2020 Washington State Employee Compensation Report

April 2020



2020 Washington State Employee Compensation Report

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Section 1—Executive Summary

Executive Summary

This report shows how our state compensation for general government and higher education employees in our classified structures compares to our competitors. When we say "competitor," we mean in-state public employers, in-state private employers, and state governments. **Overall, we found the state's compensation lags behind the market**. This remains true even when we factored in the state retirement benefits and health care.

Our state government must attract a diverse, inclusive, and talented workforce to best serve Washington. This means our workplace needs to focus on competitive employee flexibility, mobility, engagement and compensation.

This report does not define the appropriate compensation level for our workforce. Instead, state leaders can use it as a tool to find the appropriate balance among:

- Containing government operations costs
- Compensating state employees fairly
- Competing for specialized employees in the job market

What's new in this 2020 report

- *IT Professional Structure Survey*: This survey measures how compensation for IT state workers compares to our competitors. The state reformulated its IT compensation structure in July 2019.
- *Total Compensation Calculation*: We combined three components into this year's compensation calculation:
 - o estimated market value (this means the combined average of any job's median salary from our competitors)
 - o the value of health care benefits
 - o the value of retirement benefits

Key Findings: 2020 State Salary Survey

What we found

- State salary ranges are more competitive at the bottom of the pay range.
- Overall, the market compensation increased by 9.7% from 2018 to 2020. We can use this number to measure how well state compensation is keeping pace with the market. The Legislature gave state employees a 2% raise effective July 1, 2017, 2% effective July 1, 2018, 2% effective January 1, 2019, and 3% effective July 1, 2019.
- Even though the state improved the midpoint compensation mark by 11.4% in 2018, **it's still behind by -17.7%**. The largest market segment shift in 2020 is an increase of 18.9% for retail trade. The smallest shift is a 5.5% increase for construction.
- When we factored in **total compensation** (this means we included a salary midpoint, health care, and retirement benefits), the state lags the market by -12.3% across all market segments.
- We had 83% of the survey participants respond. The survey participants included 31 employers from the in-state public sector and 12 employers from state government. We used 10 published data sources to represent in-state private employers.
- We couldn't report data on 22 benchmark jobs because the participants didn't offer us enough data.

How we gathered the data

For this survey, we used benchmark jobs to compare base pay among our competitors. A benchmark job is the state's version of a comparable job in the market. We also collected information about pay practices (such as pay premiums and paid time off), retirement benefits, and health care benefits. The state considers retirement and health care benefits valuable components of total compensation. **These benefits provide important context to Washington's compensation practices,** especially when we compare the state to other governments or private employers.

For the employee groups represented in this survey, the state and a group of unions negotiate the employee's healthcare. Retirement benefits, on the other hand, are not subject to collective bargaining. State rules (we call these civil service <u>rules</u>) and collective bargaining agreements establish the working conditions for classified (nonexempt) employees. These working conditions include salary, hours of work and pay, employment status, paid leave, effects of unpaid leave and other conditions.

State HR contracted with a third party, Segal, to conduct the 2020 State Salary Survey. Segal is a leading compensation, benefits, and human resources consulting firm with over 20 offices in North America. <u>www.segalco.com</u>

Background

The survey's goal was to compare the state's compensation and fringe benefits (these benefits supplement an employee's salary) to other public and private employers within Washington. We sent a survey to in-state public employers and other state government employers. We used published survey data to gather information about private employers in the state. The survey includes 185 benchmark jobs, which make up 15 market segments. The benchmark jobs represent approximately 1,469 general government classifications and approximately 43,375 state employees. Higher education employees are not included in this headcount.

A state law requires the Office of Financial Management to conduct a salary and benefits survey to gather this data (RCW <u>41.06.160</u>). Benefits include anything beyond base pay, such as paid leave, employee training and development, telework, and long-term disability insurance.

We conduct this survey every two years.

Crunching the numbers

Example 1: How our compensation amounts compare to the market

We found the state's overall market competitiveness increased (by a 5.4% average) when we considered total compensation (the last three columns).

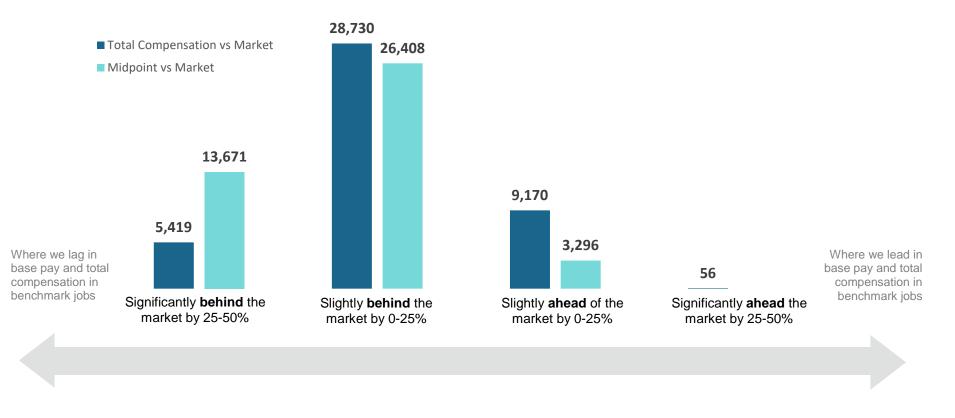
Market Segment	The market's average salary midpoint	The state's average salary midpoint	How much the state lags or leads in salary midpoints	The market's average total compensation	The state's average total compensation	How much the state lags or leads in total compensation
Administrative and Other Support Services	\$61,376	\$46,957	-22.5%	\$78,321	\$64,219	-17.1%
Agriculture or Forest Services/Products	\$52,591	\$44,518	-13.7%	\$68,042	\$61,452	-8.1%
Arts, Entertainment, or Recreation	\$65,561	\$41,218	-30.7%	\$83,456	\$57,708	-25.3%
Construction	\$70,443	\$53,465	-22.5%	\$88,016	\$71,602	-17.5%
Educational or Library Services	\$55,098	\$51,230	-11.3%	\$70,613	\$69,066	-5.9%
Finance or Insurance	\$70,909	\$59,778	-17.1%	\$90,000	\$78,762	-13.6%
Health Care or Social Services	\$81,407	\$65,328	-14.2%	\$97,517	\$85,058	-7.1%
Hospitality, Accommodation, Food Services, Personal Services	\$46,747	\$39,282	-12.0%	\$59,304	\$55,513	-2.9%
Media or Communications	\$70,630	\$53,923	-20.3%	\$87,870	\$72,120	-15.0%
Professional, Scientific, or Technical Services	\$73,371	\$57,925	-20.9%	\$92,042	\$76,660	-16.3%
Public Administration	\$68,036	\$56,256	-16.2%	\$86,443	\$74,768	-12.4%
Real Estate	\$83,780	\$60,066	-28.3%	\$104,491	\$79,089	-24.3%
Retail Trade	\$44,299	\$44,412	3.3%	\$56,872	\$61,332	10.3%
Transportation or Warehousing	\$70,710	\$57,723	-17.2%	\$88,426	\$76,432	-12.7%
Utilities	\$79,661	\$61,551	-22.0%	\$98,339	\$80,774	-17.1%
Overall Average	\$66,308	\$52,909	-17.7%	\$83,317	\$70,970	-12.3%

Example 2: How state employee's base pay and total compensation compares to the market

The following chart shows the number of state employees and how their pay compares to the market. The chart specifically compares total compensation (pay and benefits) versus base pay (salary midpoint).

Here are the most important takeaways from this graphic:

- The state compensates the majority of our state employees slightly behind the market (this means a job could be anywhere from 1-25% behind the market).
- Base pay: The data shows only 8% of state employees are slightly ahead of the estimated market value for base pay.
- Total compensation: Only 21% of state employees are ahead of the market for total compensation.

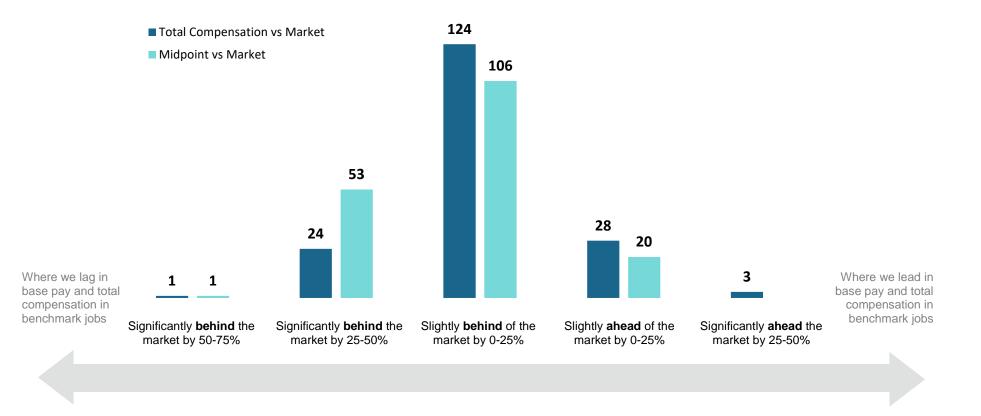


Example 3: How our benchmark jobs' base pay and total compensation compare to the market

The following chart shows how the state's benchmark jobs compare to the market. The chart specifically compares total compensation (pay and benefits) versus base pay (salary midpoint).

Here are the most important takeaways from this graphic:

- Only 20 benchmark jobs are slightly ahead of the market for base pay.
- Only 31 benchmark jobs are ahead of the market for total compensation.



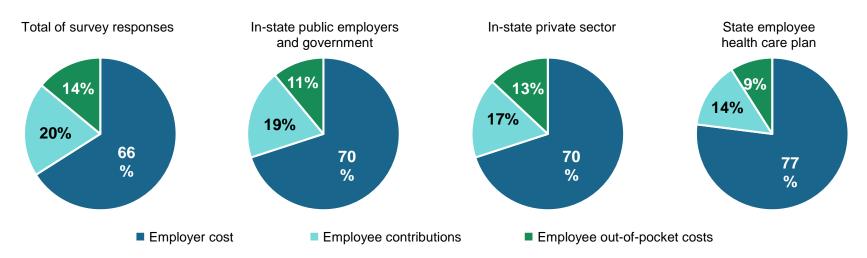
Example 4: Health Care Value – How our employees' share of total cost (which includes their benefit contributions and out-of-pocket expenses) compares to benchmark jobs

The state offers health and dental plans that are competitive with other public and private sector offerings. The State's health plan has lower employee out-of-pocket expenses than other public and private employer offerings. The health care value component of our total compensation calculation reflects the employer's share of their total costs for medical coverage.

We used health care cost data from the 2019 Willis Towers Watson High Performance Insights in Health Care survey as a benchmark to calculate our total compensation amounts. The Legislature requested the Office of the State Actuary to hire a vendor to conduct the survey. We provided some of the survey results below (taken from the 2019 WTW Survey, page 11).

Here are the most important takeaways from this graphic:

- Compared to the overall database, our employees' share of total costs is lower.
- Compared to others in our industry, our employees' share of total costs is lower.
- Compared to employers in Washington, our employees' share of total costs is lower.



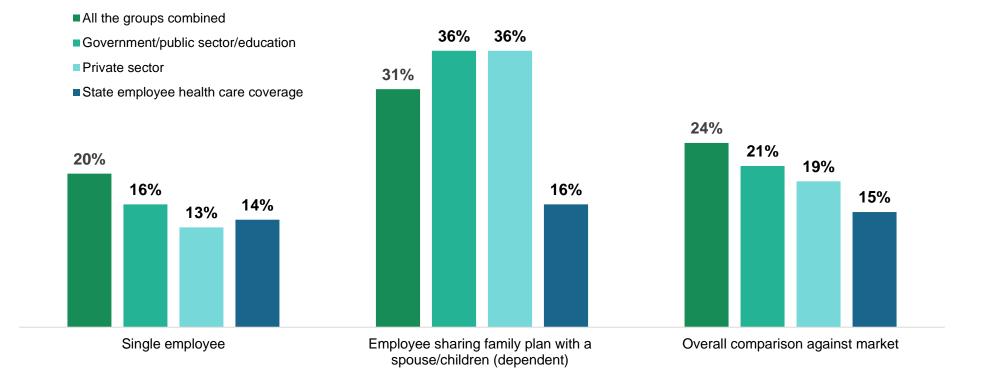
Survey data from Willis Towers Watson. All rights reserved. Proprietary and Confidential. For Willis Towers Watson and Willis Towers Watson client use only.

Example 5: How well our health care plans perform against the market

Here are the most important takeaways from this graphic:

1

- Our health care coverage provides better coverage at a lower price than the market.
- A state employee will pay less for their health care plan than the market can offer.
- A state employee will pay for even less for their health care when the plan includes family or dependents (spouse, children, family)



Survey data from Willis Towers Watson. All rights reserved. Proprietary and Confidential. For Willis Towers Watson and Willis Towers Watson client use only

Example 6: Retirement Value

The state is competitive in its retirement plan offerings. To support this conclusion, we took the employee's future benefit amount and turned it into a percentage that we based on median salaries. That's why the state's retirement value varies by benchmark job.

PERS Plan 2 is the state's most popular retirement plan. This defined benefit plan (an employee's guaranteed retirement benefit regardless of the stock market) includes the majority of in-state public sector participants.

Published data indicates that private sector employers offer defined contribution plans more often than other kings of retirement plans.

For more information, you can look at Section 2: 2020 State Salary Survey Findings, Retirement Benefits result data tables.

Example 7: Number of vacation hours employees accrue each year

The state is comparable to the market in offering paid leaves. The chart below shows the state's vacation leave accrual versus the market's accrual.

Here is the most important takeaway from this table:

• The state provides more hours of vacation leave than the market does for most years of service (up to 17 years).

Years of Service	WA	Market Median	Years of Service	WA	Market Median
1 Year	112	96	14 Years	160	160
2 Years	112	98	15 Years	176	168
3 Years	120	104	16 Years	176	168
4 years	128	116	17 Years	176	168
5 Years	136	120	18 Years	176	176
6 Years	136	128	19 Years	176	176
7 Years	144	129	20 Years	192	192
8 Years	144	134	21 Years	192	192
9 Years	144	134	22 Years	192	192
10 Years	160	144	23 Years	192	192
11 Years	160	158	24 Years	192	192
12 Years	160	158	25 Years	200	199
13 years	160	160	25+ Years	200	200

Example 8: Compressed workweek, flexible schedule, and telework

The chart below compares the state's modern work environment and efforts versus the market.

Here's the most important takeaway from this table:

• The state leads in adapting modern work environments such as employee mobility and flexibility.

	Percentage of workforce that:	WA	Market Median
pants	Works a compressed workweek schedule	24%	10%
Survey participants	Works a flexible schedule (flextime)	29%	8%
Surve	Teleworks at least one day every two weeks	9%	10%

Key Findings: 2020 IT Professional Structure Survey

What we found

- As pay ranges increase, our IT employees' compensation further lags the market. The higher the pay, the wider the lag.
- When we factor in total compensation—midpoint, health care, and retirement—the state lags the market by -7.8% across all IT job families.
- We found that estimated market values (this means the combined average of any job's median salary from our competitors) remain flat from our last analysis. This is important because it signals (on a whole) that the market only moved by an average of 0.5%.
- The largest shifts in market values are a 9.8% increase for IT Architecture and a 4.4% increase for IT Project Management. These came about because state HR got new data that helped us better gauge how IT state jobs compare to IT competitor jobs.

How we gathered our data

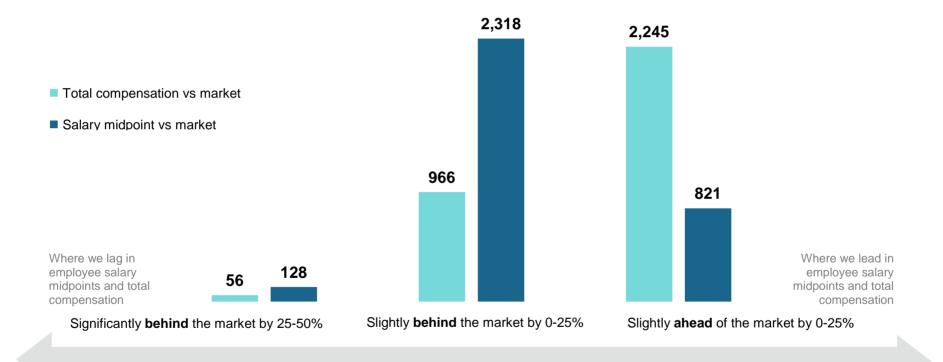
- State HR conducted a market analysis in 2020 for the Information Technology Professional Structure classifications (jobs) established effective July 1, 2019. State HR conducted a similar market analysis in 2017. This analysis covers all 68 IT professional classifications in professional IT job families, and approximately 3,267 employees. Higher education employees are not included in this headcount.
- We used five published salary surveys from in-state public and in-state private organizations across multiple industries to analyze base compensation.

Example 1: How our IT employees' salary midpoint and total compensation compare to the market

The following chart shows how the state's IT employees' salary midpoints compare to the market. The chart specifically compares total compensation (pay and benefits) versus base pay (salary midpoint).

Here are the most important takeaways from this table:

- When we consider total compensation, the majority of our employees are above the market.
- The higher we go in structure, the farther we get from the competitive market (you will see this in detail in the IT section of the report, **Section 3**: 2020 IT Professional Structure Survey).
- The bulk of our employees are in jobs with salaries that are slightly behind the market.

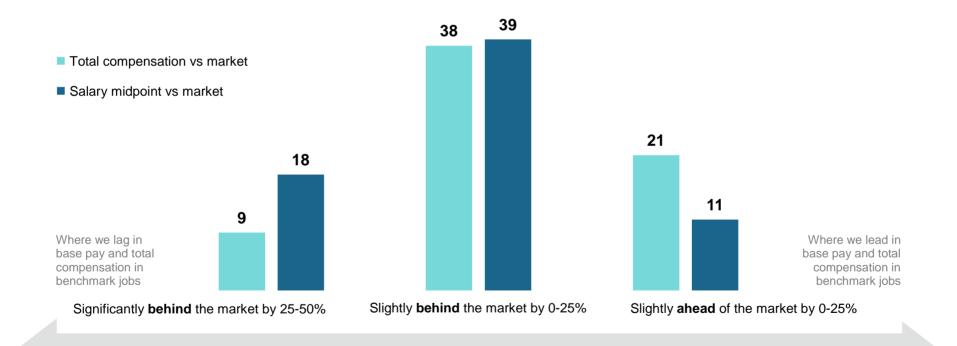


Example 2: How our IT benchmark jobs' base pay and total compensation compare to the market

The following chart shows how the state's IT benchmark jobs compare to the market. The chart specifically compares total compensation (pay and benefits) versus base pay (salary midpoint).

Here are the most important takeaways from this table:

- When we consider total compensation, 10 additional jobs are ahead of the market. This means we appear to be more competitive when we factor in total compensation.
- For base pay *and* total compensation, most of the jobs are slightly behind the market.



Section 2—2020 State Salary Survey Findings

Results by Benchmark Job

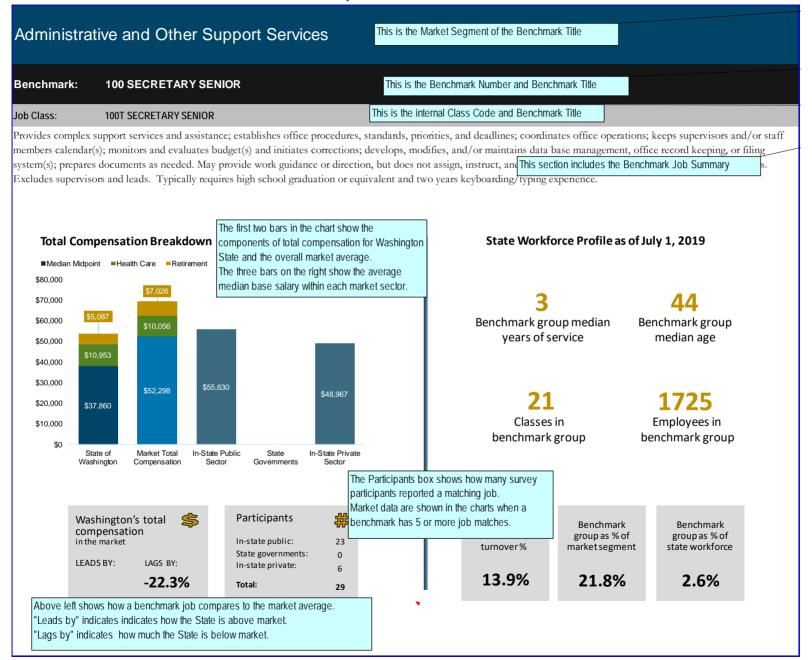
The infographics in this section show the total compensation findings for each benchmark job and the State's overall position to market, as well as Washington's state workforce.

