIONS

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

Information/Technical Systems Executive  
 Information & Technology Infrastructure Executive (New)  
 Engineering Executive  
 Chief Technology Office (CTO) (New)  
 Senior Project/Technical Director  
 Project/Technical Director  
 Senior Project/Department Manager  
 Project Manager  
 Team/Project Leader  
 Project Administrator 2  
 Project Administrator 1  
 Technical Area Manager  
 Field Operations Manager

**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 3 (Revised Title) (Revised)  
 Systems Administrator 2 (Revised Title)  
 Systems Administrator 1 (New)  
 UNIX Systems Administrator

**SOFTWARE DEVELOPMENT**

Software Development Manager  
 Software Development Consultant  
 Software Developer 5  
 Software Developer 4  
 Software Developer 3  
 Software Developer 2  
 Software Developer 1  
 Manager, Software Systems Implementation Team  
 Software Test Team Lead  
 Software Test Analyst 3  
 Software Test Analyst 2  
 Software Test Analyst 1  
 Software Application Support Analyst

**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  
 Vendor Management Analyst  
 Proposal Manager (New)  
 Proposal Writer (New)

**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  
 ERP Software Development and Deployment 1A  
 Technical Writer 3  
 Technical Writer 2  
 Technical Writer 1  
 Technical Trainer 2  
 Technical Trainer 1

**NETWORKS**

Networks Infrastructure Manager  
 Network Specialist 3  
 Network Specialist 2  
 Network Specialist 1  
 Cloud Computing Architect (New)  
 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 (Drafting)**

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**

Architectural Manager/Specialist  
 Architect 4  
 Architect 3  
 Architect 2  
 Architect 1  
 Architect Technologist 3  
 Architect Technologist 2  
 Architect Technologist 1  
 Interior Designer 3  
 Interior Designer 2  
 Interior Designer 1  
 Interior Designer Technologist 2  
 Interior Designer Technologist 1  
 Design Assistant

**CLIENT SUPPORT (Help Desk)**

Client Support/Help Desk Manager (Revised Title) (Revised)  
 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

**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  
 Data Storage Architect  
 Data Storage Administrator

**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

## The Technical Survey (continued)

### **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/PC Support Manager (New)  
Computer/Hardware Lead  
Computer/Hardware Technician 3  
Computer/Hardware Technician 2  
Computer/Hardware Technician 1

### **GEOMATICS**

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

### **PLANNER/DESIGNER (NEW)**

Urban/Community Planner (Sr. Level) (New)  
Urban/Community Planner (Fully Competent Level) (New)  
Urban Designer (Sr. Level) (New)  
Urban Designer (Fully Competent Level) (New)

### **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

### **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)

### **OPERATIONS ADMIN**

Safety Manager  
Safety Specialist  
Safety Officer

### **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

### **INSPECTORS**

Inspector 3  
Inspector 2  
Inspector 1

### **BUSINESS SYSTEMS ANALYSIS (NEW)**

Business Systems Manager (New)  
Business Systems Analyst 4 (New)  
Business Systems Analyst 3 (New)  
Business Systems Analyst 2 (New)  
Business Systems Analyst 1 (New)

### **IT ASSET MANAGEMENT (NEW)**

IT Asset Manager (New)  
IT Asset Management Compliance Officer (New)  
IT Asset Coordinator (New)

### **GEOSCIENTISTS (NEW)**

Geoscientist Senior Management/Expert (Level F+) (New)  
Geoscientist Manager (Level F) (New)  
Geoscientist (Level E) (New)  
Geoscientist (Level D) (New)  
Geoscientist (Level C) (New)  
Geoscientist (Level B) (New)  
Geoscientist (Level A) (New)

### **SCIENTISTS**

Scientist 5  
Scientist 4  
Scientist 3  
Scientist 2  
Scientist 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  
Web Content Leader/Manager  
Web Content Developer 2  
Web Content Developer 1/Copywriter  
New Media Producer

