









**Omnia Partners (formerly U.S. Communities) IT Products, Services, Solutions, and Related Products and Services Contract No. 4400006644**

**Insight Job Classifications**

<b>Category</b>	<b>Job Title</b>	<b>Job Description</b>	<b>Typical Responsibilities</b>
A	Business Analyst I	Develop effective and efficient business processes. Provide analysis and reporting on departmental/group revenue, expense, and strategic projects. Drive profits and cut costs.	Gathering and documenting business requirements, use cases, story boards, swim lane diagrams.
A	Project Coordinator (Technical)	Coordinate all aspects of a Technical Service offering project under the direction of a Project Manager or Project Manager Sr. Facilitate and coordinate documented objectives, financial and service level project delivery tracking for Technical Services resources and other project staff.	Refresh/deployment project.
A	Service Technician	Install, modify, repair, test and/or service systems and communications equipment, including, but not limited to: hardware and peripherals; software configuration; voice, video and data cabling systems; and networks. Service both internal Insight teammates, as well as clients on site.	Multisite deployment.
B	Business Analyst II	Develop effective and efficient business processes. Provide analysis and reporting on departmental/group revenue, expense, and strategic projects. Drive profits and cut costs. Mentor and train Business Analyst I incumbents.	Owner of requirements, gathering and documentation of business requirements, use cases, story boards, swim lane diagrams.
B	Service Technician Sr.	Install, modify, repair, test and/or service systems and communications equipment, including, but not limited to: hardware and peripherals; software configuration; voice, video and data cabling systems; and networks. Service both internal Insight teammates, as well as clients on site while focused on the highest level of client satisfaction.	Multisite deployment lead.
C	Supervisor Services	Oversee all execution of contracted service solutions to support the client’s business. This includes but is not limited to: specific service desk support, quality assurance in the custom configuration lab, managing technicians and material handlers, and development and execution of day-to-day business practices as related to all quoting, vendor warranty, vendor trade-in, order management, and other related activities.	Assist in developing new service partnerships and emerging technologies.



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C	Project Coordinator Sr. (Technical)	Coordinate all aspects of a Technical Service offering project under the direction of a Project Manager or Project Manager Sr. Facilitate and coordinate documented objectives, financial and service level project delivery tracking for Technical Services resources and other project staff. The Senior Project Coordinator may be assigned to coordinate project delivery independent of an assigned Project Manager under specific conditions.	Phone refresh project, multi site deployment (working with a PM).
C	Business Analyst Sr.	Develop effective and efficient business processes. Provide analysis and reporting on departmental/group revenue, expense, and strategic projects. Drive profits and cut costs. Provide leadership and technical support to other Business Analysts.	Business process reengineering, owner of requirements, gathering and documentation of business requirements, use cases, story boards, swim lane diagrams.
D	Engineer	Plan and design solutions to meet client needs. Accountable for defining processes for technical platforms, developing system specifications, and creating system interfaces and business applications.	Inventory assessment.
E	Project Manager (Technical)	Manage, direct and oversee the operations and administration of assigned technical projects and programs. The PM provides visible leadership, accountability and authority over high profile technical projects and programs delivered to Insight clients or internal leadership. The PM works independently and exhibits a high degree of initiative in resolving problems encountered and developing recommended technical solutions.	Multisite deployment/refresh project.
F	Consultant I	Identify client needs and develop a plan and proposal for delivery of services. Has a strong ability to develop solutions based upon discovery and needs.	Windows 8 migration, Microsoft Office 365 migration.
G	Engineer Sr.	Plan and design solutions to meet client needs. Accountable for defining processes for technical platforms, developing system specifications, and creating system interfaces and business applications. Responsible for coordination of a project team and all Insight teammates involved in a particular project.	Data center rack and stack, PLANAR matrix video wall installation.



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H	Project Manager Sr. (Technical)	Manage, direct and oversee the operations and administration of assigned technical projects and programs. This includes coordinating activities of Project Managers & Coordinators, department leaders, technical service engineers, and other project staff. The PM works independently and exhibits a high degree of initiative in resolving problems encountered and developing recommended technical solutions. The SPM provides visible leadership, accountability and authority over high profile technical projects and programs delivered to Insight clients or internal leadership.	Multisite deployment/refresh project.
H	Manager Services	Manage delivery, development and implementation of technology solutions for clients. Functions include resource management, service operations management and/or scope management of the project or client engagement, quality and performance metrics of the engagement and/or team, resource management of both technical and non- technical resources associated with the engagement or team, including risk, communication plans, change management, financial performance and overall client satisfaction. Offer supervision of technical and administrative employees, supervisors/coordinators and onsite/field service personnel to ensure technical solution expectations are met for Insight’s internal and external customers.	Manage the development of client statements of work (SOW’s) and associated change control process.
I	Project Coordinator (Consulting)	Coordinate all aspects of a Consulting Service offering project under the direction of a Project Manager or Project Manager Sr. Facilitate and coordinate documented objectives, financial and service level project delivery tracking for Consulting Services resources and other project staff.	Deployment planning services engagement.
I	Consultant II	Identify client needs and develop a plan and proposal for delivery of services. Has a strong ability to develop solutions based upon discovery and needs. Mentor and train Consultant I incumbents.	Microsoft Quickstart.