The findings are organized by market segment, as listed below.

Market Segment	Pages
Administrative and Other Support Services	17 to 32
Agriculture or Forest Services/Products	33 to 41
Arts, Entertainment, or Recreation	42 to 46
Construction	47 to 57
Educational or Library Services	58 to 62
Finance or Insurance	63 to 76
Health Care or Social Services	77 to 123
Hospitality, Accommodation, Food Services, or Personal Services	124 to 126
Media or Communications	127 to 134
Professional, Scientific, or Technical Services	135 to 168
Public Administration	169 to 183
Real Estate	184
Retail Trade	185 to 186
Transportation or Warehousing	187 to 195
Utilities	196 to 201

A sample benchmark results graphic (shown on the next page) provides guidance for interpreting the information.

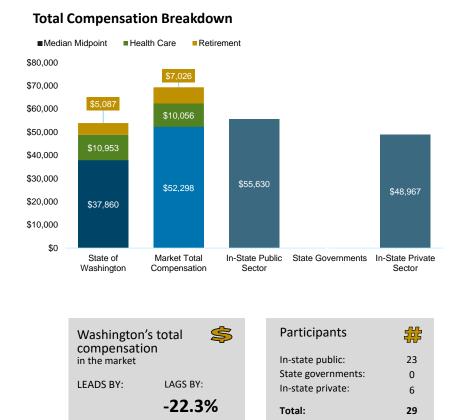
Sample Benchmark Results



Benchmark: 100 SECRETARY SENIOR

Job Class: 100T SECRETARY SENIOR

Provides complex support services and assistance; establishes office procedures, standards, priorities, and deadlines; coordinates office operations; keeps supervisors and/or staff members calendar(s); monitors and evaluates budget(s) and initiates corrections; develops, modifies, and/or maintains data base management, office record keeping, or filing system(s); prepares documents as needed. May provide work guidance or direction, but does not assign, instruct, and check the work of others on a regular and ongoing basis. Excludes supervisors and leads. Typically requires high school graduation or equivalent and two years keyboarding/typing experience.



State Workforce Profile as of July 1, 2019

Benchmark group median years of service **44** Benchmark group median age

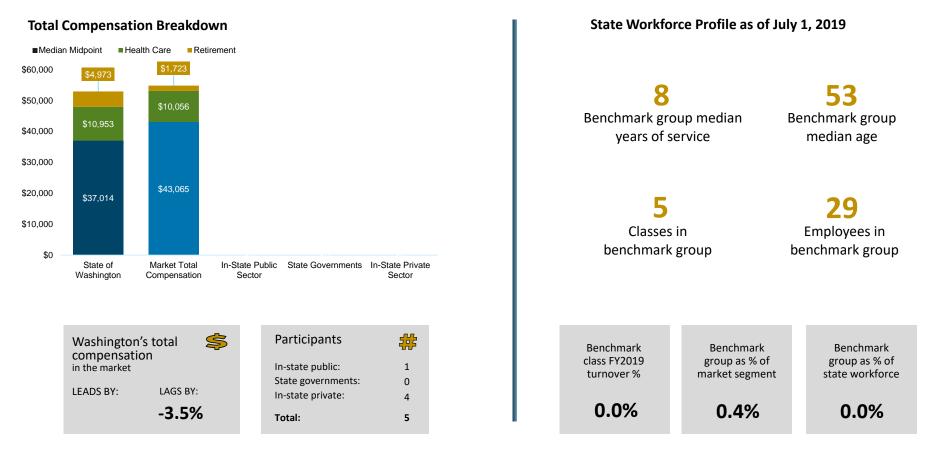
21 Classes in benchmark group

Benchmark	Benchmark	Benchmark
class FY2019	group as % of	group as % of
turnover %	market segment	state workforce
13.9%	21.8%	2.6%

Benchmark: 101 PBX & TELEPHONE OPERATOR

Job Class: 101G PBX & TELEPHONE OPERATOR

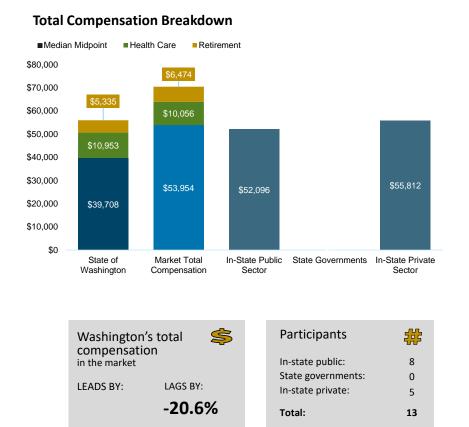
Receives and routes incoming calls through private branch telephone exchange (PBX) or other telephone switching system(s). Receives and transmits information concerning security, safety, medical or behavioral situations requiring immediate investigative or corrective action. Exercises independent judgment when dealing with emergent situations not specifically covered by procedure, usual methods of solution, or instructions by the supervisor. Typically requires graduation from high school or equivalent and one year of relevant experience.



Benchmark: 102 CUSTOMER SERVICE SPECIALIST 2

Job Class: 102B CUSTOMER SERVICE SPECIALIST 2

Independently resolves client/customer problems by identifying issues, determining procedural steps necessary to bring resolution, working with program staff to implement resolution, and communicating results to the client/customer; creates and manages customer profiles; and maintains integrity of the data and information while delivering specialized services. Typically requires a Bachelor's degree; or an Associate's degree and two years of experience providing assistance to customers regarding inquiries, complaints or problems; or equivalent experience providing assistance to customers regarding inquiries, complaints, or problems.



State Workforce Profile as of July 1, 2019

Benchmark group median years of service 44 Benchmark group median age

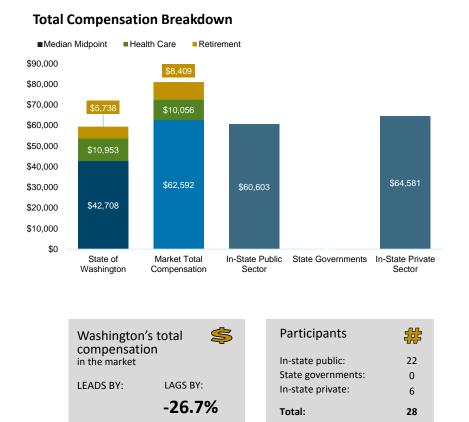
5 Classes in benchmark group

Benchmark	Benchmark	Benchmark
class FY2019	group as % of	group as % of
turnover %	market segment	state workforce
8.0%	10.7%	1.3%

Benchmark: 103 ADMINISTRATIVE ASSISTANT 3

Job Class: 105G ADMINISTRATIVE ASSISTANT 3

In support of executive/administrative or second-line supervisory staff, performs higher-level administrative support duties or is responsible for one or more major program activities. Duties are of a substantive nature and have been delegated to the administrative assistant such as participating in budget preparation and developing estimates, office space management, coordinating personnel issues, records management, equipment and supply purchases, report preparation, and/or is the primary contact in an assigned program. Typically requires high school graduation and three years of relevant progressively responsible experience or equivalent.



State Workforce Profile as of July 1, 2019

6 Benchmark group median years of service **46** Benchmark group median age

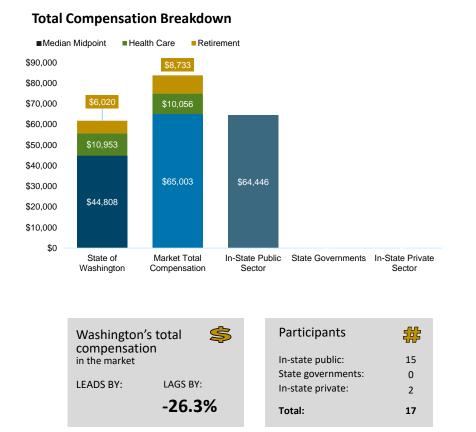
15 Classes in benchmark group

Benchmark	Benchmark	Benchmark
class FY2019	group as % of	group as % of
turnover %	market segment	state workforce
6.7%	14.4%	1.7%

Benchmark: 104 PROGRAM SPECIALIST 2

Job Class: 107I PROGRAM SPECIALIST 2

Plans, organizes, directs and coordinates operations for programs such as the business enterprises, volunteer services, community resources, recreational education and safety, and elections administration. Oversees day-to-day program operations; functions as the program representative and resource; works with program participants and outside entities, and resolves problems within a delegated area of authority. Typically requires a Bachelor's degree or equivalent education/experience.



State Workforce Profile as of July 1, 2019

6 Benchmark group median years of service **48** Benchmark group median age

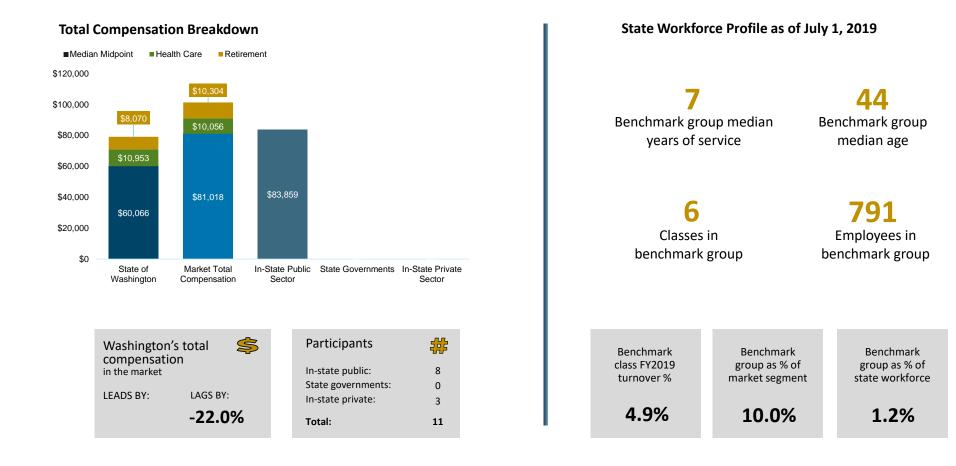
15 Classes in benchmark group

Benchmark	Benchmark	Benchmark
class FY2019	group as % of	group as % of
turnover %	market segment	state workforce
8.7%	10.4%	1.2%

Benchmark: 105 MANAGEMENT ANALYST 3

Job Class: 109K MANAGEMENT ANALYST 3

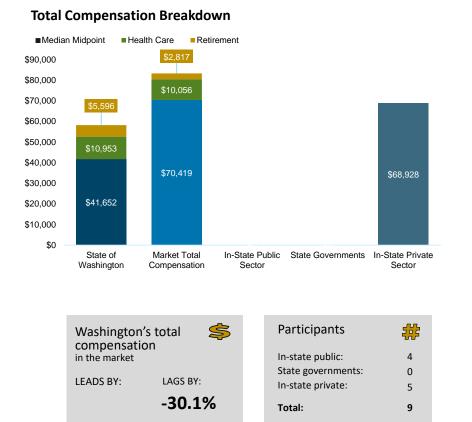
Provides journey level analyses to management, staff and customers. Conducts multi-dimensional research and analysis, formulates recommendations, and coordinates implementation and ongoing evaluation of programs and strategic and long-range planning activities. Provides consultation to management to resolve a variety of management problems. Requires a Bachelor's degree in a related field and three years of experience.



Benchmark: 106 EVENTS COORDINATOR 3

Job Class: 111C EVENTS COORDINATOR 3

Plans, arranges, and coordinates a wide variety of support services for events such as complex conferences, seminars, and workshops requiring complicated planning and coordination of details. Contacts speakers, compiles conference materials, coordinates registration, makes facility arrangements, negotiates services and costs, develops conference budgets, and processes billing. Typically requires high school graduation and four years of relevant progressively responsible work experience.



State Workforce Profile as of July 1, 2019

6 Benchmark group median years of service NA Benchmark group median age

4 Classes in benchmark group

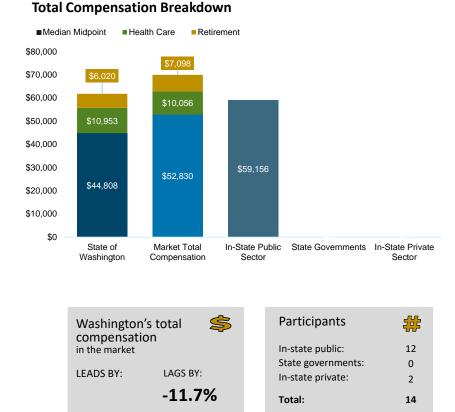
class FY2019 turnover %	group as % of market segment 0.1%	group as % of state workforce
Benchmark	Benchmark	Benchmark

Benchmark: 107 FORMS & RECORDS ANALYST 2

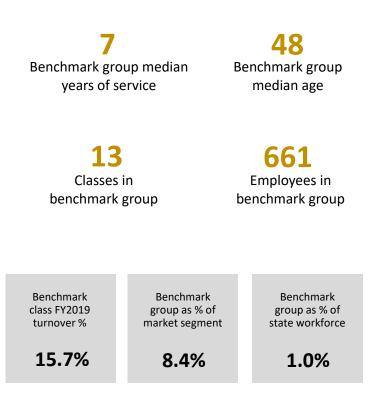
Job Class: 112J FORMS & RECORDS ANALYST 2

Analyzes manual, electronic and/or automated forms; designs and coordinates forms production; coordinates records retention, migration, transfer and disposition; provides consultation on forms or records management programs; conducts record inventories; assists with record retention schedules; and coordinates, retrieves information, and responds to public records requests. Typically requires an Associate's degree or equivalent and three years of relevant experience.

When assigned to health care: reviews resident and/or patient records for completeness and accuracy, assigns diagnoses and operative procedures codes, extracts pertinent data from treatment and/or medical records, and acts as information resource for authorized personnel requesting records information; may monitor patient's length of stay, severity of illness, and intensity of services and length of stay. Requires certification as a Registered Health Information Technician (RHIT) or as a Registered Health Information Administrator (RHIA).



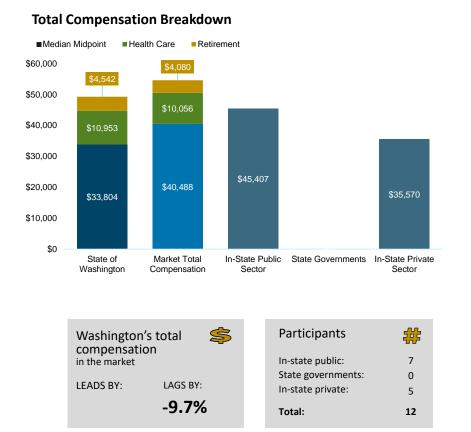
State Workforce Profile as of July 1, 2019



108 MAIL CARRIER-DRIVER Benchmark:

Job Class: **113I MAIL CARRIER-DRIVER**

Performs routine mail services such as delivering, collecting and sorting United States or other vendor mail, parcel post packages, and campus mail, and provides routine customer information. When handling mail, occasionally may lift up to 70 pounds. When delivering and collecting mail, operates motorized vehicles such as passenger cars, station wagons, pickup trucks, vans, or light panel delivery trucks. Typically requires high school graduation or equivalent. Possession of a valid unrestricted motor vehicle operator's license is required.



State Workforce Profile as of July 1, 2019

Benchmark group median years of service

Л

Classes in

Benchmark group median age

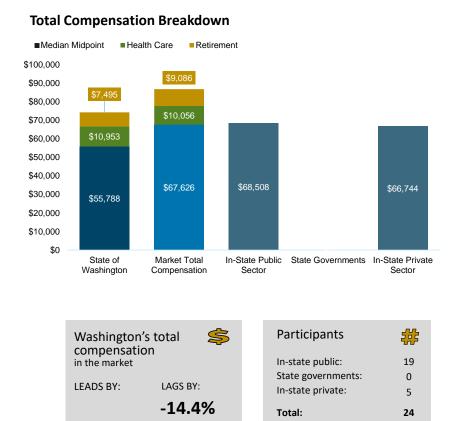
benchmark group

Benchmark	Benchmark	Benchmark
class FY2019	group as % of	group as % of
turnover %	market segment	state workforce
0.0%	1.2%	0.1%

109 PROCUREMENT & SUPPLY SPECIALIST 3 Benchmark:

Job Class: **114G PROCUREMENT & SUPPLY SPECIALIST 3**

Responsible for procurement of services, supplies, materials, parts and equipment for an agency, institution or facility or on behalf of client agencies, institutions, colleges and universities in accordance with laws and requirements; performs supply management functions including receipt, storage, issue, and transfer of materials and property. Has authority to modify procedures or processes for specialized or unusual acquisitions; develops original contract terms, evaluation criteria and procedures to assess and ensure contract performance and compliance. Typically requires a Bachelor's degree in a related field and one year of relevant experience or equivalent education/experience.



State Workforce Profile as of July 1, 2019

g Benchmark group median years of service

Classes in

benchmark group

Benchmark group median age

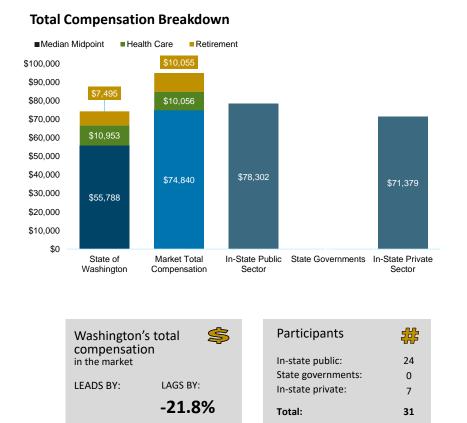
187

Benchmark	Benchmark	Benchmark
class FY2019	group as % of	group as % of
turnover %	market segment	state workforce
3.2%	2.3%	0.3%

Benchmark: 110 HUMAN RESOURCE CONSULTANT 2

Job Class: 119F HUMAN RESOURCE CONSULTANT 2

Independently performs professional-level human resource assignments in one or more areas such as classification, compensation, benefits, recruitment and selection, affirmative action and equal employment opportunity, reasonable accommodation, training, organizational development, and/or labor relations. Consults with and provides assistance to managers, staff, and the public regarding human resource issues. Typically requires a Bachelor's degree with focus on business, human resources, or related field and one year of professional human resource experience or equivalent education/experience.



State Workforce Profile as of July 1, 2019

5 Benchmark group median years of service

g

Classes in

benchmark group

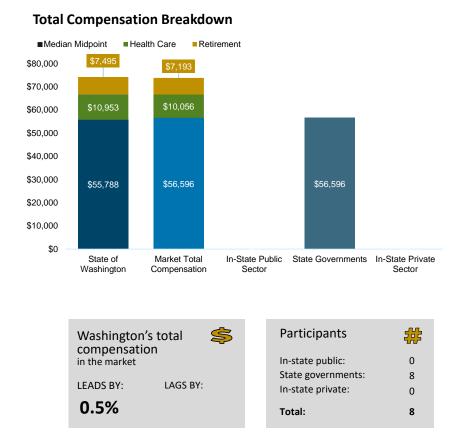
46 Benchmark group median age

Benchmark	Benchmark	Benchmark
class FY2019	group as % of	group as % of
turnover %	market segment	state workforce
1.6%	8.2%	1.0%

Benchmark: 111 INDUSTRIAL RELATIONS AGENT 2

Job Class: 124B INDUSTRIAL RELATIONS AGENT 2

Enforces the Industrial Welfare Act, Public Works Act, Farm Labor Contractors Act and the Minimum Wage and Overtime Act, the Wage Payment Act, and other related statutes. Investigates routine wage disputes. Provides assistance to higher level positions on more complex investigations and/or disputes; issues notices of violation, notices of infraction, and citations and assessments; mediates and/or negotiates settlements between employees and employees on issues of a routine nature. Typically requires a Bachelor's degree and two years of relevant experience.



