

information TECHNOLOGY
ENGINEERING
finance & ACCOUNTING
administrative & PROFESSIONAL
project solutions & DELIVERY

2011-2012 EMPLOYMENT & SALARY HANDBOOK

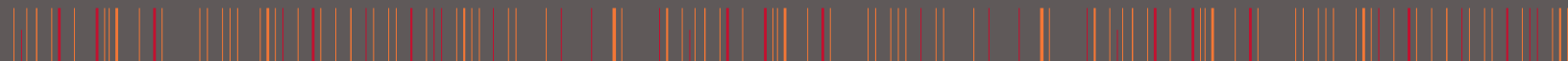




TABLE OF CONTENTS:

Table of Contents..... 2

From the President 3

About this Handbook..... 4

Relevant Trends in Today’s Job Market 5

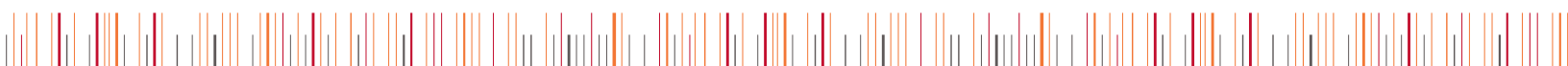
The Economy’s Effect on Hiring 8

Keeping Your Employees Happy and Loyal..... 9

Recommended Hiring Plan:
Mix of Contract Employees and Core Employees..... 11

Job Descriptions 13

Overview of Kavaliro’s Services..... 33



To Our Valued Clients and Customers,

It is my distinct pleasure to introduce the 2011-2012 Kavaliro Employment and Salary Handbook.

As the Kavaliro team, like all Americans, watches for signs the economy is improving, we remain optimistic. We saw a rise in temporary/project hiring in the last quarter of 2011 and are busier than ever. We believe that's due to our dynamic and proactive approach to helping our clients solve their hiring needs and our ability to pass on the time and cost benefits of reduced back-office bureaucracy.

One of our many achievements in 2011 was the introduction of a mobile job search app for the iPhone and the iPad that links to our online job portal. Now, not only can job seekers benefit from the personal attention we're known for, they can browse, filter and search an online database of hundreds of jobs. It's one more thing we do to find the best candidates and match them with the right jobs. One of our partners at Kavaliro likes to say, "It's yet another way to help put America back to work."

As part of our commitment to you, we have compiled the following handbook for the coming year. It provides insight on recent trends in employment, staffing, workplace issues, recruiting, and technology. We believe you will find the information useful in determining your staffing strategies for the upcoming quarters.

Kavaliro is built on principles meant to empower our workforce to better serve your organization. This approach assures our customers that they are working with one of the most agile companies in our industry today. Please experience our commitment first hand by reaching out to one of our team members via email at info@kavaliro.com. More information about Kavaliro is available at www.kavaliro.com. We also invite you to join us on LinkedIn, Facebook (<http://www.facebook.com/Kavaliro>), or Twitter (@Kavaliro).

We look forward to our shared success.



Sincerely,

Mark Moore

President

Kavaliro



ABOUT THIS HANDBOOK



Kavaliro is committed to providing you with an abundant supply of resources to aid you in your staffing process. As part of that effort, we have created the Employment and Salary Handbook to keep you informed and knowledgeable. Using our personal experience, the advice of leaders in the recruiting field and annual data from the Occupational Handbook and the U.S. Department of Labor, this handbook provides a broad perspective of today's labor outlook. However, for the most up-to-date information or for strategies and assistance, contact one of our seasoned representatives at info@kavaliro.com.



RELEVANT TRENDS IN TODAY'S JOB MARKET

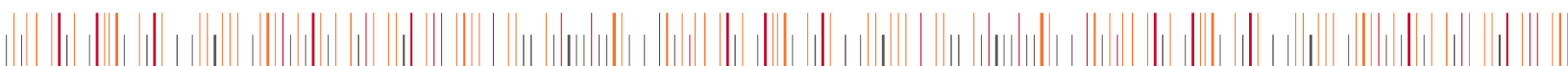
A business cannot reach its full potential without the knowledge and tools to hire efficiently and effectively. Understanding the economy and the trends in your industry is essential. Current trends define the job market and allow business owners to form their employment plan based on future projections. In turn, business owners who hire based on these trends will attract the best employees at the fairest rates.