## THE CONTACT CENTRE SURVEY

### **MANAGEMENT**

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

### **CREDIT**

Credit/Collections Manager (New)  
Credit/Collections Lead/Supervisor  
Credit/Collections Representative 2  
Credit/Collections Representative 1

### **SPECIALIZED AGENTS**

Specialized Agent Supervisor/Lead  
Specialized Agent 2  
Specialized Agent 1  
Dispatcher

### **CUSTOMER SERVICE REPRESENTATIVE**

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

### **SALES**

Inbound Contact Centre Sales Representative 2  
Inbound Contact Centre Sales Representative 1  
Outbound Contact Centre Sales Representative 2  
Outbound Contact Centre Sales Representative 1  
Outbound/Market Research Representative 2  
Outbound/Market Research Representative 1

► [View Position Descriptions \(click here\)](#) ◀

### **TRAINING/ADMINISTRATION**

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

### **QUALITY ASSURANCE**

Quality Assurance Manager  
Quality Assurance Facilitator 2  
Quality Assurance Facilitator 1

### **TECHNICAL SUPPORT**

Contact Centre Technical Support Representative 3  
Contact Centre Technical Support Representative 2  
Contact Centre Technical Support Representative 1

**MANAGEMENT**

Top Division Executive  
 Department/Program Director  
 Department/Program/Unit Manager  
 Administrative Executive

**HUMAN RESOURCES**

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

**FINANCIAL SERVICES**

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

**CUSTOMER SERVICE**

Customer Services Manager  
 Customer Care Lead  
 Customer Service Representative 3  
 Customer Service Representative 2  
 Customer Service Representative 1

**COMMUNICATIONS/PUBLIC RELATIONS**

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

**BILLINGS**

Billing Supervisor  
 Billing Specialist  
 Billing Coordinator (New)  
 Billing Clerk

**PROJECT ACCOUNTING**

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

**SECRETARIAL/ADMINISTRATIVE SERVICES**

Administrative Services Manager  
 Office Manager  
 Executive Assistant to the President  
 Executive Assistant  
 Administrative Assistant 3  
 Administrative Assistant 2  
 Administrative Assistant 1  
 Receptionist  
 General Clerk  
 Data Entry Operator 3 (New)  
 Data Entry Operator 2 (New)  
 Data Entry Operator 1 (Revised Title) (Revised)

**LEGAL**

Chief Corporate Counsel  
 Lawyer/In-House Counsel 3 (Revised Title)  
 Lawyer/In-House Counsel 2 (New)  
 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

**BUSINESS ANALYSIS (NEW)**

Business Analyst 3 (New)  
 Business Analyst 2 (New)  
 Business Analyst 1 (New)

**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  
 Key Account Manager (New)  
 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

**RISK/CREDIT**

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

**MARKETING**

Marketing Executive  
 Director of Marketing  
 Director Business Development  
 Business Development Manager  
 Business Development Representative  
 Marketing Manager  
 Product Brand Manager  
 Marketing Research Manager (New)  
 Marketing Analyst 3 (New)  
 Market Analyst 2 (Revised Title) (Revised)  
 Market Analyst 1  
 Marketing Coordinator (New)  
 Marketing Administrator (Revised Title) (Revised)  
 Marketing Assistant (New)  
 Marketing Database Analyst (Data Warehousing Solutions)  
 Distribution Channels Specialist  
 E-Commerce Marketing Manager  
 E-Commerce Marketing Analyst  
 E-Commerce New Business Development/Account Executive

**BUSINESS PROCESS ANALYSIS (NEW)**

Business Process Manager (New)  
 Business Process Analyst 3 (New)  
 Business Process Analyst 2 (New)  
 Business Process Analyst 1 (New)