State Workforce Profile as of July 1, 2019

5 Benchmark group median years of service

40 Benchmark group median age

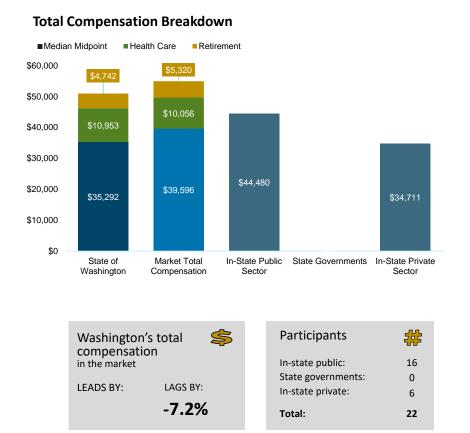
3 Classes in benchmark group

Benchmark	Benchmark	Benchmark
class FY2019	group as % of	group as % of
turnover %	market segment	state workforce
5.6%	0.7%	0.1%

Benchmark: 112 CUSTODIAN 2

Job Class: 678J CUSTODIAN 2

Performs various housekeeping, custodial, and maintenance related tasks to ensure proper cleanliness of facilities, institutions and surrounding areas. Maintains and orders cleaning supplies and equipment; paints small offices and rooms; moves furniture and equipment; repairs and replaces various items such as light fixtures, switches, doors, hardware, windows, locks, etc. Typically requires six months to one year of experience in custodial, general or building maintenance, grounds keeping, or semi-skilled carpentry, electrical and/or plumbing repair work.



State Workforce Profile as of July 1, 2019

4 Benchmark group median years of service **49** Benchmark group median age

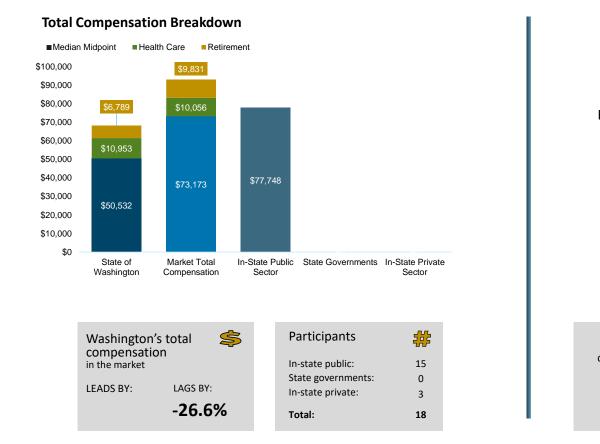
10 Classes in benchmark group

Benchmark	Benchmark	Benchmark
class FY2019	group as % of	group as % of
turnover %	market segment	state workforce
19.9%	9.7%	1.2%

Benchmark: 113 GRANT & CONTRACT COORDINATOR

Job Class: 143F GRANT & CONTRACT COORDINATOR

Negotiates with funding agencies to establish terms and conditions of grant and contract awards; conducts preliminary review of proposals; provides technical advice regarding alternative formats, sources of funding, and policies to investigators and administrators involved in proposal preparation. Typically requires a Bachelor's degree in business administration or allied field and two years of experience in grant or contract administration or equivalent experience.



State Workforce Profile as of July 1, 2019

Benchmark group median years of service

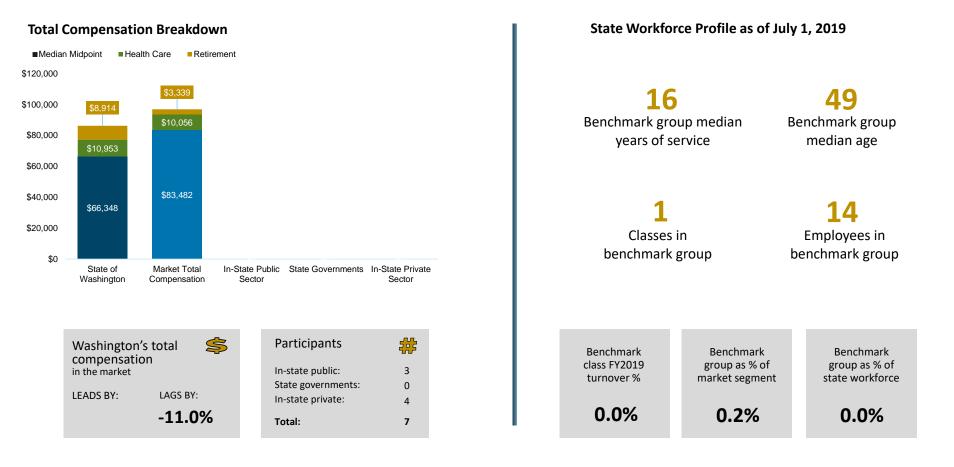
NA Benchmark group median age

4 Classes in benchmark group

Benchmark: 114 TECHNICAL TRAINING CONSULTANT

Job Class: 125G TECHNICAL TRAINING CONSULTANT

Plans, designs, develops, implements and/or delivers specialized technical IT systems training and instructional programs such as instructor-led, train-the trainer, electronic/web-based, e-Learning, and/or multimedia training methods and formats. Conducts needs assessments, tests, and evaluates technical training programs utilized by an organization. Requires a Bachelor's degree with focus on business, human resources, computer science, adult education or related field, and five years of experience developing and delivering training including two years technical IT training experience.



Benchmark: 115 IT SUPPORT TECHNICIAN 2

Job Class: 481D IT SUPPORT TECHNICIAN 2

Independently performs a variety of recurring routine technical IT support tasks such as installing and configuring workstation desktops, completing minor desktop repairs, maintaining network adapters and peripherals, repairing hard drives, upgrading memory, and configuring and documenting telephone systems. Two years of experience performing non-technical IT-related activities such as processing helpdesk tickets, resolving routine issues through discussion with customer, changing and resetting passwords, and maintaining network user accounts.



State Workforce Profile as of July 1, 2019

11 Benchmark group median years of service **49** Benchmark group median age

2 Classes in benchmark group

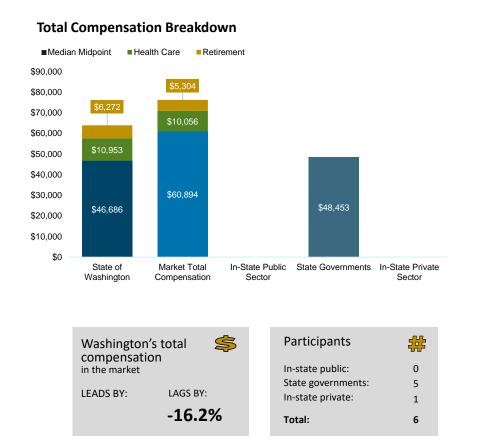
Benchmark	Benchmark	Benchmark
class FY2019	group as % of	group as % of
turnover %	market segment	state workforce
0.0%	1.5%	0.2%

Agriculture or Forest Services/Products

200 FOREST CRUISER & CRAFT TECHNICIAN Benchmark:

Job Class: **518F FOREST CRUISER & CRAFT TECHNICIAN**

Preliminary cruising on all timber types. Determines and plans best sampling method; cruises the area by examining each tree in sample; marks and measures and/or examines each tree to be removed in a thinning sale; determines species, height, gross volume, log grades, extent of defect and net volume for each tree cruised. Typically requires three years of experience performing timber cruising.



State Workforce Profile as of July 1, 2019

18 Benchmark group median years of service

Δ

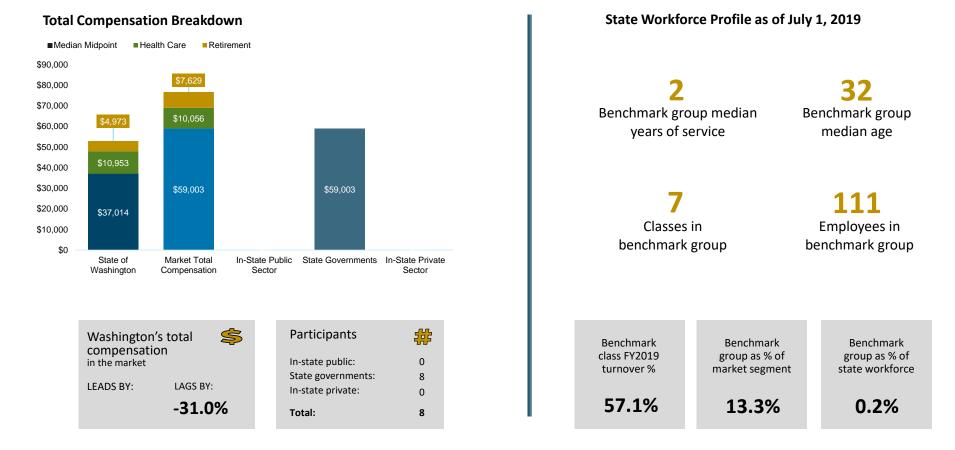
Classes in

Benchmark group median age

benchmark group



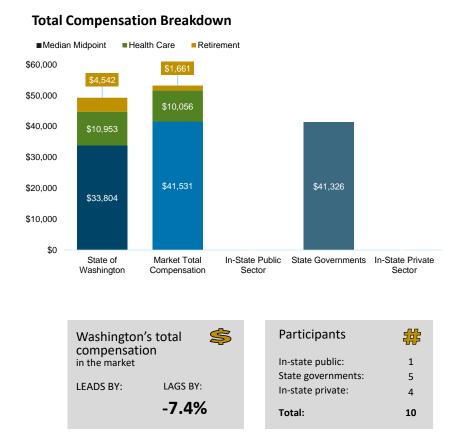
Agriculture	or Forest Services/Products
Benchmark:	201 FOREST CREW SUPERVISOR 1
Job Class:	521P FOREST CREW SUPERVISOR 1
Directs a crew (typically 5 to 10 individuals) performing natural resource management activities such as maintaining roads, trails, and rehabilitating streams. Typically requires six months of experience supervising a crew performing outdoor physical labor.	



Benchmark: 202 FOREST NURSERY LABORER

Job Class: 521J FOREST NURSERY LABORER

Lifts seedlings, plants, and trees for transplanting; assists in setting up and operating irrigation equipment as directed; sorts, plants seed and seedlings with feeder on mechanical planter or hand-powered planting machine; load and unload bundles of seedlings from trucks for warehousing; Wets beds of seedling trees by hand; counts trees in sample plots; hand thins seedlings with pruning shears; maintains buildings, grounds, and equipment. Requires the ability to: perform physical labor, follow highly repetitive procedures; perform close, tedious work requiring good manual dexterity; and use hand, farm, and garden tools safely and efficiently.



State Workforce Profile as of July 1, 2019

Benchmark group median Benchmark group years of service median age 3 3 Classes in **Employees** in benchmark group benchmark group Benchmark Benchmark Benchmark class FY2019 group as % of group as % of state workforce turnover % market segment

0.4%

0.0%

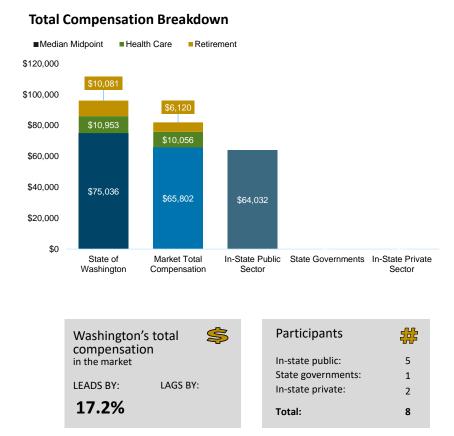
35

0.0%

Benchmark: 203 HORTICULTURIST

Job Class: 539L HORTICULTURIST

Performs professional horticultural research and provides advice on plant selection, erosion control, cultural practices, plant grades and standards and other horticultural procedures; directs the development and execution of horticultural studies related to edaphic, topographic and meteorological effects on plant survival; makes site investigations and advises Landscape Architects statewide on selection of soil amendments and seed mixtures to satisfy local environmental conditions for the successful establishment of turf and erosion control grasses. Requires knowledge of plant materials, soils, drainage, plant ecology, fertilization, pesticides, and State and Federal regulations for horticultural material and A B.S. degree in Horticulture and two years' experience in the field of horticulture, nursery management, plant propagation, agronomy, or plant pathology, one year of which must have been in a research capacity.



State Workforce Profile as of July 1, 2019

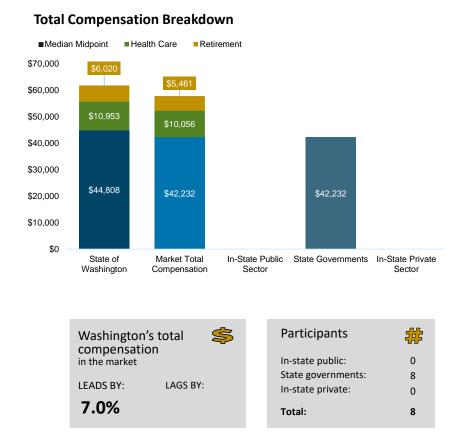
24 Benchmark group median years of service 1 Classes in benchmark group



Benchmark: 204 AGRICULTURAL COMMODITY INSPECTOR 3

Job Class: 568J AGRICULTURAL COMMODITY INSPECTOR 3

Positions independently inspect, grade and certify at least three (3) fresh fruits and/or vegetables such as apples, onions, pears, potatoes, cherries, plums, prunes and peaches, and enforce state and federal laws and regulations. Requires USDA Agricultural Marketing Service (AMS) licensure and USDA-AMS FV200 certification to inspect three (3) assigned commodities. Typically requires graduation from high school or GED and one year of experience in a state fruit and vegetable inspection office inspecting, grading and certifying seed plants and fields, or fresh fruits and/or vegetables, or two years of experience in the agricultural industry working with fresh fruit or vegetable production and storage, or two years of college-level course work with major emphasis in horticulture, agronomy or closely related field.



State Workforce Profile as of July 1, 2019

4 Benchmark group median years of service **46** Benchmark group median age

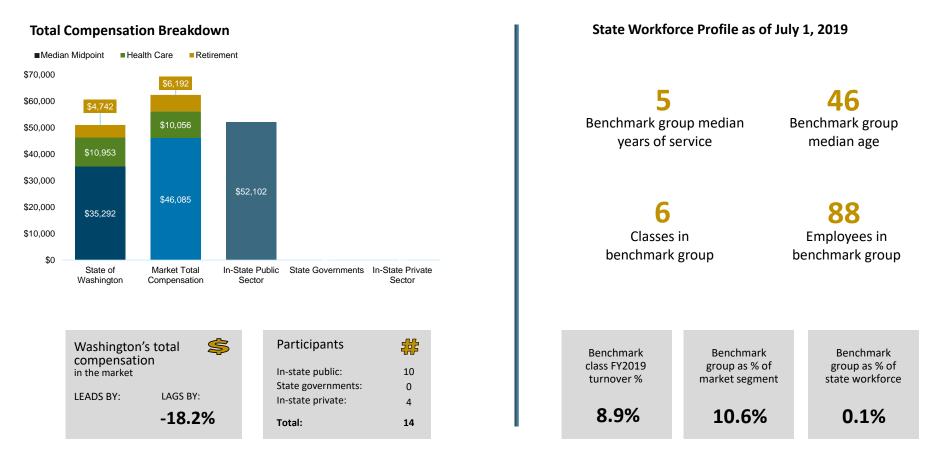
15 Classes in benchmark group

Benchmark	Benchmark	Benchmark
class FY2019	group as % of	group as % of
turnover %	market segment	state workforce
0.0%	44.7%	0.6%

Benchmark: 205 GROUNDS & NURSERY SERVICES SPECIALIST 2

Job Class: 591J GROUNDS & NURSERY SERVICES SPECIALIST 2

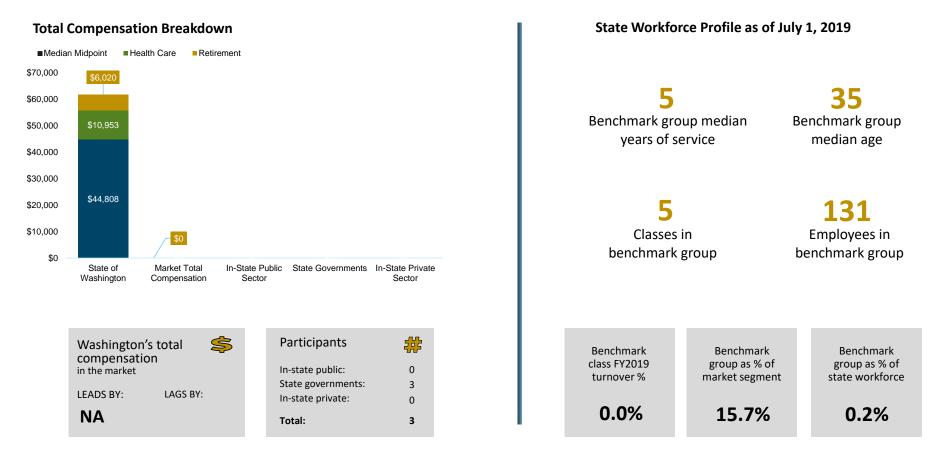
Performs skilled gardening work in the maintenance of grounds, landscapes, nurseries, and/or greenhouses. Prepares soil, plants flowers and shrubs, applies pesticides. Mows, fertilizes and maintains lawns. Uses and repairs a variety of manual, power, and motorized equipment/tools. Typically requires one year of experience or training involving grounds maintenance, gardening, plant care, cultivation and landscape installation.



Benchmark: 206 GRAIN INSPECTOR 1

Job Class: 567B GRAIN INSPECTOR 1

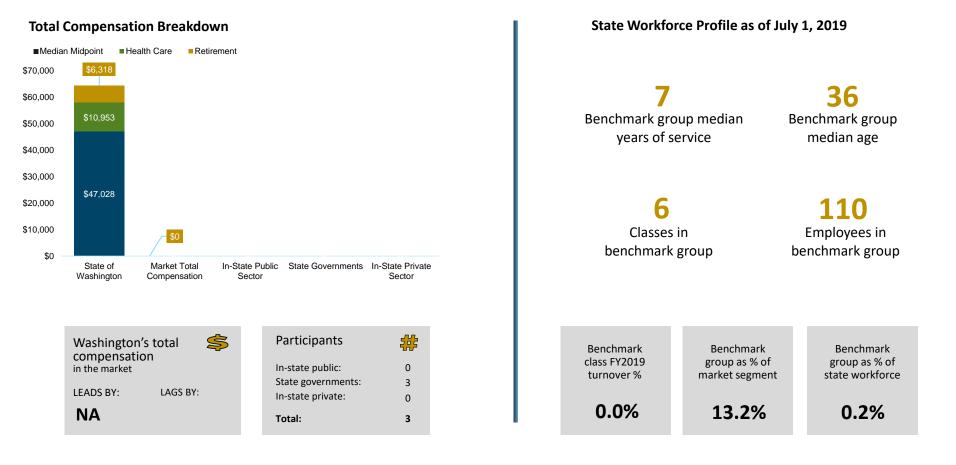
Positions independently inspect, grade, and certify grain and other agricultural commodities to ensure food safety for human consumption and animal feed. Perform grain inspection functions to accept or reject sub lots. require a valid Transportation Worker Identification Credential (TWIC) and 21 specific licenses required by the US Grain Standards Act and the USDA Agricultural Marketing Act and maintain five (5) agricultural marketing Commodity inspection licenses, to include wheat, corn, soybeans, sorghum and an additional license applicable to assigned region. Typical requires a Bachelors degree with major study in agronomy and one year of grain sampling and weighing experience.



Benchmark: 207 WILDLAND FIRE OPERATIONS TECHNICIAN 2

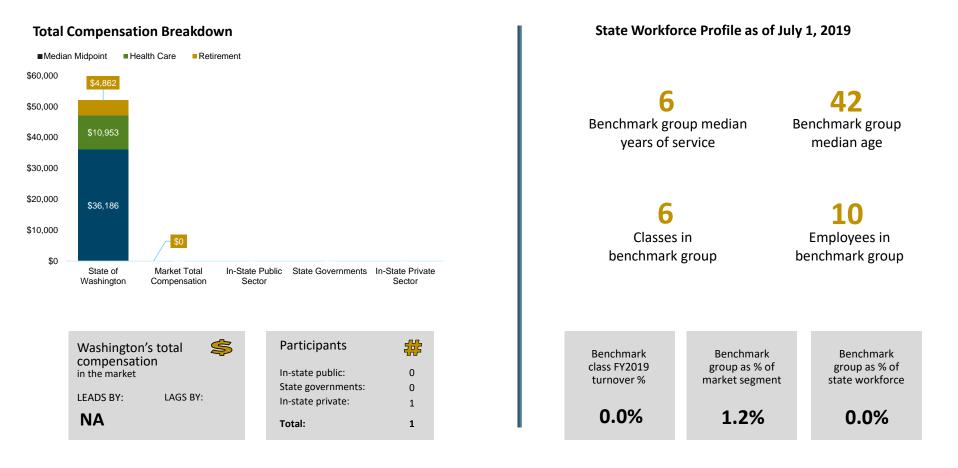
Job Class: 402B WILDLAND FIRE OPERATIONS TECHNICIAN 2

Directs a crew of wildland firefighters as an engine boss, crew boss, or helicopter manager. Serves as a fire technician performing technical wildland fire program assignments such as providing assistance to a Fire Investigator, enforcing fire laws, and writing burning permits for an assigned geographic area. Typically requires 24 months of wildland fire suppression experience including one year of leading others and qualified as a National Wildfire Coordinating Group Single Resource Boss and Incident Commander Type 4.