- a. Speed and the acute ability to **match skills to needs** are critical attributes in the staffing industry. Hiring managers are no longer filling desks, they are filling needs. This method of employing relies strongly on outsourcing. “Companies have found that outsourcing has shifted from a management option to a management necessity”- International Association of Outsourcing Professionals. The number of core, full-time employees is dropping drastically and temporary professionals are replacing them on payroll. We are currently in the age of high accessibility. It used to be timely and costly to find a professional who specialized in a specific project. But now, you can use online staffing services such as Kavaliro to find these people within days. You can bring in someone who will get the job done faster than a full-time employee who may not be familiar with the task at hand. Even if an outsourced employee costs more by the hour, they will end up saving you money because it will take half of the time it would take an unseasoned, full-time employee to complete the job. Also, **you do not have to spend time or money training outsourced employees and you are not providing them with benefits.**
- b. **Recognize that employment projections will rise. While the economy has continued to face challenges, you want to be ready with a hiring strategy as well as fill your current hiring needs. As shown in Table 1-1, the U.S. Bureau of Labor Statistics predicts significant growth in numerous occupations.**

Table 1.1 Employment by major occupational group, 2008 and projected 2018 (Numbers in thousands)

2008 National Employment Matrix title and code		Employment		Percent distribution		Change, 2008-18	
		2008	2018	2008	2018	Number	Percent
Total, all occupations	00-0000	150,931.7	166,205.6	100.00	100.00	15,273.9	10.12
Management, business, and financial occupations	11-1300	15,746.7	17,410.9	10.43	10.47	1,664.2	10.57
Professional and related occupations	15-2900	31,053.5	36,280.0	20.57	21.82	5,226.5	16.83
Service occupations	31-3900	29,575.9	33,645.1	19.59	20.24	4,069.2	13.76
Sales and related occupations	41-0000	15,902.7	16,883.1	10.53	10.15	980.4	6.16
Office and administrative support occupations	43-0000	24,100.6	25,942.7	15.96	15.60	1,842.1	7.64
Farming, fishing, and forestry occupations	45-0000	1,035.4	1,026.3	0.68	0.61	-9.1	-0.88
Construction and extraction occupations	47-0000	7,810.3	8,828.8	5.17	5.31	1,018.6	13.04
Installation, maintenance, and repair occupations	49-0000	5,798.0	6,238.2	3.84	3.75	440.2	7.59
Production occupations	51-0000	10,083.0	9,733.9	6.68	5.85	-349.2	-3.46
Transportation and material moving occupations	53-0000	9,825.5	10,216.6	6.50	6.14	391.1	3.98

Source: Employment Projections Program, U.S. Department of Labor, U.S. Bureau of Labor Statistics



- c. **Understand the importance of your IT and financial teams.** Strong IT teams are essential to almost every company, as the increase in IT staffing illustrates. In May, TechServe Alliance found that IT employment had grown to over 4 million jobs, gaining almost 5,000 jobs in April alone. With the need for IT professionals growing so rapidly, we may see the job market become more competitive for employers.

INDUSTRY	JOB POSTINGS	QUARTER CHANGE
Accounting	161,676	7%
Construction	125,245	13%
Education	122,857	11%
Financial Services and Banking	265,874	1%
Healthcare	828,669	21%
Hospitality	108,223	12%
Human Resources	64,126	11%
Information Technology	400,192	10%
Manufacturing	140,206	21%

Chart from a leading job search website Indeed.com showing a 10% increase of IT job postings 1st quarter 2011

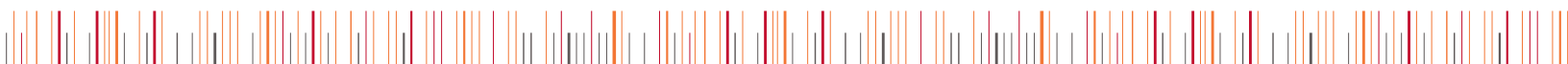
IT job descriptions and requirements are constantly being updated and improved because it is such a fast-paced industry. It is essential to be aware of these changes and improvements in order to stay competitive.

Jobs in finance are in demand as well. According to Reuters, job board aggregator SimplyHired reported that finance was one of 13 industries with an increase in job openings in September 2011. With the emphasis on global trade and business today, finance professionals with multinational experience and knowledge are essential. U.S. companies need people with expertise or experience in a region's work regulations, tax codes, and environmental regulations, for example.

- d. **Use current trends to formulate a hiring plan.** Some key ideas you may want to remember in your hiring plan for this year include the following:



- **Be specific when creating job descriptions.** Posting job ads that are too broad or do not outline exactly what you need can lead to a costly and frustrating recruitment process. It is important to find the right employee to fill your need the first time so that your hiring costs stay low. By providing detailed job descriptions that include tasks, skills, qualifications and expectations, you are taking the first step in selecting the best possible candidates.
 - **Do not waste time in the interview process.** There are plenty of strategies for weeding out candidates without having to interview them face-to-face. You should only have the very top applicants interview in-person. A few ways to screen contenders include conducting phone interviews, requesting cover letters and checking references.
 - **Use a staffing firm to help you select the best possible candidates.** Professional staffing firms such as Kavaliro have access to thousands of highly qualified candidates that have already been screened. These firms also have the advantage of finding top-notch employees not actively seeking a job, but who are willing to switch companies for the right position.
- e. Trends are constantly changing. Even for the best hiring teams it can be time-consuming and difficult to keep up with them. That is why **Kavaliro makes it a point to gather extensive knowledge of the changing market constantly.** Let us do the research for you. We will use our knowledge of the current trends to extend our network of professionals and draw in the best talent. Outsourcing can be nearly impossible without access to the right people, which is why Kavaliro has spent time building an extensive database of candidates. We will reduce your recruiting costs and fill your company's needs quickly and efficiently.

