

**Education, skills and knowledge requirements by category**

Category	Essential (mandatory) Education Requirement	Asset (not mandatory) Education Requirement	Experience and Knowledge
<p>CR-04 Administrative Clerk  <i>(All Locations)</i></p>	<p>❖ Secondary school diploma or employer-approved alternatives*</p> <p><i>*The employer-approved alternative is an acceptable combination of education, training and/or experience relevant to the position(s) being staffed.</i></p>	<p>❖ Degree or diploma from a recognized post-secondary institution</p>	<p><u>Essential (mandatory)</u></p> <ul style="list-style-type: none"> <li>❖ Experience providing clerical support services and/or dealing with the public to provide basic information in a client service environment</li> <li>❖ Experience in file set-up and records management</li> <li>❖ Experience using Microsoft Office including Word and Outlook or equivalent software</li> <li>❖ Experience formatting, developing and/or distributing various documents</li> <li>❖ Knowledge of administrative support services</li> <li>❖ Knowledge of filing methods</li> </ul> <p><u>Assets (not mandatory)</u></p> <ul style="list-style-type: none"> <li>❖ Experience in assisting a manager or director in an office setting</li> <li>❖ Experience in managing calendars and preparing materials for meetings</li> <li>❖ Experience in making travel arrangements including processing travel claims, in a work environment</li> <li>❖ Experience in providing administrative support related to projects and/or initiatives (such as coordinating tasks and monitoring progress)</li> </ul>

			<ul style="list-style-type: none"> <li>❖ Experience in providing administrative support in human resources and/or finance</li> <li>❖ Experience in initiating requests, preparing and/or tracking documentation related to human resources and/or finance</li> <li>❖ Experience in providing budget and financial support services including, but not limited to, recording financial transactions, calculating payments, preparing cost estimates, invoice processing, budgeting or contracting</li> <li>❖ Experience in entering data into computerized database systems (such as Microsoft Excel, Microsoft Access and/or equivalent)</li> <li>❖ Experience in developing spreadsheets using formulas in computerized systems (such as Microsoft Excel, Microsoft Access and/or equivalent)</li> <li>❖ Experience in conducting searches in databases, procedures, legal documents or archives</li> <li>❖ Experience in supporting survey/questionnaire development and/or coding related to surveys using a classification system</li> <li>❖ Experience in reviewing, analyzing and extracting information from various files</li> <li>❖ Experience in a distribution centre, including tasks related to shipping, handling and/or tracking systems</li> <li>❖ Experience working within a production-based office environment with high volume as well as established production targets</li> </ul>
AS-01 Administrative Officer	❖ A secondary school diploma or employer-	❖ A degree or diploma from a recognized post-secondary	<u>Essential (mandatory)</u> <ul style="list-style-type: none"> <li>❖ Experience providing administrative support services in at least three of the following: coordinating incoming and</li> </ul>

<p><i>(National Capital Region, other regions being considered)</i></p>	<p>approved alternatives*</p> <p><i>*The employer-approved alternative to a secondary school diploma is an acceptable combination of education, training and/or experience relevant to the position(s) being staffed.</i></p>	<p>institution with acceptable specialization in Business Administration or Administrative Services or other applicable disciplines</p>	<p>outgoing correspondence, managing calendars, scheduling and organizing teleconferences, videoconferences, meetings or events, note taking, data entry, making travel arrangements and/or setting up and maintaining filing systems</p> <ul style="list-style-type: none"> <li>❖ Experience using Microsoft Office including Word, Outlook and PowerPoint or equivalent software</li> <li>❖ Experience formatting, developing and/or distributing various documents</li> <li>❖ Knowledge of administrative support services</li> <li>❖ Knowledge of filing methods</li> </ul> <p><u>Assets (not mandatory)</u></p> <ul style="list-style-type: none"> <li>❖ Experience assisting a manager or a director in an office setting</li> <li>❖ Experience providing service and guidance to clients</li> <li>❖ Experience in planning events such as meetings, seminars or training sessions</li> <li>❖ Experience tracking projects or files</li> <li>❖ Experience in providing administrative support related to projects and/or initiatives (such as coordinating tasks and monitoring progress)</li> <li>❖ Experience in initiating requests, preparing and/or tracking documentation related to human resources and/or finance</li> <li>❖ Experience in providing budget and financial support services including, but not limited to, recording financial</li> </ul>
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<p>PM-02 Program Officer <i>(All Locations)</i></p>	<ul style="list-style-type: none"> <li>❖ A secondary school diploma or employer-approved alternative*  <i>*The employer-approved alternative to a secondary school diploma is an acceptable combination of education, training and/or experience relevant to the position(s) being staffed.</i></li> </ul>	<ul style="list-style-type: none"> <li>❖ Graduation with a degree or diploma from a recognized post-secondary institution</li> <li>❖ Graduation with a Master's degree from a recognized post-secondary institution</li> </ul>	<p><u>Essential (mandatory)</u></p> <ul style="list-style-type: none"> <li>❖ Experience researching, analyzing and synthesizing information</li> <li>❖ Experience participating on project teams or in working groups</li> <li>❖ Experience using Microsoft Office, including Word, Excel, Outlook and PowerPoint and/or equivalent software</li> <li>❖ Experience working with clients, stakeholders or partners</li> </ul> <p><u>Assets (not mandatory)</u></p> <ul style="list-style-type: none"> <li>❖ Experience in project management</li> <li>❖ Experience in client service or in a sales environment</li> <li>❖ Experience providing recommendations to management</li> <li>❖ Experience working on immigration and/or refugee and/or citizenship programs</li> <li>❖ Experience working on social and/or labour market programs (such as labour market integration, student loans, pensions, employment programs etc.)</li> <li>❖ Experience in research, analysis or development of policy related to public safety (such as emergency management, policing, crime prevention or national security)</li> </ul>