Agriculture	or Forest Services/Products
Benchmark:	208 FARMER 2
Job Class:	565J FARMER 2
	of assignments in general farming work which may include agricultural research programs, milking and maintaining a dairy herd, assisting in the care and management of

livestock, or operating a variety of light, medium, and heavy farm equipment. May supervise and train lower seasonal laborers or farm workers. Typically two years of experience in farm work or maintaining livestock.



Benchmark: 300 GRAPHIC DESIGNER

Job Class: 198F GRAPHIC DESIGNER

Designs and produces a variety of graphic projects including printed publications, video slideshows, three-dimensional exhibits, and illustrative materials for a variety of communication purposes; provides recommendations and advice to clients on graphic design, selection of paper stock, type-style, ink colors, photography. Determines the most appropriate technique for designing and producing illustrative materials and publications targeted for a specific audience. Typically requires two years of college-level training in graphic arts, illustration, drafting or closely allied field and one year of experience as a graphics assistant.



State Workforce Profile as of July 1, 2019

H Benchmark group median years of service 44 Benchmark group median age

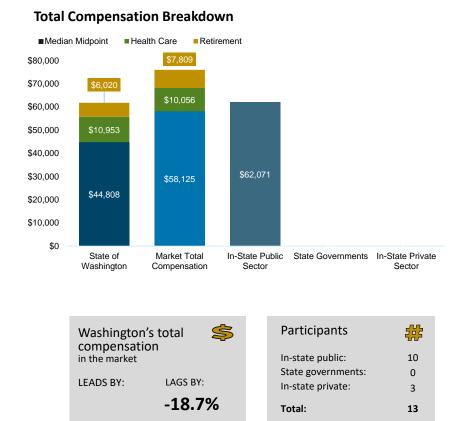
3 Classes in benchmark group

Benchmark	Benchmark	Benchmark
class FY2019	group as % of	group as % of
turnover %	market segment	state workforce
0.0%	12.5%	0.0%

Benchmark: 301 RECREATION & ATHLETICS SPECIALIST 2

Job Class: 701F RECREATION & ATHLETICS SPECIALIST 2

Implements, organizes, schedules, and conducts group and/or individual recreational activities as part of a larger recreational/sports program system; or participates/assists in recreational therapy for clients such as patients, students, offenders, or other residents of a state institution/facility. Plans and monitors expenses to help ensure that program budget is maintained; assists with management of a facility; plans and directs on and/or off-campus intramural and extramural recreational revenue/nonrevenue-producing sports activities in coordination with student committees, sports clubs and social agencies. Typically requires a Bachelor's degree involving major study in either (a) recreation or therapeutic recreation, (b) music, drama, or physical education or (c) psychology, sociology, or education with a minor in recreation, physical education, music or drama and one year of professional recreation experience.



State Workforce Profile as of July 1, 2019

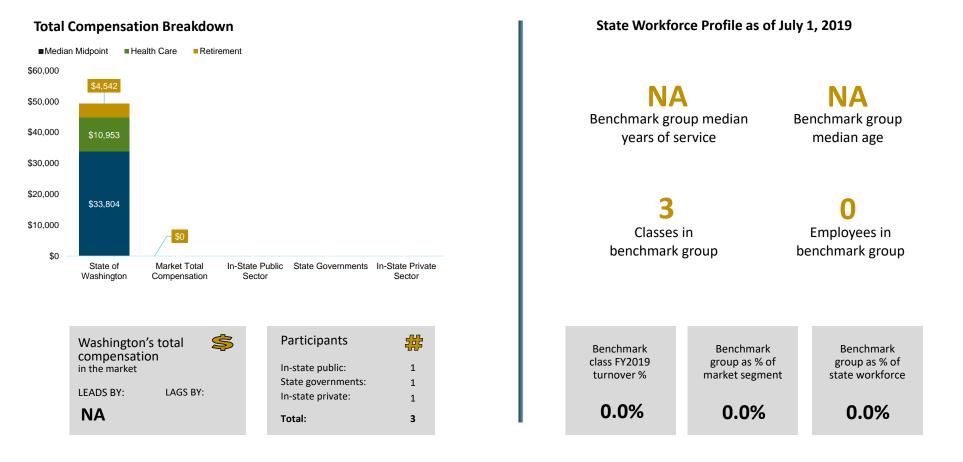
8
 Benchmark group median years of service
 4
 Classes in benchmark group
 Benchmark group
 Benchmark group

Benchmark	Benchmark	Benchmark
class FY2019	group as % of	group as % of
turnover %	market segment	state workforce
5.3%	56.6%	0.1%

Benchmark: 302 SPORTS EQUIPMENT TECHNICIAN

Job Class: 702F SPORTS EQUIPMENT TECHNICIAN

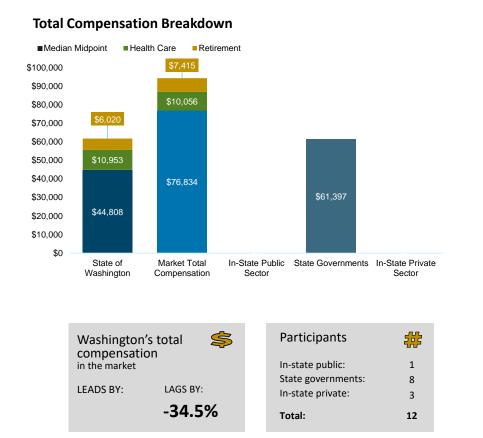
Inspects, modifies, repairs, and maintains athletic equipment and clothing including sewing, riveting, painting, stringing, etc.; fits athletes with uniforms and equipment; issues and receives equipment; maintains required health, safety, and security practices in locker room and games areas; maintains records of equipment purchases and utilization; assists in training student managers in equipment maintenance; may operate washers, extractors, and dryers. Typically requires high school graduation and two years' experience or vocational school education in equipment repair and maintenance.



Benchmark: 303 PRESERVATION & MUSEUM SPECIALIST 3

Job Class: 260K PRESERVATION & MUSEUM SPECIALIST 3

Functions as a fully qualified curator; researches, develops, and implements site interpretive master plans and programs; identifies, preserves, catalogues and makes recommendations for restoration of specimens, art objects, or records. Typically requires a Bachelor's degree in history, anthropology, archaeology, museum studies, fine arts, education or closely related field and two years' experience as a museum curator or equivalent.



State Workforce Profile as of July 1, 2019

5 Benchmark group median years of service 42 Benchmark group median age

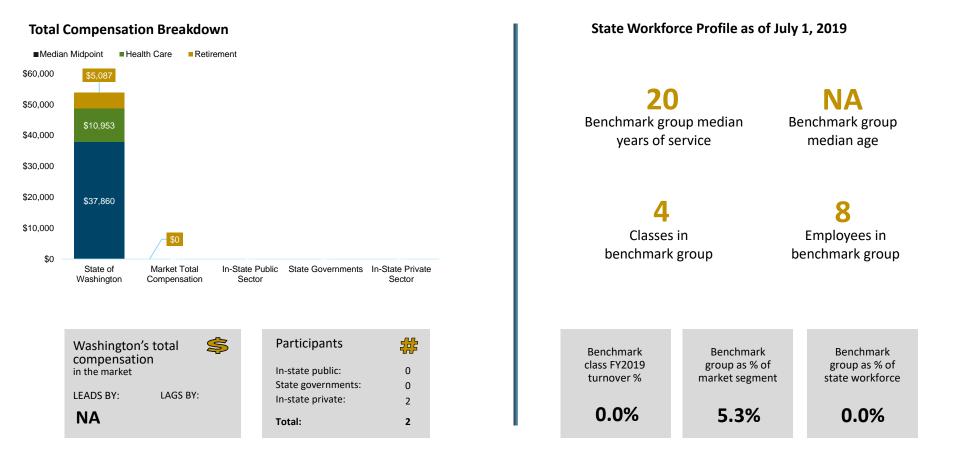
9 Classes in benchmark group

Benchmark	Benchmark	Benchmark
class FY2019	group as % of	group as % of
turnover %	market segment	state workforce
0.0%	25.7%	0.1%

Benchmark: 304 SEWING & ALTERATIONS SPECIALIST 2

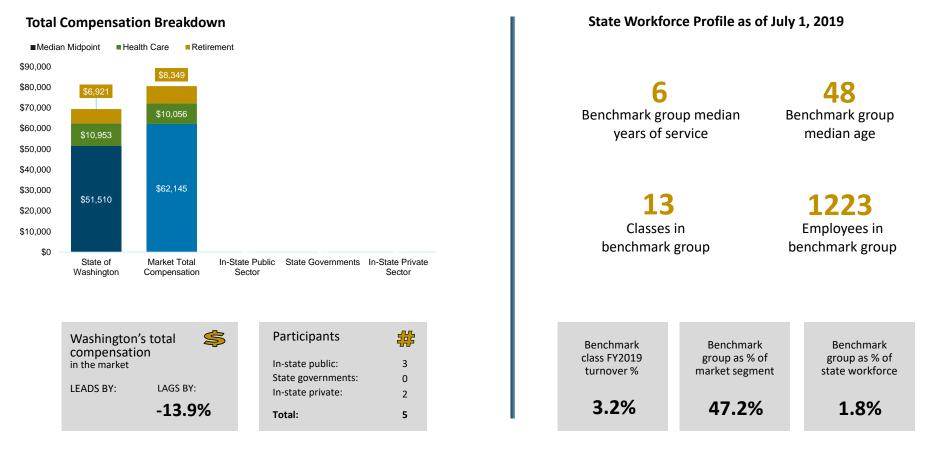
Job Class: 681F SEWING & ALTERATIONS SPECIALIST 2

Performs volume and custom sewing work in making, altering or mending clothing, costumes, and accessories. Under general supervision, performs full range of clothing/costume construction including, patterning, making alterations or repairs, and maintaining items. Typically requires One year of experience or training in sewing, preferably on a volume basis, including use of power sewing machines, or two years college training in costume or vocational sewing, pattern making, and fabric cutting.



Constructio	n
Benchmark:	400 HIGHWAY MAINTENANCE WORKER 2
Job Class:	596R HIGHWAY MAINTENANCE WORKER 2
Performs a variety	of highway maintenance and landscaping tasks, repairs roadway and highway structures, clears right-of-way, removes snow and other debris. Operates Class A and Class B heavy

Performs a variety of highway maintenance and landscaping tasks, repairs roadway and highway structures, clears right-of-way, removes snow and other debris. Operates Class A and Class B heavy equipment. Patrols designated state highway segments as a member of the Incident Response Team to assist disabled vehicles, remove debris, and perform traffic control operations. Typically requires High school graduation or GED certificate, Commercial Driver's License (CDL), and two years of highway maintenance, logging, farming, excavation, or heavy equipment experience.



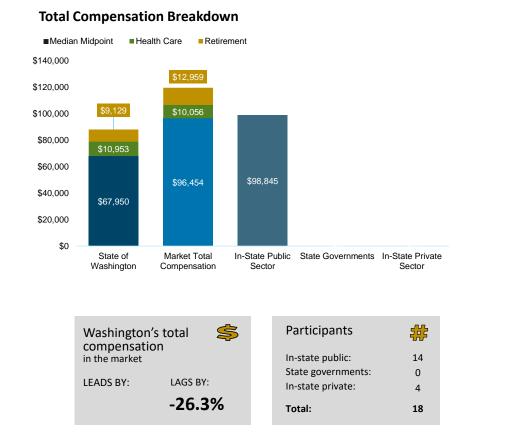
Construction

Benchmark: 401 CONSTRUCTION PROJECT COORDINATOR 2

Job Class: 537J CONSTRUCTION PROJECT COORDINATOR 2

Coordinates the construction phase of building and utility projects, including general, mechanical, and electrical work, from contract award through warranty; acts as the representative and primary contract administrator for projects; evaluates and directs the work of consultants and contractors; reviews and develops design/construction standards; approves materials submittals, shop drawings, change orders and other contract documents; prepares cost estimates relative to all facets of real property construction including site development, building structures and building systems.

Typically requires a Bachelor's degree in architecture, naval architecture, engineering or building construction, or marine engineering and one year of relevant professional experience or equivalent education/experience.



State Workforce Profile as of July 1, 2019

Benchmark group median years of service

52 Benchmark group median age

4 Classes in benchmark group

Benchmark	Benchmark	Benchmark
class FY2019	group as % of	group as % of
turnover %	market segment	state workforce
8.7%	2.9%	0.1%

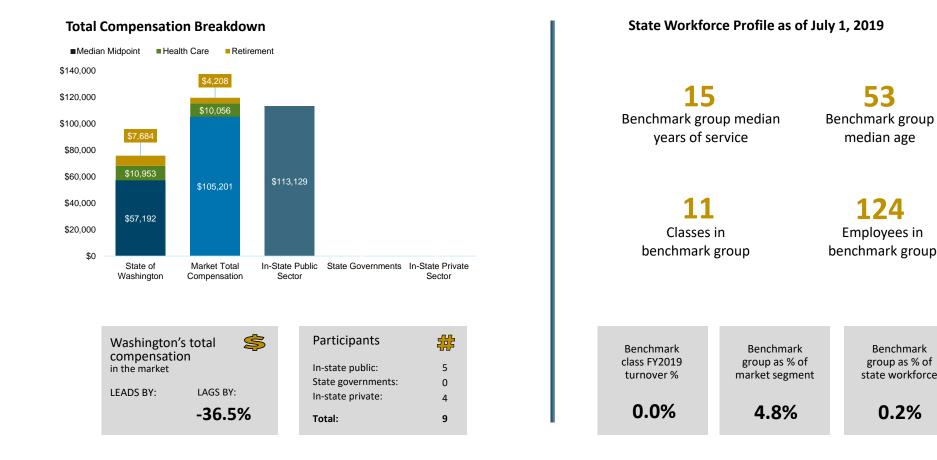
Construction

Benchmark:

402 CONSTRUCTION & MAINTENANCE SUPERINTENDENT 2

Job Class: 596F CONSTRUCTION & MAINTENANCE SUPERINTENDENT 2

Supervises field operations on construction and maintenance projects for a specified program. Coordinates use of equipment, materials, and crews; analyzes specifications and bids on materials and equipment to be purchased for construction; prepares preliminary and final cost estimates; Reviews daily reports; inspects projects for conformance to plans and specifications and assists project foremen or superintendents with construction or maintenance problems. Typically requires six years' construction experience including two years equivalent to a construction superintendent. College training involving major study in engineering or architecture may be substituted for non-supervisory experience.



174

Benchmark

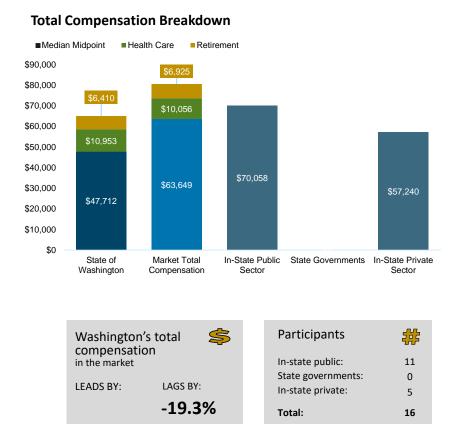
group as % of

state workforce

0.2%

Constructio	on
Benchmark:	403 CARPENTER
Job Class:	605E CARPENTER
0	d finished carpentry in the maintenance, repair, alteration, and construction of buildings, offices, shops, furnishings and roofs. Prepares concrete forms; constructs cabinets and

shelving; hangs doors and installs locks and sashes; estimates time and materials; operates power equipment. Completion of a recognized apprenticeship as a carpenter or full journey status as a carpenter in a union or four years of applicable work experience. Vocational training may be substituted for work experience.



State Workforce Profile as of July 1, 2019

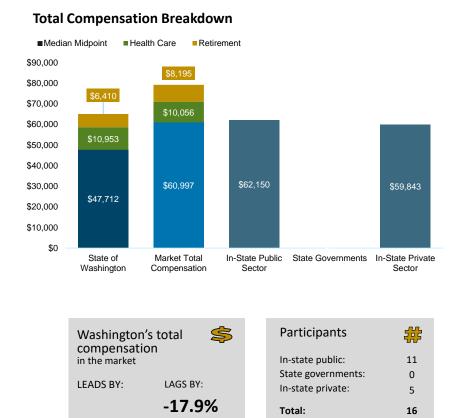
11 Benchmark group median years of service 53 Benchmark group median age

15 Classes in benchmark group

Benchmark	Benchmark	Benchmark
class FY2019	group as % of	group as % of
turnover %	market segment	state workforce
14.1%	10.2%	0.4%

Construction	
Benchmark:	404 PAINTER
Job Class:	619F PAINTER
Performs skilled painting work. Prepares and cleans surfaces; makes minor repairs in plaster, sheetrock, metal, wood and masonry surfaces by filling with putty, caulks, fiberglass, resin, etc.; Mixes	

paints and allied products; matches colors; performs glazing, paper hanging, stencil lettering; tape, texture and patch wall coverings using trowels, taping knives, texture machines; repairs plaster, sheetrock, cement and marble; stripes parking lots and crosswalks using striping machine. Requires journey-level standing as a painter by completion of recognized apprenticeship or full journey-level status in painters' union or four years' experience for a journey-level painter.



State Workforce Profile as of July 1, 2019

17 Benchmark group median years of service 57 Benchmark group median age

5 Classes in benchmark group

Benchmark	Benchmark	Benchmark
class FY2019	group as % of	group as % of
turnover %	market segment	state workforce
0.0%	1.0%	0.0%

Constructio	n
Benchmark:	406 ELECTRICIAN
Job Class:	608F ELECTRICIAN
	and repairs work on low voltage electrical equipment and systems of 750 volts or less such as interior wiring and cables, connections for electric machines, switches and controls,
fuse boxes, breaker	panels, distribution and instrument panels, buzzer and bell circuits, hearing and power circuits, and distribution systems. Requires completion of a recognized apprenticeship as

an electrician or full journey status as an electrician in a union or four years' applicable work experience. Vocational training may be substituted for work experience on a year-for-year basis.

State Workforce Profile as of July 1, 2019 **Total Compensation Breakdown** Median Midpoint Health Care Retirement \$100,000 \$90,000 \$80,000 Benchmark group median \$70,000 years of service \$60,000 \$50,000 \$40,000 \$71,981 \$69,105 \$66.229 \$30,000 \$52,680 1 / \$20,000 Classes in \$10,000 benchmark group \$0 State of Market Total In-State Public State Governments In-State Private Washington Compensation Sector Sector Ś Participants Washington's total compensation in the market In-state public: 15 State governments: 0 LEADS BY: LAGS BY: In-state private: 5

20

-20.1%

Total:

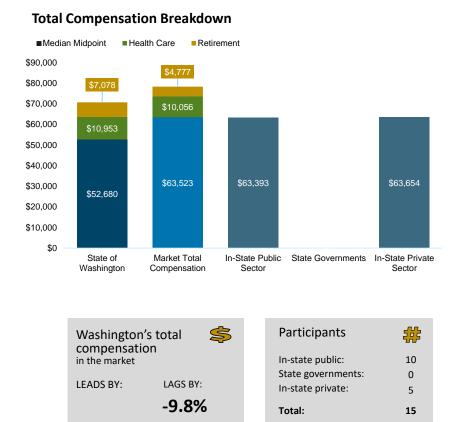
55 Benchmark group median age

Benchmark	Benchmark	Benchmark
class FY2019	group as % of	group as % of
turnover %	market segment	state workforce
8.7%	7.8%	0.3%

Construction Benchmark: 407 PLUMBER/PIPEFITTER/STEAMFITTER

Job Class: 621F PLUMBER/PIPEFITTER/STEAMFITTER

Performs skilled plumbing and/or steamfitting work. Installs, maintains and repairs pipes, storm sewers, septic tanks, sewage mains and laterals, valves, drains, basins, tubs, faucets, lavatories, sinks, gates, hydrants, water coolers, and dishwashers; repairs fixtures; inspects water mains, fixtures, sewer lines, valves, and septic tanks for maintenance and repair needs. Requires completion of recognized apprenticeship in plumbing or steamfitting, or full journey-status in Plumbers and Pipefitters' Union, or four years' experience in State service as a full-time helper to a journey-level plumber or steamfitter.