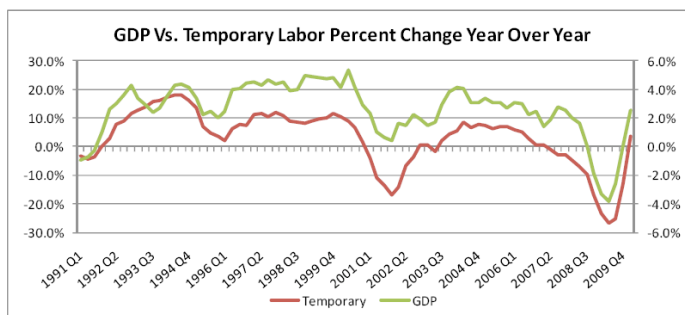


THE ECONOMY'S EFFECT ON HIRING

The economy, of course, affects hiring—that's not news. But knowing how to hire in all economic states will give you precedence over your competitors.

- a. While employers became increasingly cautious in August, permanent hiring “continued at a modest clip,” said Claudia Hirsch of IMarketNews. Then, in the third quarter of 2011, U.S. economic growth finally picked up, according to The New York Times. It's safe to say that Hirsch's opinion in our last handbook still holds true: “Customers are looking for shorter-term contract commitments and less capital investment in general”, she said.
- b. As we indicated earlier, at least one industry is ahead of the curve in hiring: IT. One of the April blog posts on our website noted the increasing demand for top talent in the fields of cloud computing, computer engineering, wireless communications, and clean tech. And be sure to check out our Hot Job – “.NET developer” in the Job Descriptions section that follows.
- c. **Even when employment is rising, the best strategy is contract hiring.** A common mistake that many business owners make during an unstable economy is over-hiring when the economy goes up and then being forced to lay employees off when the economy plummets. This affects retention rates and may hurt your reputation as a steady employer. **Using temporary labor will allow you to build lasting relationships with professional experts during an economic slump, so that you may hire these workers as core employees when the economy stabilizes.** Also, you will not waste money training full-time employees that you are forced to lay off when the economy worsens.

Refer to this chart which illustrates how the temporary labor market relates to gross domestic product (GDP). In fact, temporary labor closely tracks GDP.





KEEPING YOUR EMPLOYEES HAPPY AND LOYAL

- a. **Employee turnover could be one of your biggest expenses.** The importance of keeping your retention rates high goes much further than just maintaining a good reputation. The Society of Human Resource Management estimates a cost of \$3,500.00 just to replace one \$8.00 per hour employee. Moving up from entry-level employees, it has also been estimated that it will cost you 150% of a middle level employee's annual salary to replace them. When looking at high level employees or specialized professionals, it usually costs up to 400% of their annual salary to replace them. Maintaining a positive work environment and being selective during hiring will help to eliminate these unnecessary costs.
- b. The following tips will help keep your employees content and your turnover low:
 - i. **Keep Communication Flowing:** It is imperative for your employees to know they can always come speak with you regarding anything. You want to ensure that you stress the importance of an "open-door" policy in all levels of the company. 99% of problems can be solved with just a short conversation.
 - ii. **Institute Employee Performance Reviews:** It is beneficial for any employee to consistently be assessed on their performance. By holding a weekly or monthly progress meeting, employees have the opportunity to privately voice their concerns and managers are able to give constructive criticism or praise.
 - iii. **Do Not Overload Core Employees:** According to Greg Smith, management consultant, **the number one reason people quit their jobs is because management demands that one person do the jobs of two or more people.** It is crucial that you do not give your employees more than they can realistically handle. If you suddenly have a high burst of work that needs to be completed, bring in out-sourced employees to complete tasks.



- iv. Reward Success:** It is a commonly known that good leaders constantly recognize accomplishments of their subordinates. This is one of the cheapest things you can do and often one of the most effective. Telling someone that they have done a good job can go a long way.
- c. In order to retain quality employees, you have to hire quality employees.** Using a staffing service, such as Kavaliro, will ensure that you find those people. Guided by ethics and good business practices, our representatives work closely with you to improve the quality of your talent pool and help you gain control of a complex process. Kavaliro prequalifies all of the candidates in our database to guarantee they are of the highest quality. Our representatives put care into matching your company with future employees based, not only on skill, but also on personality and work habits. So often, employees are hired without thought of how well they will fit in with the rest of the company. It is nearly impossible for an employee to be an asset to the team and be happy if they do not fit into their work environment.








