

2013 BENCHMARK POSITIONS

THE TECHNICAL SURVEY

MANAGEMENT/PROJECT MANAGEMENT

Information/Technical Systems Executive
Information & Technology Infrastructure Executive
Director of Project Management Officer (New)
Engineering Executive
Chief Technology Office (CTO) (Revised)
Senior Project/Technical Director
Project/Technical Director (Revised)
Senior Project/Department Manager (Revised)
Project Manager (Revised)
Team/Project Leader 2 (Revised Title) (Revised)
Team/Project Leader 1 (New)
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
Systems Administrator 2
Systems Administrator 1
UNIX Systems Administrator
SharePoint Analyst (New)

TELECOMMUNICATIONS

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

PLANNER/DESIGNER

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

NETWORKS

Networks Infrastructure Manager
Network Specialist 3
Network Specialist 2
Network Specialist 1
Cloud Computing Architect
Network Analyst 2
Network Analyst 1
Middleware Architect (New)
Middleware Analyst (New)

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

SCIENTISTS

Scientist 5
Scientist 4
Scientist 3
Scientist 2
Scientist 1

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

TECHNOLOGISTS

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

QUALITY ASSURANCE

Quality Assurance Director (New)
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
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
Web Content Leader/Manager
Web Content Developer 2
Web Content Developer 1/Copywriter
New Media Producer
Search Engine Optimization (SEO) Specialist (New)
Social Media Coordinator 1 (New)
Senior Social Media Coordinator (New)
Web Analytics Analyst (New)

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

THE TECHNICAL SURVEY (continued)

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
Proposal Writer

INTEGRATED SYSTEMS (ERP)

Integrated Systems (ERP) Manager
ERP Configuration/Application 4
ERP Configuration/Application 3
ERP Configuration/Application 2
ERP Configuration/Application 1
ERP Administrator (New)
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

IT ASSET MANAGEMENT

Information & Technology Asset Manager
Information & Technology Asset Mgmt Compliance Officer
Information & Technology Asset Coordinator
Information Systems Audit Manager (New)
Information & Technology Service Perf Mgmt Mgr. (New)

COMPUTER OPERATIONS

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

OPERATIONS ADMIN

Safety Manager
Safety Specialist
Safety Officer

CLIENT SUPPORT (Help Desk)

Client Support/Help Desk 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

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
Business Intelligence Specialist (New)

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

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

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)

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

BUSINESS SYSTEMS ANALYSIS

Business Systems Manager
Business Systems Analyst 4
Business Systems Analyst 3
Business Systems Analyst 2
Business Systems Analyst 1

GEOSCIENTISTS

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

INSPECTORS

Chief Inspector (New)
Inspector 3
Inspector 2
Inspector 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
Human Resources Specialist
Human Resources Advisor
Human Resources Analyst/Generalist 2 (Title Revised)
Human Resources Analyst/Generalist 1 (Title Revised)
Human Resources Administrator
Human Resources Assistant
Payroll/Benefits Lead
Benefits Coordinator
Payroll Coordinator
Payroll Technician 2
Payroll Technician 1
Manager Compensation
Compensation Analyst 2
Compensation Analyst 1
Manager Recruiting
Technical Recruiter
Recruiter
Manager Resourcing
Manager Training
Trainer 2
Trainer 1
Training Assistant
HRIS Analyst
Manager Labor Relations
Labor Relations Advisor (New)
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

RISK/CREDIT

Director Risk
Risk Manager
Risk Analyst

Credit Manager
Credit Analyst 2
Credit Analyst 1

FACILITIES MAINTENANCE

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

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

BUSINESS ANALYSIS

Business Analyst 3
Business Analyst 2
Business Analyst 1

BUSINESS PROCESS ANALYSIS

Business Process Manager
Business Process Analyst 3
Business Process Analyst 2
Business Process Analyst 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
Data Entry Operator 2
Data Entry Operator 1

LEGAL

Chief Corporate Counsel
Lawyer/In-House Counsel 3
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

CAPITAL PLANNING

Top Planning Executive
Capital Planning Manager
Capital Planning Analyst

DOCUMENT CONTROL

Document Control Manager
Document Control Lead
Document Control 2
Document Control 1
Librarian

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
Social Media Coordinator (Revised)
Senior Social Media Coordinator (New)
Events Coordinator
Investor Relations Manager
Investor Relations Advisor (New)
Translator

FUND DEVELOPMENT

Top Fund Development Executive
Manager Fund Development
Representative Fund Development

SALES

Sales Executive
Regional Sales Manager
Sales Manager
Operational Branch Manager
Key Account 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

MARKETING

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

BILLINGS

Billing Supervisor
Billing Specialist
Billing Coordinator
Billing Clerk

CUSTOMER SERVICE

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

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 (Revised)
Contract Senior Analyst (New)
Contract Analyst (Revised)
Contract Administrator (Revised)
Contract Assistant

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
Shipping/Receiving Clerk
Logistics Analyst
Transportation Manager
Traffic Supervisor
Dispatcher
Truck Driver – Heavy
Truck Driver – Light
Truck Driver/Operator (New)

EQUIPMENT & MAINTENANCE

Director Maintenance
Director Equipment
Equipment Manager
Equipment Coordinator
Heavy Equipment Operator 2 (New)
Heavy Equipment Operator 1 (New)
Equipment Clerk (New)
Manager Heavy Equipment Maintenance
Maintenance Supervisor
Heavy Equipment Maintenance Planner
Shop Foreman
Heavy Equipment Technician
Service Writer (New)

FIELD INSPECTORS

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

OPERATIONS ADMIN

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

HEALTH & SAFETY

Director Health, Safety & Environment
Safety Manager
Safety Specialist
Safety Officer
Occupational Nurse (New)

QUALITY CONTROL

Quality Control Director (New)
Quality Control Manager (Revised)
Quality Control Specialist
Quality Control Analyst 3
Quality Control Analyst 2
Quality Control Analyst 1

ASSET MANAGEMENT

Asset Management Manager
Asset Management Coordinator

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

MANUFACTURING ENGINEERING

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

PROJECT CONTROLS

Project Controls Manager
Project Controls Specialist
Estimator
Planner/Scheduler

ENVIRONMENTAL SCIENTISTS

Environmental Scientist 5
Environmental Scientist 4
Environmental Scientist 3
Environmental Scientist 2
Environmental Scientist 1

FACILITIES MAINTENANCE

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

MINING OPERATIONS

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

TECHNICAL SERVICES

Manager Technical Services
Sr. Technical Field Advisor
Technical Field Advisor
Technical Coordinator
Field Service Technician (New)

TECHNOLOGISTS

Technologist Lead
Technologist 4
Technologist 3
Technologist 2
Technologist 1

PLANT/PROCESS OPERATORS

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

TRADES

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

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
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
Help Desk Representative 2
Help Desk Representative 1

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 Survey 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

THE EXECUTIVE & DIRECTOR SURVEY

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
Top Position Risk Management

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

Top Position Credit Management
Tax Executive
Top Quality Control
Environment Services Executive
Top Position Administration
Executive Vice President
Top Position Construction
Top Position Exploration
Top Position Production
Top Position Health, Safety & Environment
VP Retail Operations
Top Position Product Development
Top Position Maintenance
Top Position Equipment
Top Position Asset Management
VP Corporate Development (New)