State Workforce Profile as of July 1, 2019

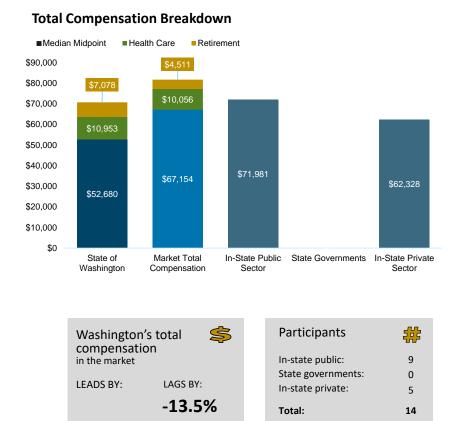
13 Benchmark group median years of service 55 Benchmark group median age

Classes in benchmark group

Benchmark	Benchmark	Benchmark
class FY2019	group as % of	group as % of
turnover %	market segment	state workforce
24.7%	1.9%	0.1%

Construction Benchmark: 408 REFRIGERATION MECHANIC Job Class: 622E REFRIGERATION MECHANIC

Performs skilled work in the installation, maintenance, and repair of refrigeration, air-conditioning, and chilled water equipment, systems, and controls. Diagnose, inspect, trouble shoot, and overhaul electrical control circuits, temperature and pressure controls, and all related refrigeration components using manuals, blueprints, and equipment knowledge. Requires journeyman standing as a Refrigeration Mechanic as attested by: Completion of recognized apprenticeship; or full journeyman status in Plumbers and Pipefitters' Union; or five years of experience as full-time helper to a journeyman Refrigeration Mechanic.



State Workforce Profile as of July 1, 2019

Benchmark group median years of service

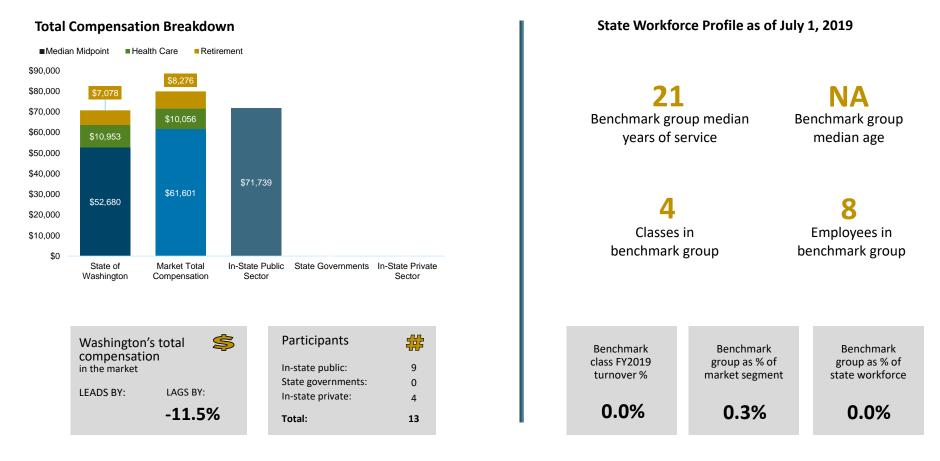
NA Benchmark group median age

3 Classes in benchmark group

Benchmark	Benchmark	Benchmark
class FY2019	group as % of	group as % of
turnover %	market segment	state workforce
0.0%	0.2%	0.0%

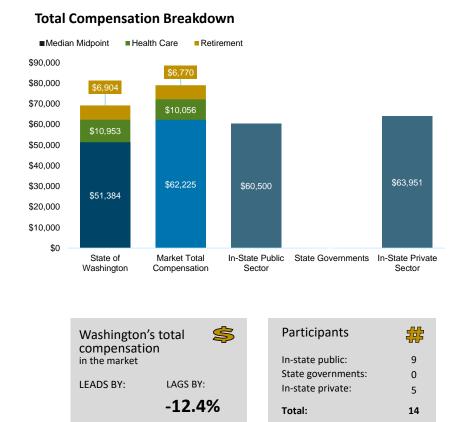
onstructio	on		
nchmark:	409 MAINTENANCE MECHANIC 2		
Class:	626K MAINTENANCE MECHANIC 2		
ipment. Typica		lings, grounds, machinery, mechanical facilities and equipment, and hospital facilities, systems ar n building and equipment maintenance, construction or repair work or completion of a recogniz	
	npensation Breakdown	State Workforce Profile as of July 1, 2019	
■Median Midp \$90,000	point ■ Health Care ■ Retirement		
_	\$8,439 \$7,247	12 52	
\$70,000	\$10,056	Benchmark group median Benchmark group	
\$60,000 \$	S10,953	years of service median age	
\$50,000			
\$40,000 \$30,000	\$62,814 \$66,784		
\$20,000 \$20,000	553,940	7 567	
\$10,000		Classes in Employees in	
	State of Market Total In-State Public State Governments In-State Private ashington Compensation Sector Sector	benchmark group benchmark group	
Wa	ashington's total 🛸 Participants 👫	Benchmark Benchmark Benchmark	
	he market In-state public: 20 State governments: 0	class FY2019group as % ofgroup as % ofturnover %market segmentstate workforce	
LEA	ADS BY: LAGS BY: In-state private: 4		
	-11.3% Total: 24	4.6% 21.9% 0.9%	

Construction Benchmark: 410 WELDER - FABRICATOR Job Class: 630E WELDER - FABRICATOR Performs skilled oxyacetylene, arc, and other types of welding and burning work. Sets up and welds such items as piping manifolds, metal stairways, machinery guards, brackets, braces, and heavy construction equipment; welds and makes minor repairs on farm machinery, hand tools, hospital beds, laundry and cooking equipment, automobiles, and other metal equipment; operates equipment such as hand or electric pipe threaders, grinding wheels, buffers, and drill presses. Requires completion of a recognized welder apprenticeship or course at welder's training school or four years of experience in welding trade.



Construction Benchmark: 411 EQUIPMENT OPERATOR 2 Job Class: 618S EQUIPMENT OPERATOR 2 Operates construction and earth moving equipment, trucks, crawler tractors, power cranes, shovels, graders, and related equipment. Operates bulldozer equipment in clearing land, logging, digging

Operates construction and earth moving equipment, trucks, crawler tractors, power cranes, shovels, graders, and related equipment. Operates bulldozer equipment in clearing land, logging, digging ditches, and building roadbeds; operates acetylene and arc welding equipment; power, foot, and hand shears; hand brake; drill press; power punch, portable and bench buffers, grinders, and sanders, pneumatic hammers, and electric drills; operates 10.12 yard dump trucks with tilt bed trailers, load trucks; operates equipment to demolish and remove debris on construction and alteration projects; removes snow from streets, roads and parking lots; operates road watering, oiling and rolling equipment. Typically requires three years of experience in the operation and maintenance of heavy equipment.



State Workforce Profile as of July 1, 2019

8 Benchmark group median years of service 53 Benchmark group median age

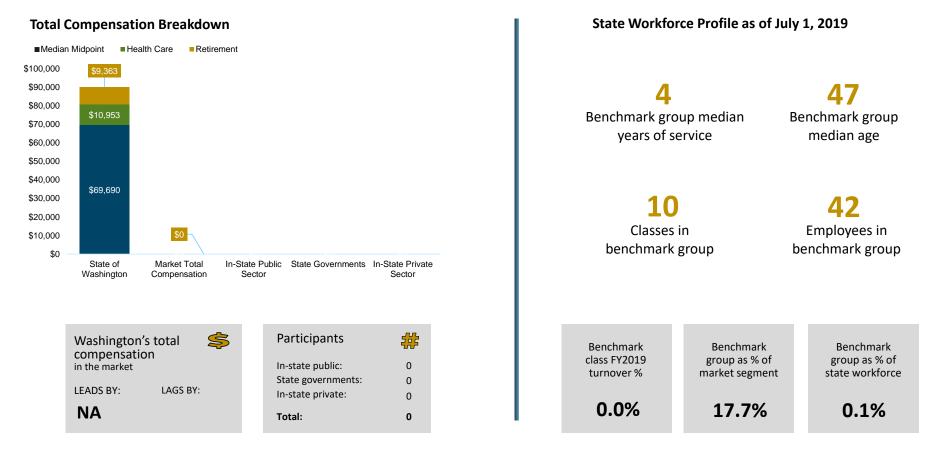
4 Classes in benchmark group

Benchmark	Benchmark	Benchmark
class FY2019	group as % of	group as % of
turnover %	market segment	state workforce
8.6%	1.9%	0.1%

Benchmark: 500 VOCATIONAL EDUCATION PROGRAM SPECIALIST

Job Class: 253X VOCATIONAL EDUCATION PROGRAM SPECIALIST

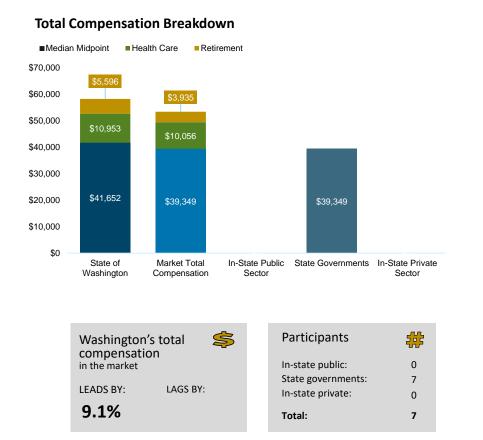
Provides consultation, technical support and review of program compliance for local, secondary and adult education administrators in public or private agencies, or other organizations that deliver vocational education. Consultation services include curriculum development, vocational education specialty programs, compliance audits, site and facility inspections, contract review, and conducting program workshops and training. Typically requires a Bachelor's degree in vocational education and three years of experience as a vocational instructor, counselor, supervisor or administrator in a public or private school or industry, or equivalent.



Benchmark: 501 INSTRUCTION & CLASSROOM SUPPORT TECHNICIAN 1

Job Class: 255M INSTRUCTION & CLASSROOM SUPPORT TECHNICIAN 1

Assists teacher/supervisor by performing routine instructional support services for academic and vocational instructional programs; assists in preparing course materials; sets up assignments and equipment, demonstrates apparatus used in a shop, classroom or laboratory; assists students with individual and group course work to develop learning skills and address self-help needs; maintains discipline in classroom; administers and scores standardized tests; maintains records of work activities; prepares reports. Typically requires six months to two years of full-time experience/training in the appropriate discipline.



State Workforce Profile as of July 1, 2019

13 Benchmark group median years of service **49** Benchmark group median age

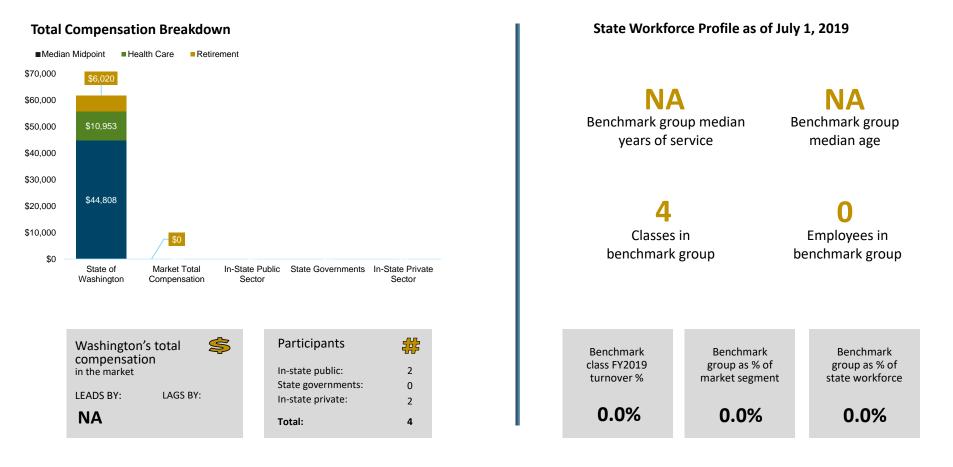
5 Classes in benchmark group

Benchmark	Benchmark	Benchmark
class FY2019	group as % of	group as % of
turnover %	market segment	state workforce
0.0%	14.3%	0.1%

Benchmark: 502 EARLY CHILDHOOD PROGRAM SPECIALIST 3

Job Class: 256C EARLY CHILDHOOD PROGRAM SPECIALIST 3

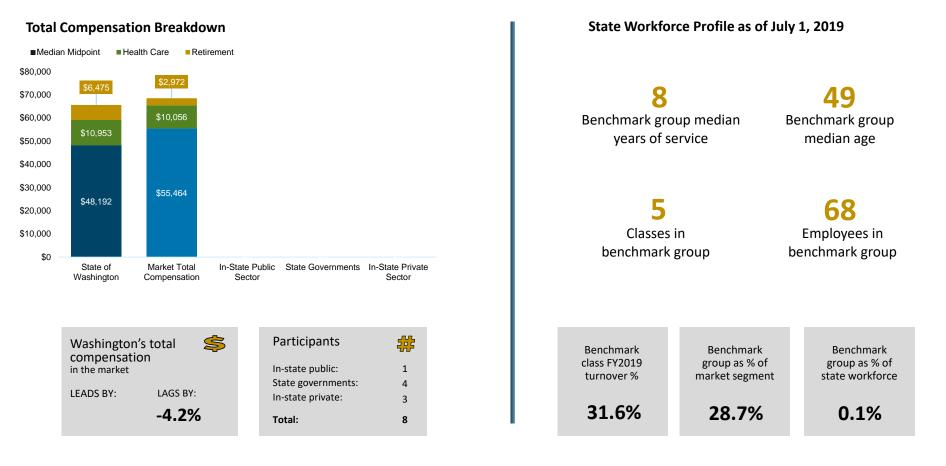
Positions serve as a specialist responsible for daily operations of an early childhood program or lead worker to lower level staff. Develops, presents, and evaluates developmental education and recreation activities for children. Requires a Child Development Associate Credential (CDA) or equivalent college level education, and two years of experience in an early childhood program.



Benchmark: 503 DEAF INTERPRETER 3

Job Class: 257G DEAF INTERPRETER 3

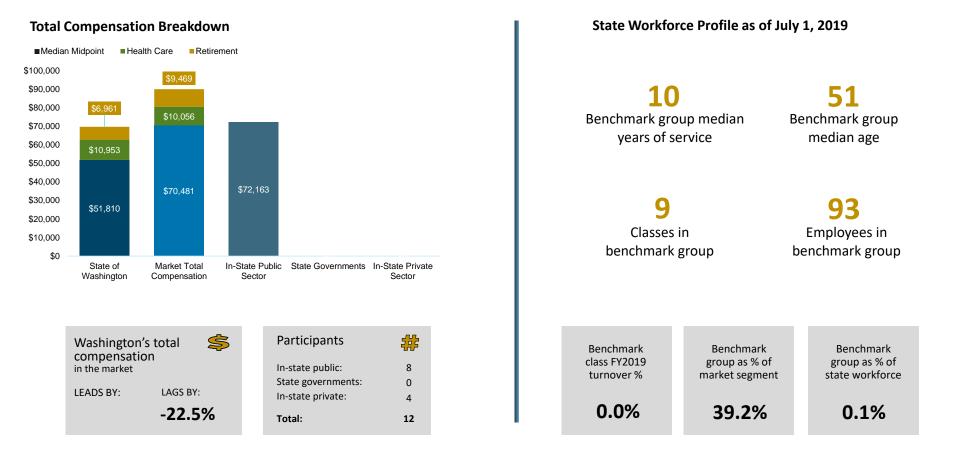
Interprets for deaf students from the most difficult college-level technical lectures and classroom discussions using sign and mouth communication simultaneously; provides tutoring in selected subjects. Typically requires two years of college-level course work and two years of experience interpreting for the deaf of which one year must have been in a classroom setting or equivalent; and, Comprehensive Skills Certification through evaluation by the Registry of Interpreters for the Deaf.



Benchmark: 505 LIBRARY & ARCHIVAL PROFESSIONAL 2

Job Class: 261B LIBRARY & ARCHIVAL PROFESSIONAL 2

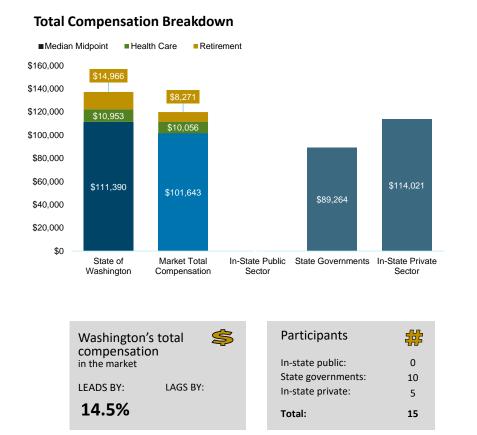
Independently performs professional librarian or archivist duties under general supervision. Provides assistance in collection management including arrangement and description, records accessioning and storage, audits and holdings, and records disposition. Monitors use of collection and identifies records requiring preservation, selects materials for inclusion in collection. Create materials, programs and events that introduce and market collections and services to targeted audiences. Performs original descriptive and subject cataloging and classification. Provides research services and resolves research inquiries. Typically requires a Master's degree in library science from an American Library Association accredited program and one year of professional experience.



Benchmark: 600 ACTUARY 2

Job Class: 504B ACTUARY 2

Performs actuarial analyses and interprets calculations for rate-making, reserving, management reporting, and special studies. Actuarial analyses includes estimating liabilities, rate-making, loss adjustment, underwriting expenses, performance analysis of insured groups, rate level of funds, and financial analysis of insurance entities which involve forecasting, cash flow analysis, and asset liability matching; resolves complex actuarial problems; researches, develops and designs new and alternative actuarial methods for use by staff. Some positions manage the department's actuarial unit, supervising and directing actuarial staff. Typically requires a Bachelor's degree and must be an associate (ACAS) of the Casualty Actuarial Society (CAS); or, an associate (ASA) of the Society of Actuaries (SOA); and four years of actuarial experience in their appropriate specialties.



State Workforce Profile as of July 1, 2019

1345Benchmark group median
years of serviceBenchmark group
median age618

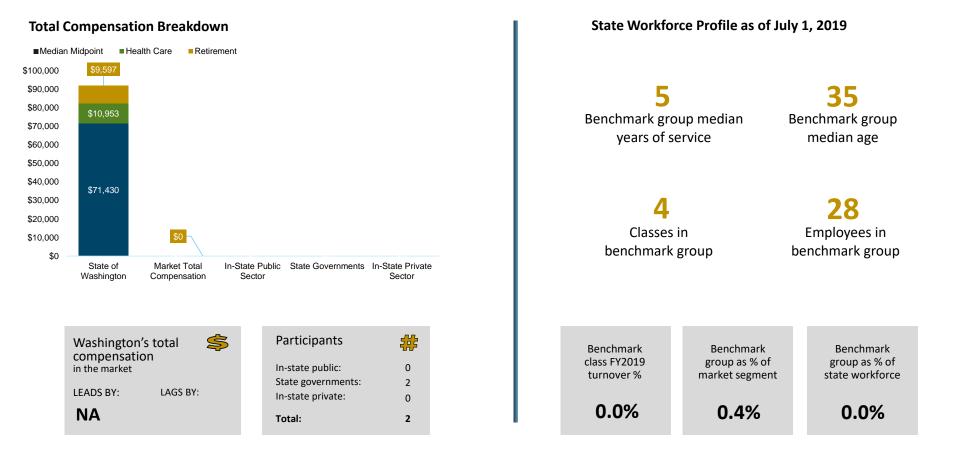
Classes in benchmark group

Benchmark	Benchmark	Benchmark
class FY2019	group as % of	group as % of
turnover %	market segment	state workforce
0.0%	0.3%	0.0%

Benchmark: 601 FINANCIAL LEGAL EXAMINER 2

Job Class: 422Q FINANCIAL LEGAL EXAMINER 2

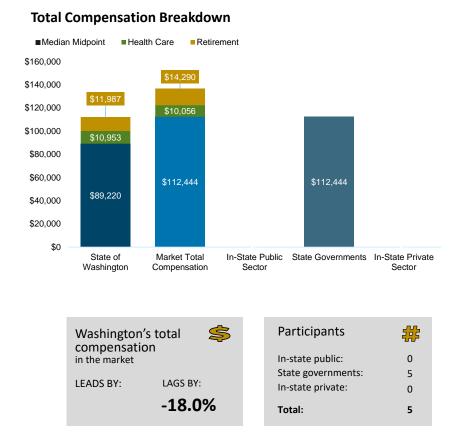
Performs professional legal work under the laws regulating financial institutions and financial services' companies or issuers. Performs intermediate analysis and/or examinations of regulated entities. Typically requires graduation from an accredited law school and membership in the State Bar Association.