RECOMMENDED HIRING PLAN: MIX OF CONTRACT EMPLOYEES AND CORE EMPLOYEES

Kavaliro recommends that in order to maximize efficiency and minimize spending, the best staffing strategy includes a mix of contracted employees with a core staff of full-time employees. This method focuses on getting the task completed at the lowest cost to the company.

- a. **First, you must hire FLEXIBLE core employees so that you can delegate special tasks internally.** When presented with a new task, the first place you should always look is inside the company. You will save money by giving this task to a salaried employee instead of outsourcing or hiring someone new. So, once you are given a new workload to delegate, ask yourself if you already have an employee that could sufficiently complete it for you. Having a versatile core staff makes it much more likely that you will.
- b. **Hire contract employees with SPECIALIZED skills so you can get hard work done fast.** Sometimes, you will be faced with a difficult task that may be out of the realm of even the most resilient core employees. You will waste time training a full-time employee to complete this task and most often, it will take them much longer than someone who specializes in it. Even though contract employees may be a little more expensive per hour, they will save you money in the long run because they will get the job done faster.
- c. **Kavaliro will find quality employees that you may not have access to normally, building a strong “core” for your company.** Our staffing representatives will find full-time employees fast and at a high quality. We make sure to look for the cutting edge skills in a very fast paced industry. Hiring can be strenuous and expensive, but allowing us to narrow it down to only the top selections will save you thousands in the long run. (*Refer back to the sub-section Employee turnover could be one of your biggest expenses in “Keeping Your Employees Happy and Loyal”.*)

- 
- 
- 
- d. **Kavaliro will obtain scarce expert contract employees for detailed, unique jobs.** You may get tasks, especially in IT, dealing with such new technology that management does not even know where to look to find people with the skills needed. Luckily, Kavaliro has a huge network of these people. Finding them quickly is crucial, because you may need them to transition to core employees in the future.

JOB DESCRIPTIONS

***HOT JOB* .NET APPLICATION DEVELOPER**

Develop computer applications software — primarily web applications — using Microsoft .NET. Analyze user needs and develop software solutions. These experts are in such demand that employers may consider extensive experience with .NET tools/framework over education credentials.

TASKS:

- Develop code within a .NET framework for the desired application(s).
- Modify existing software to correct errors, to adapt it to new hardware or to upgrade interfaces and improve performance.
- Advise customer about, or perform, maintenance of software system.
- Analyze information to determine, recommend and plan installation of a new system or modification of an existing system.
- Consult with engineering staff to evaluate interface between hardware and software, develop specifications and performance requirements and resolve customer problems.
- Direct software programming and development of documentation.
- Store, retrieve and manipulate data for analysis of system capabilities and requirements.
- Confer with data processing and project managers to obtain information on limitations and capabilities for data processing projects.
- Consult with customers or other departments on project status, proposals and technical issues such as software system design and maintenance.
- Coordinate installation of software system.
- Prepare reports and correspondence concerning project specifications, activities and status.

SKILLS:

Computers and Electronics — Knowledge of object-oriented design and programming and possibly C#, XML and Java Enterprise Edition along with Oracle and Microsoft SQL Server.

Engineering and Technology — Knowledge of the practical application of engineering science and technology. This includes applying principles, techniques, procedures, and equipment to the design and production of various goods and services.

Administration and Management — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

NATIONAL AVERAGE SALARY:
\$83,000/YR.

BUSINESS INTELLIGENCE ANALYST

Uses analysis tools to query data repositories and generate reports. These reports help managers make business decisions by identifying trends and patterns in a company's stored operational data. Helps managers generate one-time, ad hoc reports by crafting a custom query against the data repository. This field continues to grow with rapid speed as businesses start to do more with the data they already have.

TASKS:

- Generate standard or custom reports summarizing business, financial, or economic data for review by executives, managers, clients and other stakeholders.
- Synthesize current business intelligence or trend data to support recommendations for action.
- Analyze competitive market strategies through analysis of related product, market, or share trends.
- Analyze technology trends to identify markets for future product development or to improve sales of existing products.
- Collect business intelligence data from available industry reports, public information, field reports, or purchased sources.
- Create business intelligence tools or systems, including design of related databases, spreadsheets, or outputs.
- Disseminate information regarding tools, reports, or metadata enhancements.
- Document specifications for business intelligence or information technology (IT) reports, dashboards, or other outputs.

- Identify and analyze industry or geographic trends with business strategy implications.