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I	Consultant I (Contact Center)	Identify client needs and develop a plan and proposal for delivery of unified communication and collaboratoin (UC&C) services. Has a strong ability to develop UC&C solutions based upon discovery and needs.	Assist with implementation/upgrade of Cisco Unified Contact Center, installation of VMs, OS, and applications, initial configurations, troubleshooting (manage logs, backup, TAC escalation, tools, etc.).
J	Consultant Sr.	Identify client needs and develop a plan and proposal for delivery of services. Has a strong ability to develop solutions based upon discovery and needs and assumes the role of a licensing expert. Lead a team of Engineers as it relates to client solutions deployment. Provide leadership and support to other Consultants.	SharePoint taxonomy and governance & build support, UCS implementation, UC LAN/WAN refresh.
J	Consultant II (Contact Center)	Identify client needs and develop a plan and proposal for delivery of unified communication and collaboration (UC&C) services. Has a strong ability to develop UC&C solutions based upon discovery and needs. Mentor and train Consultant I (Contact Center) incumbents.	Assist with Cisco Unified Contact Center design/development (scripting), custom reports, dashboard, call flow, business logic, micro applications, administration of scripts, etc.
K	Project Coordinator Sr. (Consulting)	Coordinate all aspects of a Consulting Service offering project under the direction of a Project Manager or Project Manager Sr. Facilitate and coordinate documented objectives, financial and service level project delivery tracking for Consulting Services resources and other project staff. The Senior Project Coordinator may be assigned to coordinate project delivery independent of an assigned Project Manager under specific conditions.	Deployment planning services engagement, Microsoft Office 365 migration.



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K	Sr. Manager Services	Lead delivery, development and implementation of technology solutions for clients. Functions include resource management, service operations management and/or scope management of the project or client engagement, quality and performance metrics of the engagement and/or team, resource management of both technical and non- technical resources associated with the engagement or team, including risk, communication plans, change management, financial performance and overall client satisfaction. Offer supervision of technical and administrative employees, supervisors/coordinators and onsite/field service personnel to ensure technical solution expectations are met for Insight’s internal and external customers.	Manage the day-to-day operations of the team, responsible for employee maintenance (forecasting, operational efficiencies, etc.).
L	Architect I	Assess and design complex solutions to meet our client's technology and business needs. Manage project teams that consult with our clients to analyze and identify technical requirements. Subject matter experts for strategic client opportunities.	Data center QA & test plan design, infrastructure assessment, white board sessions.
L	Manager Programs	Oversee the day-to-day operations and team members to fulfill lifecycle services at the client site. Demonstrate strong leadership and act as a positive stakeholder in all situations.	Liaison between client and Insight team members (i.e., AI Lab, Call Management Center, Disposal, Service Sales Rep, Consulting Services, etc.).
L	Project Manager (Consulting)	Manage, direct and oversee the operations and administration of assigned consulting projects and programs. The PM provides visible leadership, accountability and authority over high profile consulting projects and programs delivered to Insight clients or internal leadership. The PM works independently and exhibits a high degree of initiative in resolving problems encountered and developing recommended consulting solutions.	WLAN site survey, telepresence installation.
M	Architect II	Assess and design complex solutions to meet our client's technology and business needs. Manage project teams that consult with our clients to analyze and identify technical requirements. Subject matter experts for strategic client opportunities. Mentor and train Architect I incumbents.	Data center QA & test plan design, infrastructure assessment, white board sessions.





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M	Project Manager Sr. (Consulting)	Manage, direct and oversee the operations and administration of assigned consulting projects and programs. This includes coordinating activities of Project Managers & Coordinators, department leaders, consulting engineers, and other project staff. The PM works independently and exhibits a high degree of initiative in resolving problems encountered and developing recommended consulting solutions. The SPM provides visible leadership, accountability and authority over high profile consulting projects and programs delivered to Insight clients or internal leadership.	APAC ISE wired support, SCCM design and implementation, Active Directory design, build and migration.
N	Architect Sr.	Assess and design complex solutions to meet our client's technology and business needs. Manage project teams that consult with our clients to analyze and identify technical requirements. Subject matter experts for strategic client opportunities. Provide leadership and support to other Architects.	Infrastructure assessments, technical oversight and quality assurance management/best practices, scoping solutions.
N	Architect I (Contact Center)	Assess and design complex unified communication and collaboration (UC&C) solutions to meet our client's technology and business needs. Manage project teams that consult with our clients to analyze and identify technical requirements. Subject matter experts for strategic client UC&C opportunities.	Architecture/design of Cisco Unified Contact Center, gather business requirements, make recommendations, develop strategy, complete SARD, etc.
O	Architect II (Contact Center)	Assess and design complex unified communication and collaboration (UC&C) solutions to meet our client's technology and business needs. Manage project teams that consult with our clients to analyze and identify technical requirements. Subject matter experts for strategic client UC&C opportunities. Mentor and train Architect I (Contact Center) incumbents.	Cisco Unified Contact Center assessment, complete evaluation of current Contact Center environment, make recommendations based on client need, prepare/deliver findings presentation, etc.



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P	Sr. Architect (Contact Center)	Assess and design complex unified communication and collaboration (UC&C) solutions to meet our client's technology and business needs. Manage project teams that consult with our clients to analyze and identify technical requirements. Subject matter experts for strategic client UC&C opportunities. Provide leadership and support to other Architects (Contact Center).	Technical oversight and quality assurance/management of all Cisco Unified Contact Center projects.
Q	Specialty	Develop and deliver detailed IT solutions through consulting project activities. Resource has achieved multiple certifications in one or more technologies.	Code programs of high complexity using high level specifications or logical processes.