Benchmark: 602 INDUSTRIAL INSURANCE APPEALS JUDGE 3

Job Class: 423C INDUSTRIAL INSURANCE APPEALS JUDGE 3

Schedules and presides over pre-hearing conferences and hearings of appealed claims for industrial insurance disability benefits, occupational safety appeals, rate assessment appeals, medical provider and ergonomic appeals. Writes decisions, including findings of fact and conclusions of law, to determine the claimants' eligibility for compensation, and the duration/degree of disability on which compensation will be based. Issues subpoenas, orders medical and psychiatric examinations, evaluates testimony of expert witnesses, and questions witnesses when necessary. Hearings are adversary proceedings by attorneys in accordance with the rules of evidence and Superior Court civil rules. Proposed decisions become legally binding unless further appealed within prescribed time limit. Positions require active or judicial membership in the Washington State Bar Association; and three years of experience in trial practice or three years presiding over cases, following rules of evidence.



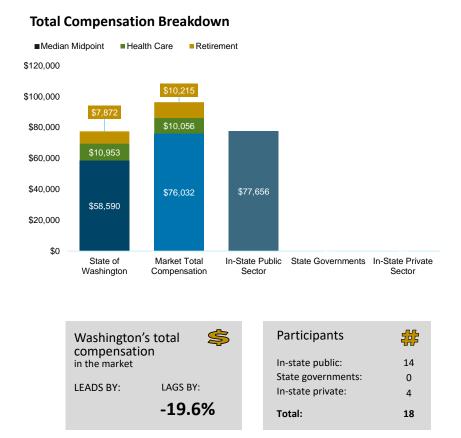
State Workforce Profile as of July 1, 2019

58 Benchmark group median Benchmark group years of service median age 3 63 Classes in **Employees** in benchmark group benchmark group Benchmark Benchmark Benchmark class FY2019 group as % of group as % of state workforce turnover % market segment 0.0% 1.0% 0.1%

Benchmark: 603 CONTRACTS SPECIALIST 2

Job Class: 144G CONTRACTS SPECIALIST 2

Drafts and negotiates contracts for purchase or sale of goods or services. Performs analysis of proposals for technical requirements and cost factors; negotiates with parties on terms and conditions establishing reasonable cost levels, equitable fees and profits; coordinates the evaluation of bids and proposals, termination of agreements, contracts, etc.; assures compliance with the terms of contracts and resolves problems concerning the obligations of either the State or private concerns; settles contractor claims. Typically requires a Bachelor's degree involving major study in public administration, business administration, business law, commerce, economics, or closely allied field and two years of contract administration experience.



State Workforce Profile as of July 1, 2019

8 Benchmark group median years of service

Classes in

benchmark group

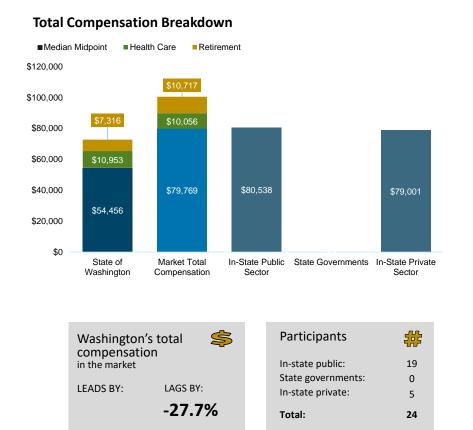
49 Benchmark group median age

Benchmark	Benchmark	Benchmark
class FY2019	group as % of	group as % of
turnover %	market segment	state workforce
0.0%	2.7%	0.3%

Benchmark: 604 BUDGET ANALYST 2

Job Class: 147B BUDGET ANALYST 2

Performs a wide range of responsibilities within the budget division or office in program planning, management methods, and budget analysis; reviews program allotment requests and position actions; recommends program approval, modifications, or disallowance based on established program plans, fiscal, or policy considerations; monitors budget control procedures for compliance with established policies. Typically requires a Bachelor's degree in business, public administration, accounting, economics, or statistics and four to five years of professional experience in budgets, management, or program analysis.



State Workforce Profile as of July 1, 2019

Benchmark group median years of service **45** Benchmark group median age

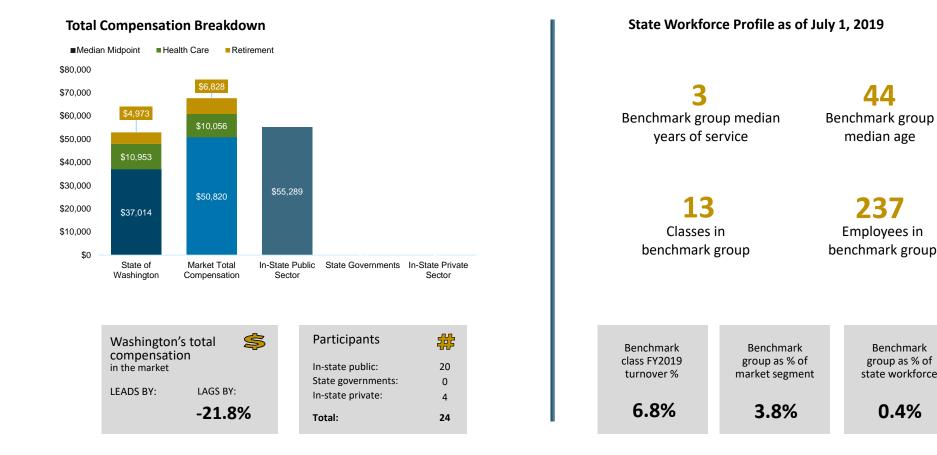
14 Classes in benchmark group

Benchmark	Benchmark	Benchmark
class FY2019	group as % of	group as % of
turnover %	market segment	state workforce
0.0%	17.3%	1.6%

605 FISCAL TECHNICIAN 2 Benchmark:

Job Class: **148M FISCAL TECHNICIAN 2**

Provides support in fiscal, budget, or financial business areas. Applies established procedures in recording, summarizing, and reporting fiscal activities in a variety of work areas such as recordkeeping, auditing, analysis, budgeting, payroll, travel, purchasing, and other types of fiscal operations. Prepares and maintains fiscal records while compiling and ensuring the accuracy of reports. Typically requires high school graduation or equivalent.



median age

737

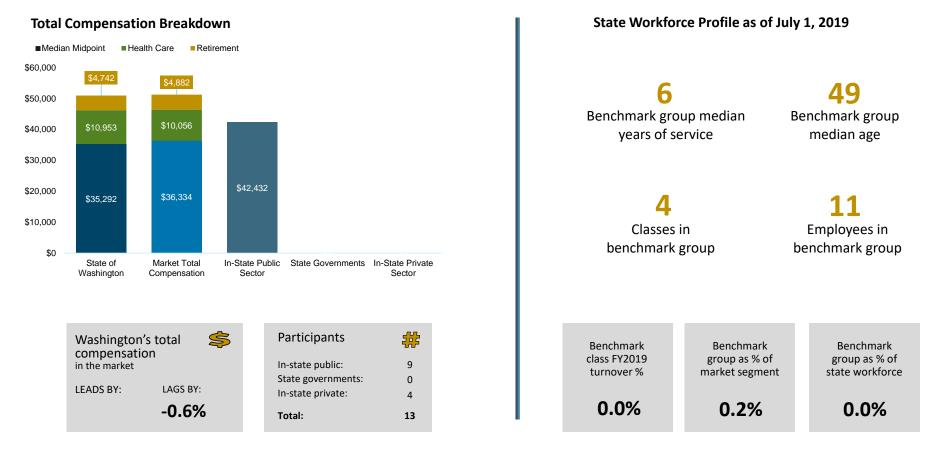
Benchmark

group as % of

state workforce

0.4%

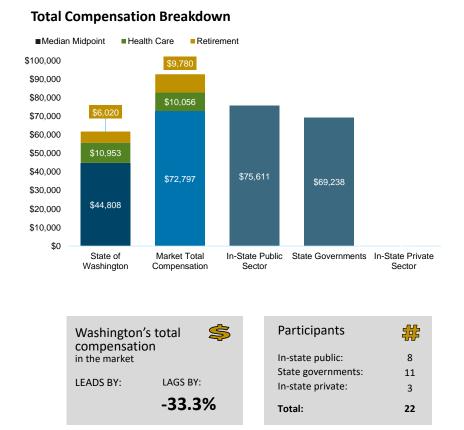
Finance or	Insurance (including banking and investment services)	
Benchmark:	606 CASHIER 2	
Job Class:	149F CASHIER 2	
Uses established guidelines and independent judgment in assigned tasks such as receiving and disbursing funds, preparing receipts, making adjustments to funds, maintaining records, and preparing bank deposits. Typically requires high school graduation or equivalent and 18 months of fiscal-related work such as bank teller or retail sales clerk.		



Benchmark: 607 AUDITOR 2

Job Class: 152I AUDITOR 2

Audits financial records and prepares audit reports for fiscal activities or performs field audits of employer payroll and fiscal records to ensure compliance with laws and regulations. May conduct audits of financial records for compliance with laws, policies and procedures as they relate to vehicle and vessel revenue collections. Typically requires a Bachelor's degree which includes at least 18 quarter or 12 semester hours of accounting or auditing, and two to three years of professional accounting or auditing experience.



State Workforce Profile as of July 1, 2019

6 Benchmark group median years of service **44** Benchmark group median age

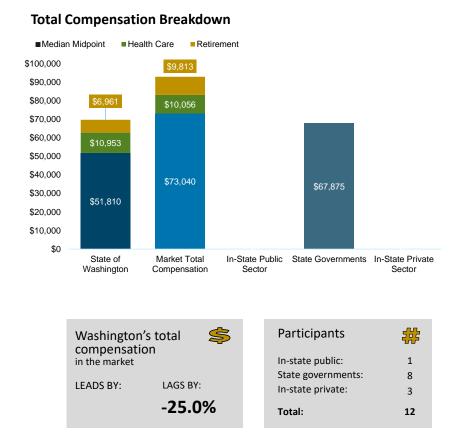
35 Classes in benchmark group

Benchmark	Benchmark	Benchmark
class FY2019	group as % of	group as % of
turnover %	market segment	state workforce
14.8%	12.4%	1.2%

Benchmark: 608 AUDIT SPECIALIST - DOT 2

Job Class: 158B AUDIT SPECIALIST - DOT 2

Plans and conducts risk based audits and audits private organizations, local governments, or non-profits. Conducts work in accordance with applicable professional standards including the Institute of Internal Audit Standards and Government Auditing Standards, federal and state laws, and regulations. Typically requires a Bachelor's degree in accounting, business or public administration, economics, computer science, or other related field that includes 10 semester or 15 quarter hours of college level accounting and one year of professional experience in accounting, auditing, finance, banking, investigation, retail management, or other related fields.



State Workforce Profile as of July 1, 2019

8 Benchmark group median years of service

g

Classes in

benchmark group

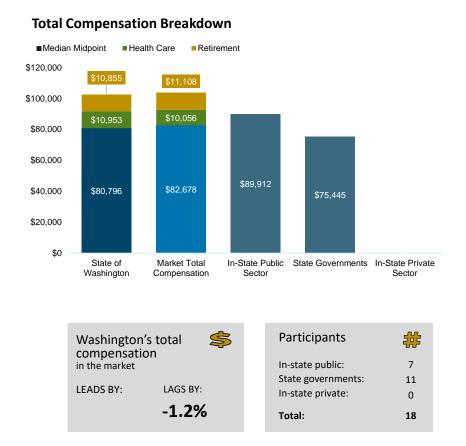
47 Benchmark group median age

0.0%	market segment	state workforce
Benchmark	Benchmark	Benchmark
class FY2019	group as % of	group as % of

Benchmark: 609 FINANCIAL EXAMINER 3

Job Class: 161G FINANCIAL EXAMINER 3

Plans, conducts, and leads complex financial examinations and/or analysis of regulated entities and/or independently conducts comprehensive analysis or portions of a complex analysis of a complex regulated entity involving difficult and advanced legal, technical, and factual issues. Typically requires a Bachelor's degree with major study in finance, business administration, economics, or accounting including at least 12 semester or 20 quarter hours of accounting, finance, or economics and three years of professional experience in one of the following: accounting or auditing; analyzing or examining regulated entities; working for a regulated entity in advanced positions in the areas of lending, operations, analysis of loan or securities portfolios, auditing, reinsurance, investments, information system reviews; or, any combination of the above.



State Workforce Profile as of July 1, 2019

6 45 Benchmark group median years of service median age

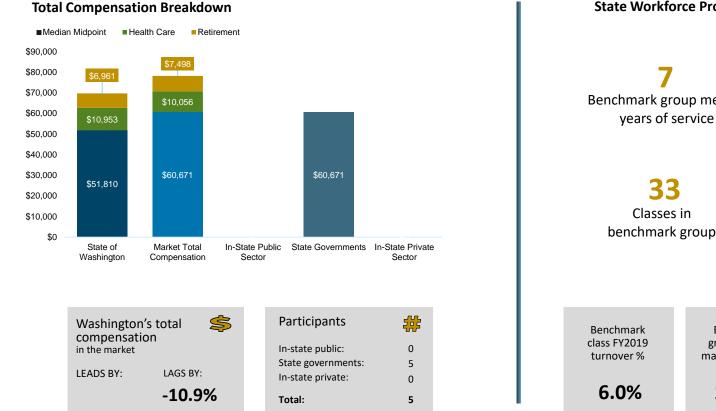
Classes in benchmark group

Benchmark	Benchmark	Benchmark
class FY2019	group as % of	group as % of
turnover %	market segment	state workforce
4.8%	1.8%	0.2%

610 PUBLIC BENEFITS SPECIALIST 3 Benchmark:

Job Class: **165I PUBLIC BENEFITS SPECIALIST 3**

This is the fully qualified, journey level of the series. Independently manages an assigned financial service workload of intake and initial eligibility determinations and/or on-going maintenance of continuing eligibility in multiple automated eligibility, case management, and workflow systems for cash, medical, food and child care benefit programs. Typically requires fifteen months of experience conducting financial eligibility determinations including financial, food benefits programs, or equivalent, and satisfactory completion of the position specific training program.



State Workforce Profile as of July 1, 2019

Benchmark group median years of service

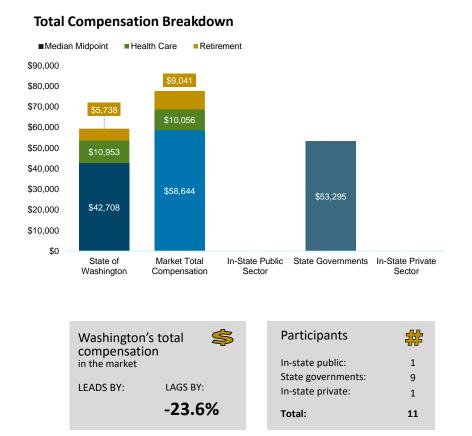
Benchmark group median age

Benchmark	Benchmark	Benchmark
class FY2019	group as % of	group as % of
turnover %	market segment	state workforce
6.0%	35.1%	3.3%

611 TAX INFORMATION SPECIALIST 1 Benchmark:

Job Class: **172E TAX INFORMATION SPECIALIST 1**

Provides assistance to taxpayers, tax practitioners and the public in determining business license requirements, taxability of complex business transactions and reporting instructions for past, current, and future tax liabilities. Provides authoritative information on tax policy changes and new legislation. Provides education and assistance in obtaining required licenses to ensure businesses are compliant with applicable laws. Typically requires a Bachelor's degree in business or public administration, accounting, public finance or related field and one year of professional experience in tax administration, tax auditing or tax collection.



State Workforce Profile as of July 1, 2019

Benchmark group median years of service

Classes in

Benchmark group median age

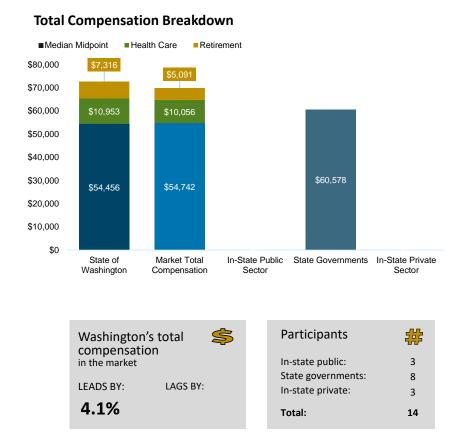
benchmark group

Benchmark	Benchmark	Benchmark
class FY2019	group as % of	group as % of
turnover %	market segment	state workforce
16.2%	6.9%	0.6%

Benchmark: 612 REVENUE AGENT 2

Job Class: 174F REVENUE AGENT 2

Performs collection activities such as seizures, successorships, revocations, delinquent accounts, tax discovery investigations, compliance corporate officer liability assessments, corporate officer liability compliance assessments, and prime contractor liability. Typically requires a Bachelor's degree in business administration, accounting, public administration, police science, economics, criminal justice, sociology, psychology, law, or related field; and one year of experience in personal or corporate finance, law enforcement, adjustment of claims, collection of civil debts, or other related field.



State Workforce Profile as of July 1, 2019

10 Benchmark group median years of service

Classes in

benchmark group

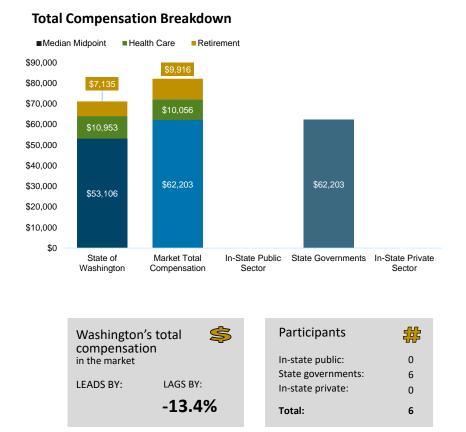
50 Benchmark group median age

Benchmark	Benchmark	Benchmark
class FY2019	group as % of	group as % of
turnover %	market segment	state workforce
8.8%	4.5%	0.4%

Benchmark: 613 SUPPORT ENFORCEMENT OFFICER 2

Job Class: 178G SUPPORT ENFORCEMENT OFFICER 2

Independently initiates and authorizes the establishment, collection, distribution, and/or modification and enforcement of financial, medical, interstate and other child support obligations under the Uniform Interstate Family Support Act. Interprets court and/or administrative orders, determines appropriate enforcement actions, ensures compliance with Federal standards as well as State laws and regulations. Initiates, prepares, signs and serves support enforcement administrative and legal actions and makes child support debt and distribution determinations. Typically requires two years of child support enforcement or debt collection related experience and completion of the Support Enforcement Officer Training Program.



State Workforce Profile as of July 1, 2019

15 Benchmark group median years of service

47 Benchmark group median age

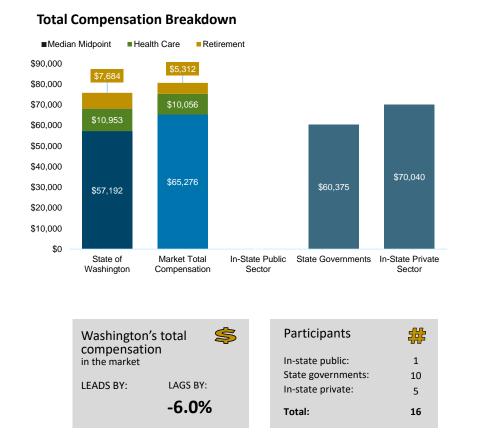
7 Classes in benchmark group

Benchmark	Benchmark	Benchmark
class FY2019	group as % of	group as % of
turnover %	market segment	state workforce
4.7%	13.3%	1.3%

Benchmark: 700 CLINICAL/MEDICAL TECHNOLOGIST 2

Job Class: 508F CLINICAL/MEDICAL TECHNOLOGIST 2

Conducts biochemical and microscopic examinations of spinal fluid, smears, blood, sputum, gastric contents, tissue and excreta; prepares staining materials; prepares slides from sample tissues and body cells during surgical operations; secures specimens of blood from patients; determines blood coagulation time and sedimentation rates; makes solutions, and maintains growth and virulence of cultures; makes bacteriological examinations; uses laboratory equipment; makes electrocardiographs, X ray and basal metabolism tests; makes and records readings of test results; keeps clinical laboratory records. Requires a Bachelor's Degree in Medical Technology with a curriculum accredited by the Committee on Allied Health Education and Accreditation of the American Medical Association and certification with the American Society of Clinical Pathologists or equivalent.