SKILLS:

Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customers needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

NATIONAL AVERAGE SALARY:**\$80,000/YR.****DATABASE ADMINISTRATOR**

Install, configure, troubleshoot and maintain a database system. Implement, configure and troubleshoot database instances, replication, backup, partitions, storage and access. Monitor and optimize system performance using index tuning, disk optimization and other methods. Set user privileges within the database environment

TASKS:

- Test programs or databases, correct errors and make necessary modifications.
- Modify existing databases and database management systems or direct programmers and analysts to make changes.
- Plan, coordinate and implement security measures to safeguard information in computer files against accidental or unauthorized damage, modification or disclosure.
- Work as part of a project team to coordinate database development and determine project scope and limitations.
- Write and code logical and physical database descriptions and specify identifiers of database to management system or direct others in coding descriptions.
- Train users and answer questions.
- Specify users and user access levels for each segment of database.

- Approve, schedule, plan and supervise the installation and testing of new products and improvements to computer systems such as the installation of new databases.
- Review project requests describing database user needs to estimate time and cost required to accomplish project
- Develop standards and guidelines to guide the use and acquisition of software and to protect vulnerable information.

SKILLS:

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

NATIONAL AVERAGE SALARY:
\$70,000-95,000/YR.

DATA SECURITY ANALYSIS

Responsible for security design, construction, implementation and ongoing second level support of computer and information access control for critical business applications.

Scope of responsibilities includes implementation of security on new and existing business applications.

TASKS:

- Encrypt data transmissions and erect firewalls to conceal confidential information as it is being transmitted and to keep out tainted digital transfers.
- Develop plans to safeguard computer files against accidental or unauthorized modification, destruction, or disclosure and to meet emergency data processing needs.
- Review violations of computer security procedures and discuss procedures with violators to ensure violations are not repeated.
- Monitor use of data files and regulate access to safeguard information in computer files.

- Monitor current reports of computer viruses to determine when to update virus protection systems.
- Modify computer security files to incorporate new software, correct errors, or change individual access status.
- Perform risk assessments and execute tests of data processing system to ensure functioning of data processing activities and security measures.
- Confer with users to discuss issues such as computer data access needs, security violations, and programming changes.
- Train users and promote security awareness to ensure system security and to improve server and network efficiency.
- Coordinate implementation of computer system plan with establishment personnel and outside vendors.

SKILLS:

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Telecommunications — Knowledge of transmission, broadcasting, switching, control, and operation of telecommunications systems.

Administration and Management — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

NATIONAL AVERAGE SALARY:**\$62,000-104,000/YR.****DEVELOPER/PROGRAMMER ANALYST**

Develop, create and modify general computer applications software or specialized utility programs. Analyze user needs and develop software solutions. Design software or customize software for client use with the aim of optimizing operational efficiency. May analyze and design databases within an application area, working individually or coordinating database development as part of a team.

TASKS:

- Modify existing software to correct errors, to adapt it to new hardware or to upgrade interfaces and improve performance.
- Advise customer about, or perform, maintenance of software system.
- Analyze information to determine, recommend and plan installation of a new system or modification of an existing system.
- Consult with engineering staff to evaluate interface between hardware and software, develop specifications and performance requirements and resolve customer problems.
- Direct software programming and development of documentation.
- Store, retrieve and manipulate data for analysis of system capabilities and requirements.
- Confer with data processing and project managers to obtain information on limitations and capabilities for data processing projects.
- Consult with customers or other departments on project status, proposals and technical issues such as software system design and maintenance.
- Coordinate installation of software system.
- Prepare reports and correspondence concerning project specifications, activities and status.

SKILLS:

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Engineering and Technology — Knowledge of the practical application of engineering science and technology. This includes applying principles, techniques, procedures, and equipment to the design and production of various goods and services.

Administration and Management — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

NATIONAL AVERAGE SALARY:**\$55,000-80,000/YR.**

ERP ANALYST

Perform work flow and organizational structure assessment and based on this information, create a white paper and direct every task related to ERP. Recommend ERP systems.

TASKS:

- Act as project manager for medium sized projects; manage the planning and execution of the project to ensure a successful completion.
- Understand the importance of patches and upgrades in an ERP environment.
- Provide oversight for the maintenance of the Banner production environment including interfaces to other systems and vendor upgrades.
- Demonstrated ability to diagnose/resolve technical problems independently and to lead development and implementation of new and complex applications is necessary.
- Strong interpersonal skills and the ability to communicate effectively with technical staff as well as non-technical users.
- Have the ability to multi-task and work in a collaborative team environment and to work cooperatively with others.

SKILLS:

Administration and Management — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Engineering and Technology — Knowledge of the practical application of engineering science and technology. This includes applying principles, techniques, procedures, and equipment to the design and production of various goods and services.

NATIONAL AVERAGE SALARY:

\$104,000/YR.

HELP DESK TIER 1

Typically handle straightforward and simple problems. This includes troubleshooting methods such as verifying physical layer issues, resolving username and password problems, uninstalling/reinstalling basic software applications, verification of proper hardware and software set up, and assistance with navigating around application menus.