**DOCUMENT CONTROL**

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

**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

**CONTRACTS**

Contract Manager  
 Contract Specialist  
 Contract Analyst  
 Contract Administrator  
 Contract Assistant (New)

**WAREHOUSING & DISTRIBUTION**

Warehouse Manager  
 Fleet Manager  
 Inventory Manager  
 Inventory Control Analyst  
 Inventory Clerk  
 Warehouse Supervisor  
 Stock Handler 1  
 Stock Handler 2  
 Forklift Operator  
 Order Picker  
 Shipping and Receiving Supervisor (Revised Title) (Revised)  
 Shipping/Receiving Clerk  
 Logistics Analyst  
 Transportation Manager  
 Traffic Supervisor  
 Dispatcher  
 Truck Driver – Heavy  
 Truck Driver – Light

**EQUIPMENT AND MAINTENANCE**

Director Maintenance (New)  
 Director Equipment (New)  
 Equipment Manager  
 Equipment Coordinator  
 Manager Heavy Equipment Maintenance  
 Maintenance Supervisor (New)  
 Heavy Equipment Maintenance Planner  
 Shop Foreman  
 Heavy Equipment Technician

**MANUFACTURING ENGINEERING**

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

**HEALTH AND SAFETY**

Director Health, Safety & Environment  
 Safety Manager  
 Safety Specialist  
 Safety Officer

**PROJECT CONTROLS**

Project Controls Manager  
 Project Controls Specialist  
 Estimator  
 Planner/Scheduler

**PRODUCTION**

Director Operations  
 Operations Manager  
 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

**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

**ENVIRONMENTAL SCIENTISTS (NEW)**

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

**OPERATIONS ADMIN**

Manager Supply Chain  
 Supply Chain Analyst  
 Data Interchange Specialist  
 EDI Support Specialist  
 Client Liaison Coordinator  
 Product Development Manager  
 Production Planning Manager  
 Production Planner 2  
 Production Planner 1  
 Production Maintenance Planner  
 Operational Excellence Coordinator

**FACILITIES MAINTENANCE**

Director Facilities  
 Facilities Manager  
 Facilities Coordinator  
 Facilities Assistant (New)  
 Facilities Maintenance Mechanic  
 Maintenance Worker  
 Sanitation Custodian  
 Security Manager  
 Security Guard

**PLANT/PROCESS OPERATORS**

Plant/Process Operations Shift Supervisor  
 Plant/Process Operator 4  
 Plant/Process Operator 3  
 Plant/Process Operator 2  
 Plant/Process Operator 1

**MINING OPERATIONS (NEW)**

Mine Manager (New)  
 Mine Maintenance Manager (New)  
 Minerals Processing Operator 3 (New)  
 Minerals Processing Operator 2 (New)  
 Minerals Processing Operator 1 (New)  
 Diamond Driller (New)  
 Prospector (New)  
 Underground Miner (New)  
 Diamond Driller Helper (New)  
 Mining Engineer F+ (New)  
 Mining Engineer F (New)  
 Mining Engineer E (New)  
 Mining Engineer D (New)  
 Mining Engineer C (New)  
 Mining Engineer B (New)  
 Mining Engineer A (New)

**TECHNICAL SERVICES**

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

**TECHNOLOGISTS**

Technologist Lead  
 Technologist 4  
 Technologist 3  
 Technologist 2  
 Technologist 1

**FIELD INSPECTORS**

Field Inspector 3  
 Field Inspector 2  
 Field Inspector 1

**QUALITY CONTROL**

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

**ASSET MANAGEMENT (NEW)**

Asset Management Manager (New)  
 Asset Management Coordinator (New)

**TRADES**

Millwright  
 Heavy Duty Mechanic  
 Fleet Mechanic  
 Electrician  
 Welder  
 Pipefitter  
 Power (Stationary) Engineer  
 Machinist (New)  
 General Labourer  
 Painter  
 Plumber  
 Instrumentation Tech  
 Carpenter