State Workforce Profile as of July 1, 2019

Benchmark group median Benchmark group years of service median age Classes in **Employees** in benchmark group benchmark group Benchmark Benchmark Benchmark group as % of class FY2019 group as % of state workforce turnover % market segment

0.0%

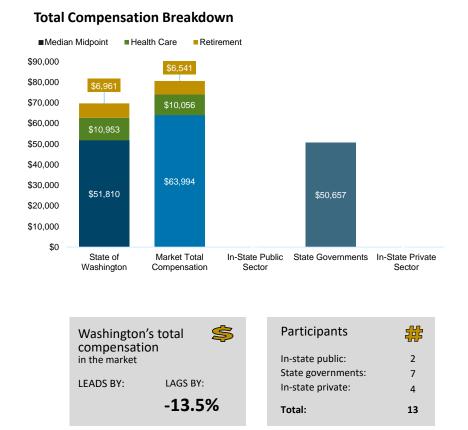
36.4%

0.0%

Benchmark: **701 LABORATORY TECHNICIAN 3**

Job Class: **510I LABORATORY TECHNICIAN 3**

Supervises or leads technicians and/or assistants in a small laboratory or major specialized unit of a large clinical laboratory and/or may perform a wide variety of complex laboratory procedures and findings. Work is performed in two or more sub-disciplines such as radiation or water chemistry, metabolics, media preparation, parasitology or serology without regular supervisory review. Typically requires five years of clinical, chemical, public health or related laboratory experience. College education involving major study in a laboratory science may be substituted, year for year, for the required general experience. Completion of a course for laboratory assistants, approved by the American Society of Clinical Pathologists, may be substituted for two years of the required general experience.



State Workforce Profile as of July 1, 2019

6 Benchmark group median years of service

6

Classes in

benchmark group

Benchmark group median age

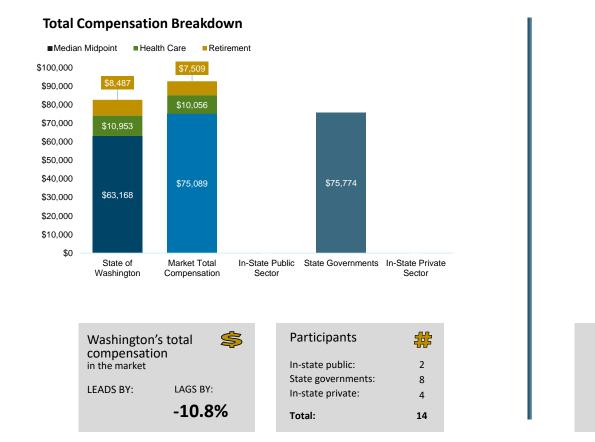
66



Benchmark: 703 MENTAL HEALTH PRACTITIONER

Job Class: 352E MENTAL HEALTH PRACTITIONER

Provides mental health diagnostic evaluation, treatment, rehabilitation, and case management services in a multi-disciplinary outpatient setting, and consultation and education to other mental health and health care professionals. Requires a Master's degree in behavioral sciences, such as psychology, psychiatric nursing, occupational therapy, vocational or educational counseling, or social work.



State Workforce Profile as of July 1, 2019

13 Benchmark group median years of service 52 Benchmark group median age

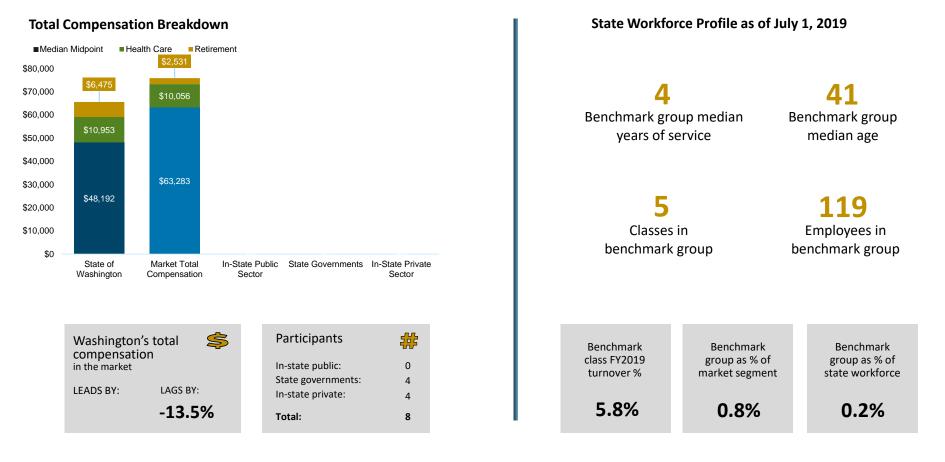
13 Classes in benchmark group

Benchmark	Benchmark	Benchmark
class FY2019	group as % of	group as % of
turnover %	market segment	state workforce
0.0%	6.6%	1.4%

Benchmark: 704 PSYCHIATRIC CHILD CARE COUNSELOR 1

Job Class: 348N PSYCHIATRIC CHILD CARE COUNSELOR 1

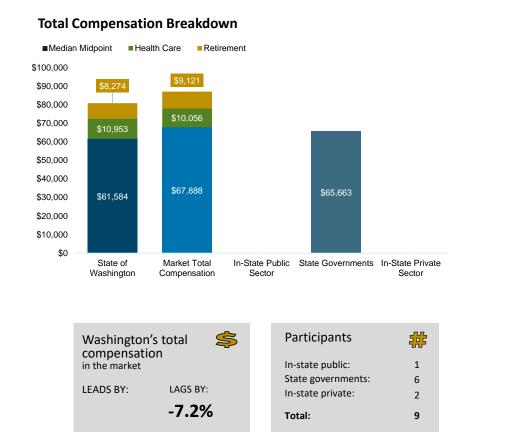
Provides treatment counseling and supervision for severely emotionally, behaviorally and psychologically disturbed children and adolescents in a psychiatric hospital setting serving mental health and forensic admissions. Requires a Bachelor's degree with emphasis in social sciences, education, recreation, psychology or related field; or two years of college with emphasis in social sciences, education, recreation, psychology, or related field and two years of social service experience. This level does not require a licensed psychologist.



Benchmark: 705 SOCIAL WORKER 2 - ACADEMIC MEDICAL CENTERS

Job Class: 351F SOCIAL WORKER 2 - ACADEMIC MEDICAL CENTERS

As a member of a health care team, provides professional social work services in specialized areas such as Geriatrics, Sexually Transmitted Disease Center, Women's and Children's Program, Emergency Trauma Center, and the Intensive Care Unit focusing on providing direct client/patient care and/or research and/or teaching. Requires a Master of Social Work Degree from a program accredited by the Council on Social Work Education and two years of full-time professional social work experience in a health-care setting eligible to begin social work practicum instruction for the School of Social Work.



State Workforce Profile as of July 1, 2019

3 Benchmark group median years of service

q

Classes in

benchmark group

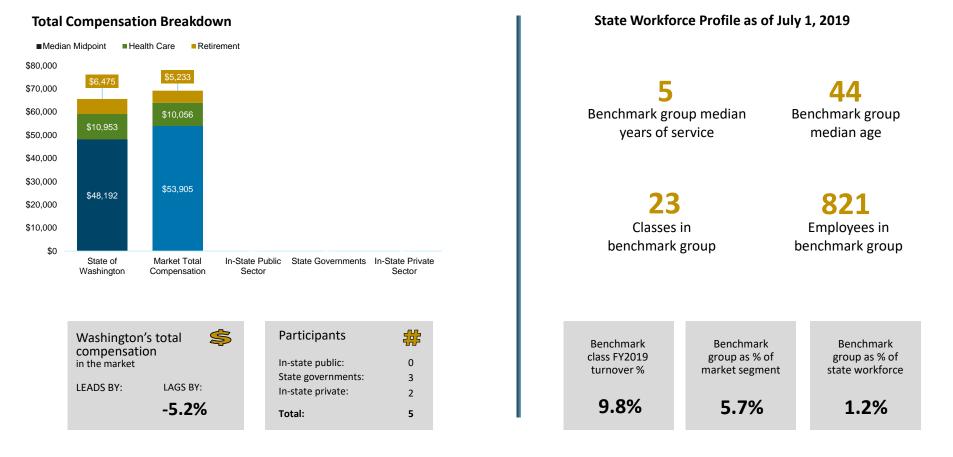
NA Benchmark group median age



Benchmark: 706 RESIDENTIAL REHABILITATION COUNSELOR 2

Job Class: 347F RESIDENTIAL REHABILITATION COUNSELOR 2

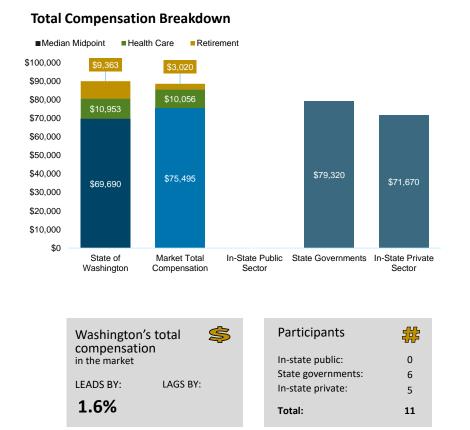
Provides journey level specialized care and security of violent adult sexual predators. Participates as a team member of a multi-disciplinary team in the implementation of the therapeutic environment/milieu through effective management of treatment plans and proactive interventions; provides assistance with daily support and life skills; conducts and assists with therapeutic group activities; observes, monitors and documents residents' behaviors; escorts residents on outings; provides input and participates in drafting resident treatment plans. Requires two years of experience providing direct care to psychiatric patients, residents or inmates in a residential or in-patient mental health setting, or equivalent.



Benchmark: 707 PSYCHOLOGY ASSOCIATE

Job Class: 362B PSYCHOLOGY ASSOCIATE

Serves as the psychology specialist for an institutional training, reception/admissions, pre-vocational/vocational, violent geriatric behavior modification program, or to a multidisciplinary team. Has responsibility for a program, project or system within an institution. Subject to supervision and consultation of a licensed psychologist. Incumbents may provide direct psychological services to clients in addition to coordinating, monitoring and managing the assigned program, project or system. Requires a doctoral degree in psychology from an accredited school.



State Workforce Profile as of July 1, 2019

Benchmark group median years of service **41** Benchmark group median age

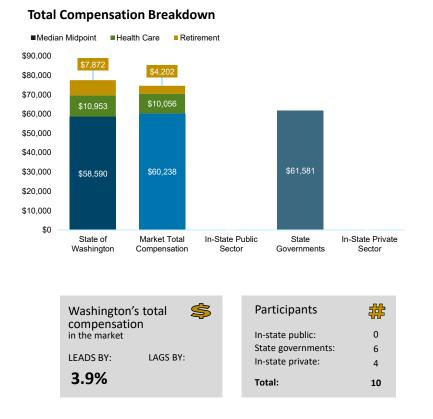
Classes in benchmark group

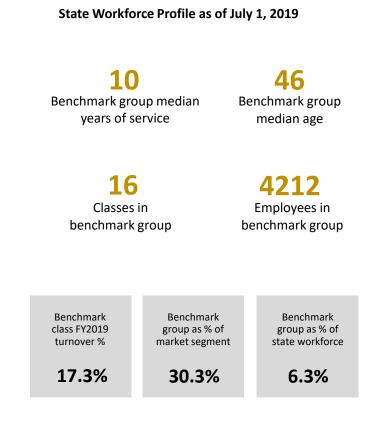
Benchmark	Benchmark	Benchmark
class FY2019	group as % of	group as % of
turnover %	market segment	state workforce
11.4%	1.7%	0.4%

Benchmark: 708 SOCIAL SERVICE SPECIALIST 2

Job Class: 351P SOCIAL SERVICE SPECIALIST 2

Provides professional level social services under general direction. Responsible for the full scope of social services: licensing, risk assessment intake, case management. Typically requires a Master's degree or higher in social services, human services, behavioral sciences, criminal law/justice or an allied field, and one year of paid social service experience planning, administering, developing, or delivering social, financial, health or chemical dependency treatment services programs.

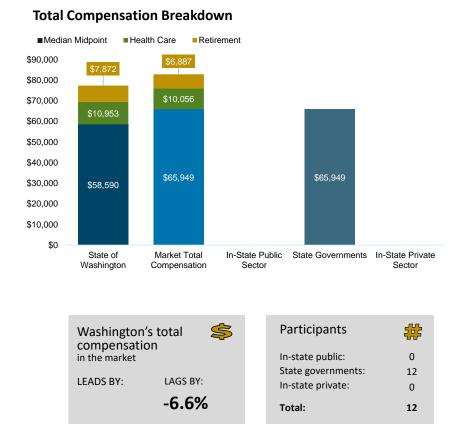




Benchmark: 709 VOCATIONAL REHABILITATION COUNSELOR 3

Job Class: 353M VOCATIONAL REHABILITATION COUNSELOR 3

Independently provides journey-level vocational rehabilitation counseling and direct case management to a client caseload consisting of individuals with varying degrees of disabling conditions to assist them in achieving a competitive employment outcome. Provides liaison with an array of other programs that co-enroll Department of Vocational Rehabilitation (DVR) clients into their services. Determines work methods within Federal and agency policies to provide needed vocational rehabilitation services under direct supervision of a Vocational Rehabilitation Supervisor and guidance of a Vocational Rehabilitation Counselor 4. Requires a Master's degree in rehabilitative counseling or certification by the Commission on Rehabilitation Counselor Certification, or a Master's degree in any field plus 18 credit or 12 semester hours in specified rehabilitation counseling coursework at the graduate level and three years of paid vocational rehabilitation counseling experience or equivalent.



State Workforce Profile as of July 1, 2019

5 Benchmark group median years of service

49 Benchmark group median age

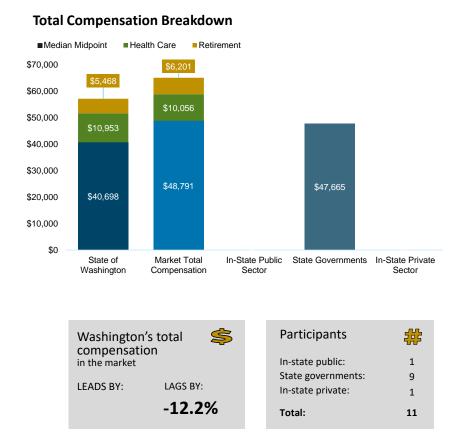
15 Classes in benchmark group

Benchmark	Benchmark	Benchmark
class FY2019	group as % of	group as % of
turnover %	market segment	state workforce
11.4%	2.6%	0.6%

Benchmark: 710 ATTENDANT COUNSELOR 2

Job Class: 345G ATTENDANT COUNSELOR 2

Provides habilitation support services to individuals with developmental disabilities to learn activities of daily living (ADLs) within a residential habilitation center or state operated living alternative (SOLA); develops and implements Individualized program plans and services that are designed to teach and maintain skills to facilitate independence. Typically requires high school graduation or GED and one year of experience working with people with developmental disabilities. In a SOLA, required to obtain and maintain the nursing assistant registered (NAR).



3 Benchmark group median Benchmark group years of service median age 7 2027 Employees in Classes in benchmark group benchmark group Benchmark Benchmark Benchmark group as % of class FY2019 group as % of state workforce turnover % market segment

State Workforce Profile as of July 1, 2019

14.0%

11.0%

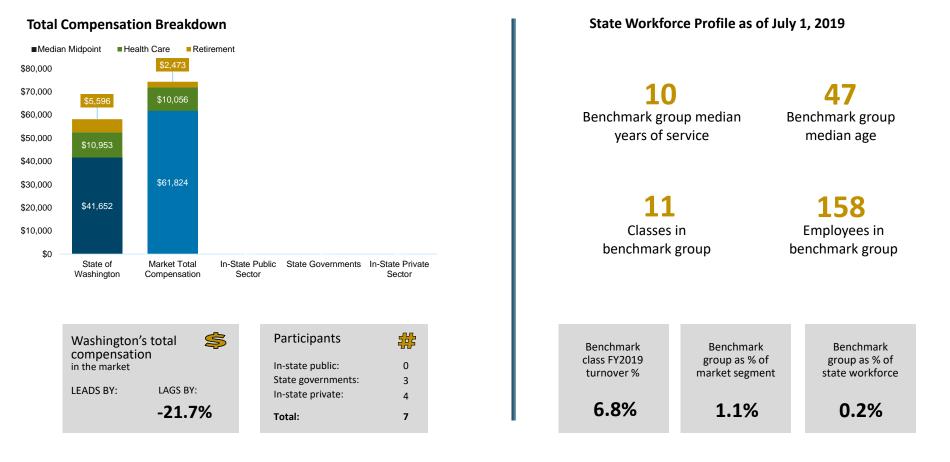
86

3.1%

Benchmark: 711 ADULT TRAINING SPECIALIST 2

Job Class: 346F ADULT TRAINING SPECIALIST 2

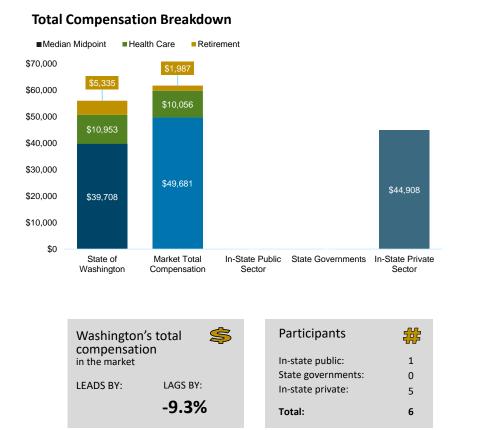
Under the direction of a higher level Adult Training Specialist, evaluates and assesses learning problems, motor problems, and behavioral problems for adults with developmental disabilities in a residential habilitation center. Develops instructional or therapy materials, techniques, and strategies to provide training and life skills. Requires high school graduation or GED, and completion of 15 specific job related college credit hours, and one year as a vocational trainer of persons with disabilities in a community employment program or sheltered workshop, or equivalent work experience.



Benchmark: 712 MEDICAL TRANSCRIPTIONIST 2

Job Class: 282F MEDICAL TRANSCRIPTIONIST 2

Transcribes, proofreads and edits complex technical medical reports for a broad range of clinical specialties and departments using digital or machine dictation and word processing equipment. Typically requires completion of a two-year college or vocational medical secretary program, or an accredited medical transcriptionist program or equivalent.



State Workforce Profile as of July 1, 2019

5 Benchmark group median years of service 54 Benchmark group median age

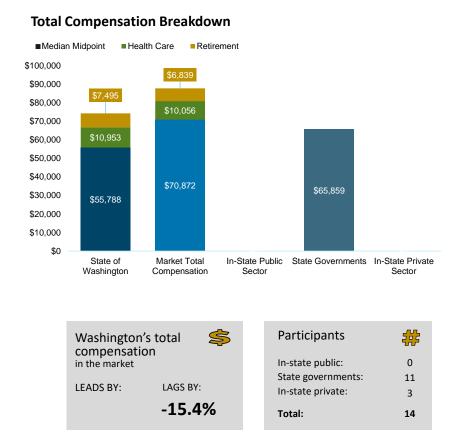
4 Classes in benchmark group

class FY2019 turnover %	group as % of market segment 0.1%	group as % of state workforce
Benchmark	Benchmark group as % of	Benchmark group as % of

Benchmark: 713 HEALTH SERVICES CONSULTANT 2

Job Class: 283I HEALTH SERVICES CONSULTANT 2

Provides technical consultation and assistance to local health departments, clinics, community and other health services providers by performing one or more of the following functions: Disease prevention, health promotion, health education and training of providers and/or public, nutrition services, and health program policy; assisting management in the review, analysis and impact of health legislation, health policy, rule development, and fiscal management; conducting assessment and/or data surveillance activities. Typically requires a Master's degree in public health, health care administration, public or business administration, or allied field and one year of professional management or consultative experience in a health services program or equivalent.