TASKS:

- Oversee the daily performance of computer systems.
- Answer user inquiries regarding computer software or hardware operation to resolve problems.
- Verify the ability to perform basic troubleshooting and repair of both desktop and portable Macintosh systems.
- Manage accounts, network rights, and access to systems and equipment on Mac OS Servers
- Install and perform minor repairs to hardware, software, or peripheral equipment, following design or installation specifications.
- Perform data backups and disaster recovery operations.
- Monitor network performance to determine whether adjustments need to be made, and to determine where changes will need to be made in the future.
- Integrate hardware and software components within the systems environment.

SKILLS:

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Telecommunications — Knowledge of transmission, broadcasting, switching, control, and operation of telecommunications systems.

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

NATIONAL AVERAGE SALARY:

\$37,500/YR.

HELP DESK TIER 2

Ensure proper computer operation so that our customers can accomplish business tasks. This includes actively resolving escalated end user help requests within established SLAs. Problem resolution may involve the use of diagnostic and help request tracking tools, as well as providing in-person, hands-on help at the desktop level.

TASKS:

- Monitor incoming emails, tickets, and phone calls to the Help Desk; self-assign and complete work orders.
- Install, configure, upgrade, and maintain desktops, laptops, networked printers, scanners, video cards, system boards, NICs, etc.
- Install, configure, upgrade, and maintain operating systems.
- Install, configure, upgrade, and maintain applications.
- Troubleshoot and resolve both hardware and software related PC problems.
- Resolve PC hardware issues: hard disk failures and replacements, hard disk data recovery, memory upgrades and system imaging.
- Document PC and network configuration, maintenance procedures, and PC inventory.
- Respond to the IT Help Desk Emergency support line after hours including weekends on rotation basis.
- Create and manage user e-mail accounts and general mailboxes in Active Directory's Exchange Management System.
- Configure and support email, printing, file sharing, and access to network resources.
- Provide users with first and second level technical support.
- Research and resolve issues concerning user network access.
- Data Migration: Transfer data from workstations to assigned network directories.
- Recover data from the server snapshots or from tape backups.
- Perform morning and nightly checklist to verify proper function of network resources.

SKILLS:

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Telecommunications — Knowledge of transmission, broadcasting, switching, control, and operation of telecommunications systems.

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

NATIONAL AVERAGE SALARY:
\$42,000/YR.

HELP DESK TIER 3

Supervises the day-to-day operations of the help desk. Identifies, researches and resolves complex technical problems. Creates and manages escalation procedures and ensures service levels are maintained. Documents, tracks and monitors problems to ensure resolution in a timely manner.

TASKS:

- Monitor incoming emails, tickets, and phone calls to the Help Desk; self-assign and complete work orders using help desk software.
- Install, configure, upgrade, and maintain desktops, laptops, networked printers, scanners, video cards, system boards, NICs, etc.
- Install, configure, upgrade, and maintain Windows operating systems and PC applications.
- Troubleshoot and resolve both hardware and software related PC problems.
- Resolve PC hardware issues: hard disk failures and replacements, hard disk data recovery, memory upgrade and system imaging.
- Install CAT5 cabling, trace network data ports, basic network troubleshooting with escalation path to network support team.
- Document PC and network configuration, maintenance procedures, and PC inventory.
- Respond to the IT Help Desk Emergency support line after hours including weekends on rotation basis.
- Create and manage user E-mail accounts and general mailboxes in Active Directory's Exchange Management System.
- Configure and support email, printing, file sharing, and access to network resources.

- Data Migration: Transfer data from workstations to assigned network directories.
- Recover data from the server snapshots or from tape backups.

SKILLS:

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Telecommunications — Knowledge of transmission, broadcasting, switching, control, and operation of telecommunications systems.

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

NATIONAL AVERAGE SALARY:**\$52,000/YR.****INFORMATION SYSTEMS SECURITY MANAGER**

Manages disaster recovery functions for information systems. Arranges and administers security measures to restrict unauthorized use of data systems and databases. Coordinates any security investigations and executes preventive measures. Organizes off-site storage necessary for recovery processes, and oversees development of recovery procedures. Supports organization's departments in planning and implementing security or disaster recovery actions. Continues to be a major necessity for companies of all sizes.

TASKS:

- Document security policies and procedures created by the Information Security Committee.
- Provide direct training and oversight to all employees, affiliate marketing partners, alliances, or other third parties, ensure proper information security clearance in accordance with established organizational information security policies and procedures.
- Perform information security risk assessments and serve as an internal auditor for security issues.
- Implement information security policies and procedures for the organization.

- Review all system-related security plans throughout the organization's network, act as a liaison to Information Systems.
- Coordinate the activities of the Information Security Committee.
- Monitor the internal control systems to ensure that appropriate access levels are maintained.
- Prepare the disaster recovery plan.