			<ul style="list-style-type: none"> <li>❖ Experience with Grants and Contributions (such as administering agreements, preparing financial reports, delivering/coordinating programs and/or reviewing/evaluating proposals submitted by applicants seeking grants/funding)</li> <li>❖ Experience conducting searches in databases, procedures, legal documents or archives</li> </ul>
<p>EC-02 Policy/Economic Analyst <i>(National Capital Region)</i></p>	<ul style="list-style-type: none"> <li>❖ Graduation with a degree from a recognized post-secondary institution with acceptable specialization in Economics, Sociology or Statistics</li> </ul> <p><i>NOTE: Candidates must always have a degree. The courses for the specialization must be acceptable and may have been taken at a recognized post-secondary institution, but not necessarily within a degree program in the required specialization. The specialization may also be obtained through an acceptable combination of education, training and/or experience.</i></p>	<ul style="list-style-type: none"> <li>❖ Master's degree from a recognized post-secondary institution in one of the following areas: Sociology, Statistics, Economics, Public Administration, Political Science, International Relations, International Development, Law or other applicable disciplines</li> </ul>	<p><u>Essential (mandatory)</u></p> <ul style="list-style-type: none"> <li>❖ Experience in preparing written documents such as reports and/or briefing materials</li> <li>❖ Experience in researching, analyzing and synthesizing information</li> <li>❖ Experience in working with clients, colleagues, stakeholders or partners</li> <li>❖ Experience in using Microsoft Office, including Word, Excel, Outlook and PowerPoint or equivalent software</li> <li>❖ Knowledge of policy development process</li> <li>❖ Knowledge of quantitative or qualitative research methods</li> </ul> <p><u>Assets (not mandatory)</u></p> <ul style="list-style-type: none"> <li>❖ Experience in using quantitative or qualitative research methods</li> <li>❖ Experience in providing briefings, presentations and/or recommendations to management</li> <li>❖ Experience in working on immigration, labour market, healthcare policy or social policy issues</li> <li>❖ Experience in performance measurement and/or evaluation</li> </ul>

			<ul style="list-style-type: none"> <li>❖ Experience in analyzing social, demographic, economic, business, financial or environmental data</li> <li>❖ Experience in collecting, organizing, extracting, manipulating, maintaining, reviewing, and/or updating data in a structured dataset, database, or spreadsheet using software such as, but not limited to, Excel, Access, HRML, XML, Blaise, CAPSS, Beyond 20/20, FAME</li> <li>❖ Experience in using statistical software such as SAS, SPSS (Statistical Package for the Social Sciences), STATA or other similar statistical analytical software packages</li> <li>❖ Experience using “Big Data” analysis techniques (e.g. distributed computing, data mining, data visualisation)</li> <li>❖ Experience in Desktop publishing or producing graphics (e.g. charts, graphs, maps, figures)</li> <li>❖ Experience in using geographic information systems (GIS, ArcGIS or MapInfo)</li> </ul>
<p>CS-01 IT Technician, Infrastructure/ Operations Support</p> <p><i>(National Capital Region, other regions being considered)</i></p>	<ul style="list-style-type: none"> <li>❖ Successful completion of two years of an acceptable post-secondary educational program in computer science, information technology, information management or another specialty relevant to the position to be staffed</li> </ul>	<ul style="list-style-type: none"> <li>❖ A degree from a recognized post-secondary institution with a specialization in one of the following: Computer Science, Computer Engineering, Computer Programming, Computer Technician, Information Management,</li> </ul>	<p><u>Essential (mandatory)</u></p> <ul style="list-style-type: none"> <li>❖ Experience in the development, delivery and/or support of IM/IT infrastructure</li> <li>❖ Experience analyzing business or client requirements</li> <li>❖ Experience providing support to IM/IT activities or projects for multiple clients</li> <li>❖ Knowledge to support two or more of the following: enterprise servers; client-servers; storage devices and systems; personal computers; hardware and software; directory services or database administration</li> </ul> <p><u>Assets (not mandatory)</u></p> <ul style="list-style-type: none"> <li>❖ Experience in web content management and development</li> </ul>