SKILLS:

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Administration and Management — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

NATIONAL AVERAGE SALARY:

\$75,000-100,000/YR.

INFORMATION TECHNOLOGY MANGER

Plan, direct and coordinate the development, implementation, deployment and operation of information systems and technology solutions for business needs.

TASKS:

- Review project plans to plan and coordinate project activity.
- Manage backup, security and user help systems.
- Develop and interpret organizational goals, policies and procedures.
- Develop computer information resources, providing for data security and control, strategic computing and disaster recovery.
- Consult with users, management, vendors and technicians to assess computing needs and system requirements.

- Stay abreast of advances in technology.
- Meet with department heads, managers, supervisors, vendors and others, to solicit cooperation and resolve problems.
- Provide users with technical support for computer problems.
- Recruit, hire, train and supervise staff, or participate in staffing decisions.
- Evaluate data processing proposals to assess project feasibility and requirements.

SKILLS:

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Administration and Management — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

NATIONAL AVERAGE SALARY:

\$60,000-80,000/YR.

LEAD APPLICATIONS DEVELOPER

Analyze science, engineering, business and all other data processing problems for application to electronic data processing systems. Analyze user requirements, procedures and problems to automate or improve existing systems and review computer system capabilities, workflow and scheduling limitations. May analyze or recommend commercially available software. May supervise computer programmers.

TASKS:

- Create and manage detailed schedules, timelines and milestones, while managing issues, risks and change.
- Coordinate sustained engineering responses, triage, and tracking.

- Coordinate, monitor and improve the build, release and installer process for multiple concurrent projects, and improve overall documentation.
- Maintain, track and monitor development and test metrics.
- Develop, test, and QA support of assigned application components in a delivery focused environment.
- Implement design requirements in order to produce high quality web sites and interactions.
- Ensure that all coding standards are met — code is readable, well-documented, maintainable, and efficient.
- Raise technical issues and problems to development lead; identify solutions and work with development lead to implement them.
- Support QA phase by accurately fixing defects and working with QA testers to ensure that fix is complete.

SKILLS:

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Engineering and Technology — Knowledge of the practical application of engineering science and technology. This includes applying principles, techniques, procedures, and equipment to the design and production of various goods and services.

Administration and Management — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

NATIONAL AVERAGE SALARY:

\$62,000-80,000/YR.

NETWORK SECURITY ADMINISTRATOR

Plan, coordinate, and implement the organization's information security. Educate users about computer security, install security software, monitor networks for security breaches, respond to cyber-attacks, and gather data and evidence to be used in prosecuting cyber-crime.

TASKS:

- Directly support all aspects of a Security infrastructure from a centralized location.
- Demonstrate a complete understanding of Data and Network Security and how to implement Security across a utilities corporate network, Scada networks, and distribution networks.
- Demonstrate the ability to perform problem analysis, logically organize and prepare technical documentation, and effectively communicate (oral and written).
- Study contractor products to determine those which best meet company needs; assist in presentation of information to management resulting in purchase and installation of hardware, software and telecommunication equipment.
- Manage network performance and maintain network security.
- Ensure that security procedures are implemented and enforced.
- Install all network software. Evaluate, develop and maintain telecommunications systems.
- Troubleshoot network problems.
- Establish and implement network policies, procedures and standards and ensure their conformance with information systems and company's objectives.

SKILLS:

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Administration and Management — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

NATIONAL AVERAGE SALARY:**\$45,000-65,000/YR.**

PC TECHNICIAN

Analyzes, plans, designs and installs new personal computer systems and reviews, monitors and upgrades existing personal computer systems. Determines user specifications for hardware and software. Purchases or builds software to meet user needs. Installs new, and maintains existing hardware and software. Typically reports to LAN/ WAN Manager or PC Support Manager.

TASKS:

- Converse with customers in order to determine details of equipment problems.
- Reassemble machines after making repairs or replacing parts.
- Travel to customers' stores or offices to service machines, or to provide emergency repair service.
- Reinstall software programs or adjust settings on existing software in order to fix machine malfunctions.
- Advise customers concerning equipment operation, maintenance and programming.
- Test new systems in order to ensure that they are in working order.
- Assemble machines according to specifications, using hand tools, power tools, and measuring devices.
- Operate machines in order to test functioning of parts and mechanisms.
- Maintain records of equipment maintenance work and repairs.
- Install and configure new equipment, including operating software and peripheral equipment.

SKILLS:

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Mechanical — Knowledge of machines and tools, including their designs, uses, repair, and maintenance.

NATIONAL AVERAGE SALARY:

\$37,000/YR.

SOFTWARE DEVELOPER

Creates and produces software operating or applications systems. Provides analysis related to software design and development and solves problems. Formulates operating system advancements and performs improvements. Evaluates impact of hardware on software performance, and recommends changes to hardware designers.

TASKS:

- Modify existing software to correct errors, to adapt it to new hardware or to upgrade interfaces and improve performance.
- Advise customer about, or perform, maintenance of software system.
- Analyze information to determine, recommend and plan installation of a new system or modification of an existing system.
- Consult with engineering staff to evaluate interface between hardware and software, develop specifications and performance requirements and resolve customer problems.
- Direct software programming and development of documentation.
- Store, retrieve, and manipulate data for analysis of system capabilities and requirements.
- Confer with data processing and project managers to obtain information on limitations and capabilities for data processing projects.
- Consult with customers or other departments on project status, proposals and technical issues such as software system design and maintenance.
- Coordinate installation of software system.

SKILLS:

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Engineering and Technology — Knowledge of the practical application of engineering science and technology. This includes applying principles, techniques, procedures, and equipment to the design and production of various goods and services.

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting

quality standards for services, and evaluation of customer satisfaction.

NATIONAL AVERAGE SALARY:
\$62,000-104,000/YR.

SYSTEMS SECURITY ADMINISTRATOR

Able to design, manage and troubleshoot a variety of technical Internet Protocol (IP) network tasks. The candidate must be capable of formulating and documenting concise design recommendations. Possess strong knowledge of various network security components, how they work with each other and the implications of improperly configured devices including: VPN; firewall; routers and switches; email gateway servers.



TASKS:

- Develops, evaluates and manages systems security.
- Understand security from an enterprise perspective and have the ability to provide solutions that address security issues on business initiatives and projects.
- Responsible for the implementation of an information security program, including IT risk management.
- Experience with role development for single, composite and derived roles.
- Requires technical expertise in systems administration and security tools, combined with the knowledge of security practices and procedures.
- Assist in the development and implementation of security policies and procedures (e.g., user log-on and authentication rules, security breach escalation procedures, security auditing procedures and use of firewalls and encryption routines).
- Monitor, identify, investigate and resolve issues related to security breaches, unauthorized access, or potential security risks.

SKILLS:

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.



Telecommunications — Knowledge of transmission, broadcasting, switching, control, and operation of telecommunications systems.

NATIONAL AVERAGE SALARY:
\$73,000-94,000/YR.

WEB DEVELOPER

Write, modify and debug software for web sites. Write code to generate web pages, access databases and business logic servers. Work with designers and content producers. Test and document software for websites.

TASKS:

- Design, build, or maintain websites, using authoring or scripting languages, content creation tools, management tools, and digital media.
- Perform or direct website updates.
- Write, design, or edit web page content, or direct others producing content.
- Confer with management or development teams to prioritize needs, resolve conflicts, develop content criteria, or choose solutions.
- Back up files from websites to local directories for instant recovery in case of problems.
- Identify problems uncovered by testing or customer feedback, and correct problems or refer problems to appropriate personnel for correction.
- Evaluate code to ensure that it is valid, is properly structured, meets industry standards and is compatible with browsers, devices, or operating systems.
- Maintain understanding of current web technologies or programming practices through continuing education, reading, or participation in professional conferences, workshops, or groups.
- Analyze user needs to determine technical requirements.
- Develop or validate test routines and schedules to ensure that test cases mimic external interfaces and address all browser and device types.

SKILLS:

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Design — Knowledge of design techniques, tools, and principles involved in production of precision technical plans, blueprints, drawings, and models.

NATIONAL AVERAGE SALARY:**\$73,000-104,000/YR.**



OVERVIEW OF KAVALIRO'S SERVICES



Kavaliro is an innovative company that fosters hope and understanding. Kavaliro represents an extension of a vision shared by a group of seasoned staffing professionals who have developed strong relationships in the industry and who recognize that true strength comes from a collaborative and open-minded environment where employees, clients, candidates and consultants are all supported and empowered to succeed.

Kavaliro Staffing Services uses the best practices and optimal employee recruiting strategies such as:

- Providing the most qualified professionals who can fill both project and permanent positions in order to ensure the ongoing success of all types of businesses
- Using a streamlined-yet-thorough approach to recruiting that saves our clients **time, resources and money**
- Utilizing cutting-edge technology, savvy recruiting strategies and a national reach to ensure our clients get exactly what they ask for
- Providing one point of contact- a seasoned staffing professional with real-world expertise and the empowerment to best fulfill your needs in a timely manner.

3504 Lake Lynda Drive, Suite 175,
Orlando, Florida 32817
Telephone 407.243.6005
Toll-Free 877.874.9514
Fax 407.243.6009



The 2011-2012 Kavaliro Salary and Employment Guide
is just one tool for your hiring and staffing process.
For the most current hiring advice contact one of
our expert representatives at **407.243.6006** or
email us at **info@kavaliro.com**.