		<p>Information Systems, Information Technology, Management Information Systems, Software Development and Engineering, Systems Science and Analysis or Web Development and Design</p>	<ul style="list-style-type: none"> <li>❖ Experience with Unix/Linux operation systems</li> <li>❖ Experience installing, configuring and troubleshooting servers and desktop computers</li> <li>❖ Experience installing, configuring and troubleshooting local area networks</li> <li>❖ Experience with the installation, maintenance and administration of Microsoft SCCM</li> <li>❖ Experience with the installation, maintenance and administration of server software such as Apache Tomcat, PostgreSQL, MongoDB, etc.</li> </ul>
<p>CS-01 Tester/Quality Assurance Analyst <i>(National Capital Region, the GTA, Victoria, other regions being considered)</i></p>	<ul style="list-style-type: none"> <li>❖ Successful completion of two years of an acceptable post-secondary educational program in computer science, information technology, information management or another specialty relevant to the position to be staffed</li> </ul>	<ul style="list-style-type: none"> <li>❖ Bachelor's degree in one of the following: Computer Science, Computer Engineering, Computer Programming, Computer Technician, Information Management, Information Systems, Information Technology, Management Information Systems, Software Development and Engineering, Systems Science and Analysis</li> </ul>	<p><u>Essential (mandatory)</u></p> <ul style="list-style-type: none"> <li>❖ Experience in at least one of the following: functional, integration, systems, regression and/or load automated testing practices and techniques</li> <li>❖ Knowledge to perform testing of software and/or hardware using a systematic approach (i.e. the orderly progression of testing in which software and /or hardware elements are combined and tested until the entire system has been integrated)</li> </ul> <p><u>Assets (not mandatory)</u></p> <ul style="list-style-type: none"> <li>❖ Experience in the testing of web content and web applications, including web content accessibility guidelines (WCAG) and usability</li> <li>❖ Experience in testing applications</li> <li>❖ Experience in performance testing</li> <li>❖ Experience with automated testing tools</li> </ul>

		or Web Development and Design	<ul style="list-style-type: none"> <li>❖ Experience with web content management systems, issue tracking software or wikis</li> <li>❖ Experience in testing of software and system integration</li> <li>❖ Experience using Hadoop, Python, Pig or C#</li> <li>❖ Experience with security testing tools</li> </ul>
<p>CS-01 Programmer, IT Application Development</p> <p><i>(National Capital Region, the GTA, Victoria, other regions being considered)</i></p>	<ul style="list-style-type: none"> <li>❖ Successful completion of two years of an acceptable post-secondary educational program in computer science, information technology, information management or another specialty relevant to the position to be staffed</li> </ul>	<ul style="list-style-type: none"> <li>❖ A degree from a recognized post-secondary institution in one of the following: Computer Science, Computer Engineering, Computer Programming, Computer Technician, Information Management, Information Systems, Information Technology, Management Information Systems, Software Development and Engineering, Systems Science and Analysis or Web Development and Design</li> </ul>	<p><u>Essential (mandatory)</u></p> <ul style="list-style-type: none"> <li>❖ Experience as a Programmer/Analyst in a systems development environment using programming languages such as: Visual Basic, JAVA, C or C++, SQL, .Net (VB.NET, C# and/or ASP.NET) and/or Oracle involving object oriented development, coding and testing</li> <li>❖ Experience gathering, analysing and documenting IM/IT requirements</li> <li>❖ Knowledge of design, development or implementation of application software on one or more platforms</li> </ul> <p><u>Assets (not mandatory)</u></p> <ul style="list-style-type: none"> <li>❖ Experience in web content management and development</li> <li>❖ Experience in development and maintenance of web applications</li> <li>❖ Experience in leading activities on a multidisciplinary IM/IT project team</li> <li>❖ Experience developing, querying or interacting with Web Services (REST or SOAP)</li> <li>❖ Experience with the UNIX/Linux operating system</li> <li>❖ Experience with the following languages: Javascript, HTML/XML, Cobol and/or Siebel</li> </ul>



			<ul style="list-style-type: none"><li>❖ Experience in the development of technical requirements to meet business or client needs</li><li>❖ Experience in the application of IT security guidelines to compute systems architecture</li><li>❖ Experience with statistical processing, methods, analysis, or systems using tools such as SAS, SPSS or R</li><li>❖ Experience in applying the methods, practices and policies used in the design and management of databases using software such as oracle and/or Microsoft SQL Server database management systems</li><li>❖ Experience with OpenText CS2010/GC Docs or Livelink</li><li>❖ Experience in Geographical Information Systems (GIS)</li><li>❖ Experience working with clients</li><li>❖ Experience with User Experience Design</li><li>❖ Experience with UX</li><li>❖ Experience with business analysis</li><li>❖ Experience working in a mainframe or distributed environment</li></ul>
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