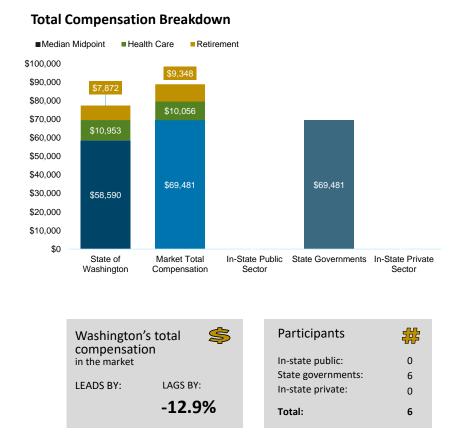
State Workforce Profile as of July 1, 2019 Benchmark group median Benchmark group years of service median age 618 Δ Classes in **Employees** in benchmark group benchmark group Benchmark Benchmark Benchmark group as % of class FY2019 group as % of state workforce turnover % market segment 4.1% 4.3% 0.9%

89

Benchmark: 714 PUBLIC HEALTH ADVISOR 2

Job Class: 2830 PUBLIC HEALTH ADVISOR 2

Advises and consults with local health departmental personnel and other governmental officials, state institutional care officials, health and residential care providers, other health care professionals, and the public on public health issues and practices; and/or conducts field surveys of health or residential care facilities, correctional facilities, or other sites and evaluates them according to public health program requirements and initiates corrective and enforcement action at the site. Typically requires a Master's degree in public health, environmental health, or allied science with a minimum of 30 semesters or 45 quarter hours in a natural or physical science and two years of professional experience in public health or equivalent.





5 Benchmark group median years of service

6

46 Benchmark group median age

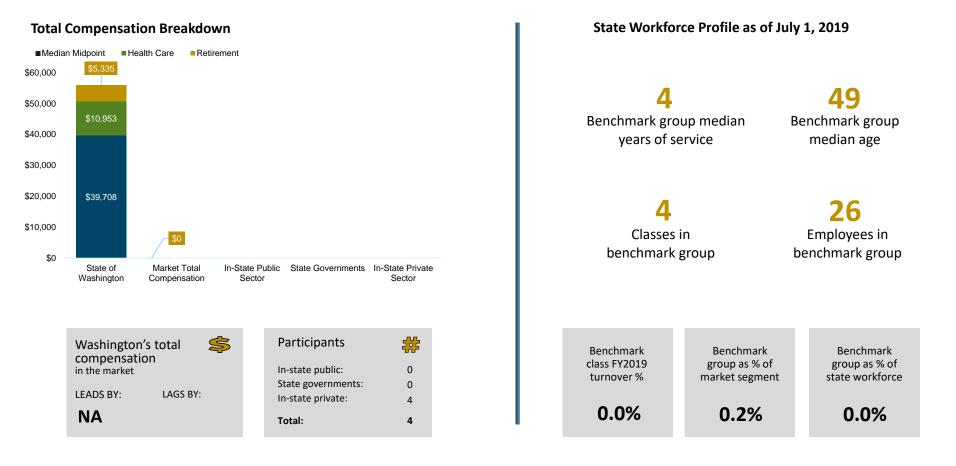
Classes in benchmark group



Benchmark: 715 PATIENT SERVICES COORDINATOR

Job Class: 284F PATIENT SERVICES COORDINATOR

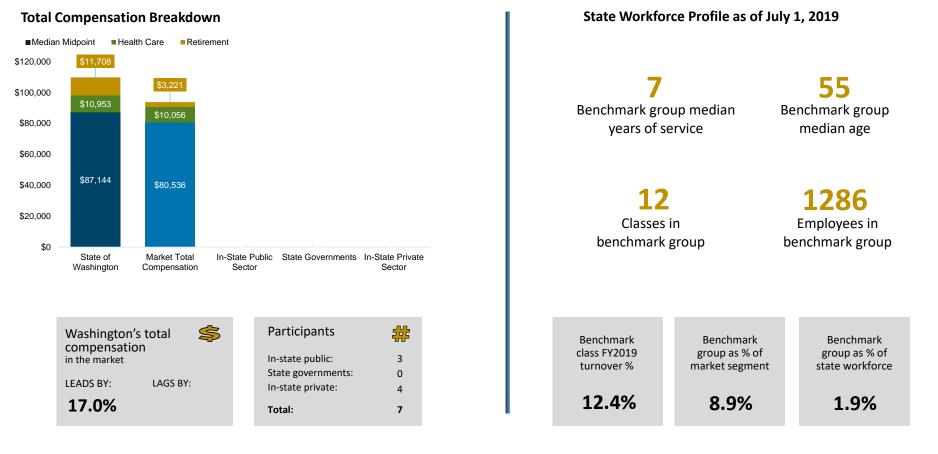
Coordinates the daily patient flow in patient care areas and provides support services such as triaging patient telephone calls to medical staff, scheduling appointments, registering patients, maintaining patient records and assembling patient charts, and initiating and processing patient charge documents. Typically requires high school graduation or equivalent and three years of general office experience or two years of office or customer service experience in a healthcare setting.



Benchmark: 716 REGISTERED NURSE 2

Job Class: 285F REGISTERED NURSE 2

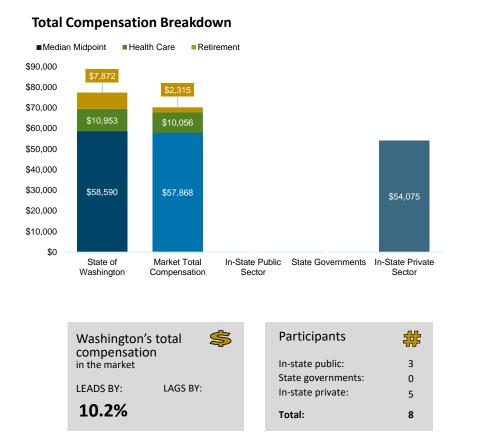
Provides professional nursing care services to patients that include planning, assessing, diagnosing, implementing, evaluating nursing care, and providing staff direction. Prepares and revises nursing care plans for individual patients; records and administers or oversees the administration of medicine and treatments; assists the physician with physical examinations; records physical and mental condition of patients; may serve as the unit charge nurse for an assigned shift. Requires licensure by the State of Washington as a Registered Nurse and a minimum of one year of nursing experience. Exclude specialty nurses if they receive additional pay for specialty skills, Public Health Nurses who make home nursing evaluations or function as school nurses, and supervisors of other Registered Nurses.



Benchmark: 717 LICENSED PRACTICAL NURSE 2

Job Class: 286B LICENSED PRACTICAL NURSE 2

Provides prescribed patient care under the direction of higher-level nursing personnel. Administers oral and intramuscular medicine; cleanses and dresses wounds; performs post-surgery irrigation; inserts and removes catheters; observes and records patient information, including vital signs; draws blood samples. Requires State licensure as a Practical Nurse and one year of practical experience in a hospital setting.



State Workforce Profile as of July 1, 2019

Benchmark group median years of service 50 Benchmark group median age

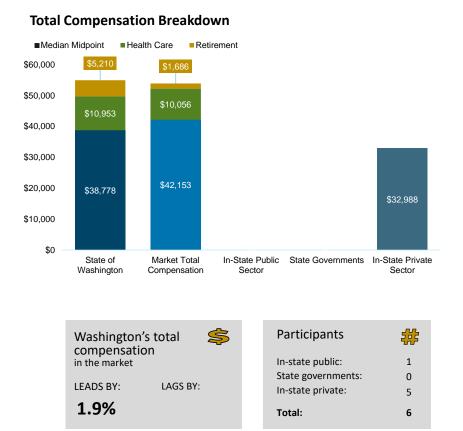
Classes in benchmark group

Benchmark	Benchmark	Benchmark
class FY2019	group as % of	group as % of
turnover %	market segment	state workforce
12.7%	3.9%	0.8%

718 NURSING ASSISTANT Benchmark:

Job Class: 287E NURSING ASSISTANT

Under general supervision, assists the medical and nursing staff with tasks involving direct patient care and treatment; takes patients' temperature, pulse, and respiration; applies simple dressings and bandages; gives enemas; collects specimens for laboratory study and performs simple laboratory tests; changes bed linens; cleans patient areas; serves food trays and assists patients in eating; sterilizes equipment; maintains bedside charts and transfers information to permanent charts; assists in observation of symptoms and reports changes in patient's condition. Requires at least one year of direct patient care experience or, completion of an approved course for Medical Assistants and a Washington State license to practice as a "Nursing Assistant-Certified."



State Workforce Profile as of July 1, 2019

Benchmark group median years of service

Classes in

Benchmark group median age

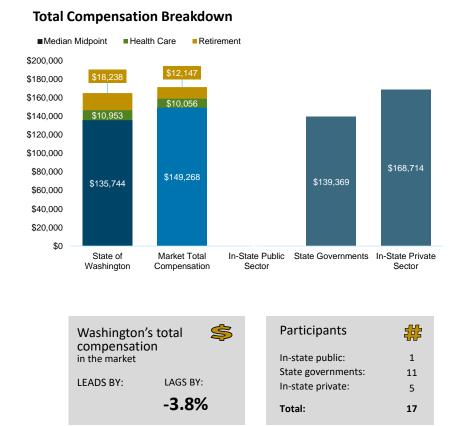
benchmark group

Benchmark	Benchmark	Benchmark
class FY2019	group as % of	group as % of
turnover %	market segment	state workforce
36.1%	2.4%	0.5%

719 DENTIST Benchmark:

Job Class: 288E DENTIST

Performs professional dental work such as diagnosing and treating diseases, injuries, and malformations of teeth and gums, and related oral structures. Requires a Doctor's degree from an accredited school of dentistry, a valid Washington State license to practice dentistry, and two years of dentistry experience.



State Workforce Profile as of July 1, 2019

3 Benchmark group median years of service

Classes in

57 Benchmark group median age

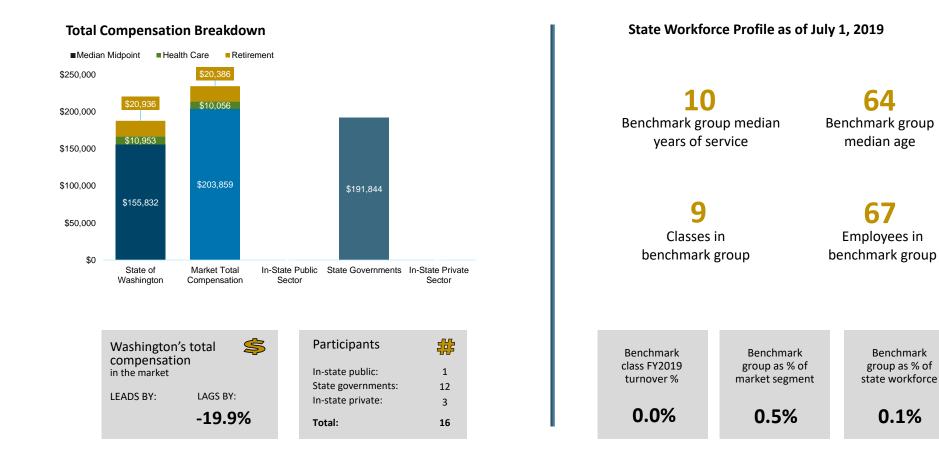
benchmark group

Benchmark	Benchmark	Benchmark
class FY2019	group as % of	group as % of
turnover %	market segment	state workforce
12.9%	0.2%	0.0%

Benchmark: 720 PHYSICIAN 2

Job Class: 288H PHYSICIAN 2

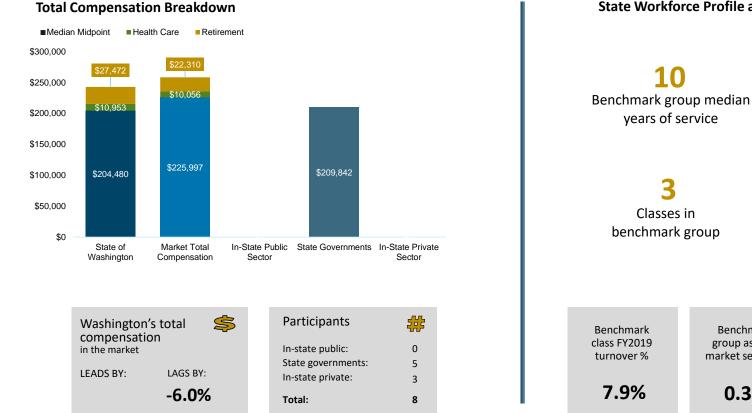
Participates in medical treatment of patients, directs medical program for unit or section or in a staff position acts as medical consultant in a medical service program; or within a Division of Developmental Disabilities residential facility provides medical and surgical services to one or more assigned program units as a professional member of an interdisciplinary team. Requires a valid license to practice medicine and surgery and typically four years of experience in the practice of medicine.



721 PSYCHIATRIST Benchmark:

Job Class: 290D PSYCHIATRIST

Supervises and participates in treatment of mentally ill; directs psychiatric treatment program of unit or section; administers psychiatric treatment to mentally ill patients. Requires a valid state license to practice medicine and eligibility for certification by the American Board of Psychiatry and Neurology.



State Workforce Profile as of July 1, 2019

67 Benchmark group median age

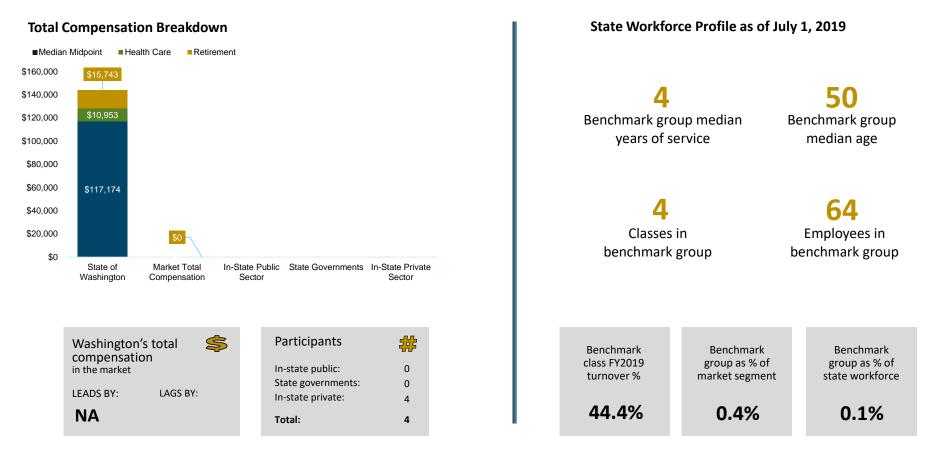
Classes in benchmark group

Benchmark	Benchmark	Benchmark
class FY2019	group as % of	group as % of
turnover %	market segment	state workforce
7.9%	0.3%	0.1%

Benchmark: 722 ADVANCED REGISTERED NURSE PRACTITIONER

Job Class: 291E ADVANCED REGISTERED NURSE PRACTITIONER

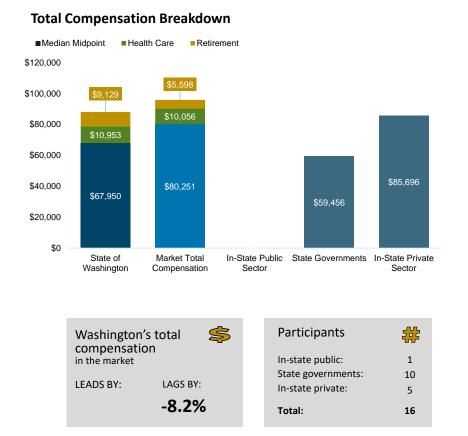
Provides full spectrum of medical and mental health care services to patients including performing examinations, performing or ordering diagnostic tests, establishing diagnosis, prescribing medications, and instructing patients and family members on continuing care. Requires Washington state licensure as an ARNP and licensure as a Registered Nurse.



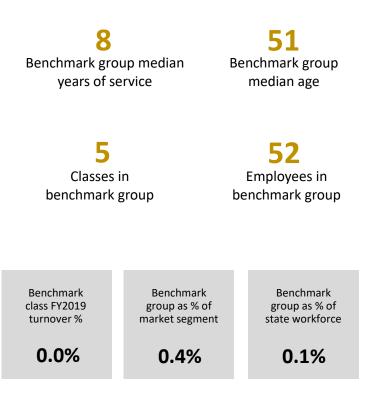
Benchmark: 723 DENTAL HYGIENIST 2

Job Class: 292F DENTAL HYGIENIST 2

Under general supervision of a dentist, performs expanded dental hygiene technical and restorative dental procedures and periodontal therapy such as sub-gingival and supra gingival scaling, root planning, soft tissue curettage, administers local anesthetic injections and nitrous-oxide, places and removes rubber dams, places cement bases, places matrix bands and wedges; condenses and carves amalgam restorations, places composite restorations, performs crown and bridge procedures. Records evaluations of mouth condition and extent of prophylaxis on dental chart to provide dentist with information for more complete diagnosis and subsequent treatment. Counsels patients with severe gum disease. Instructs and advises patients on proper diet for good dental health and on proper dental care. Requires a valid state license as a Dental Hygienist and two years' experience as a Dental Hygienist.



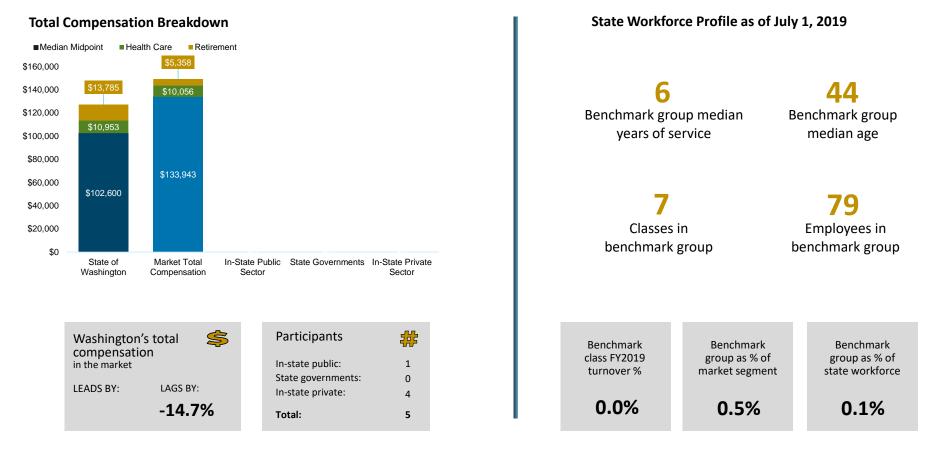
State Workforce Profile as of July 1, 2019



Benchmark: 724 PHARMACIST 3

Job Class: 295G PHARMACIST 3

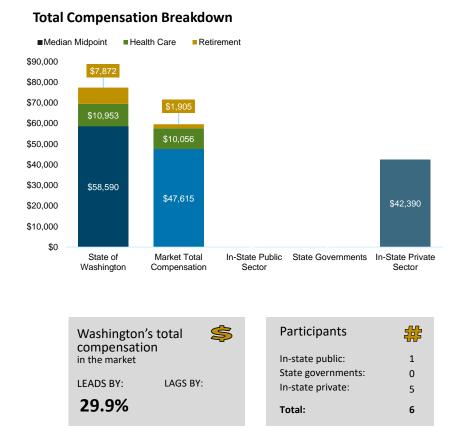
Performs professional pharmaceutical care to a clinical service such as cardiology, neurosurgery, critical care, transplant services, oncology, psychiatry, diabetes or family or veterinary medicine; provides leadership for specific clinical service areas such as developing education programs and acting as clinical resource for staff. Provides leadership functions related to clinical practice, education and standards of pharmaceutical care such as recommending appropriate pharmaceutical prescription, influencing standards of therapy, and developing the pharmacy component of a clinical service. Requires a valid State license to practice pharmacy and two years of experience in pharmacy practice, or equivalent.



Benchmark: 725 PHARMACY TECHNICIAN 2

Job Class: 296I PHARMACY TECHNICIAN 2

Performs a variety of technical pharmaceutical tasks such as compounding medications, preparing prescriptions, preparing intravenous admixtures, and performing order entry of prescriptions into the computer. Responsibilities include preparing prescriptions from physician orders; charging and/or billing functions; monitoring and performing batch preparation of pharmaceuticals; assisting in the training of pharmacy assistants, interns, and students. Requires state Pharmacy Technician certification and six months of pharmacy experience.



State Workforce Profile as of July 1, 2019

8 Benchmark group median years of service **46** Benchmark group median age

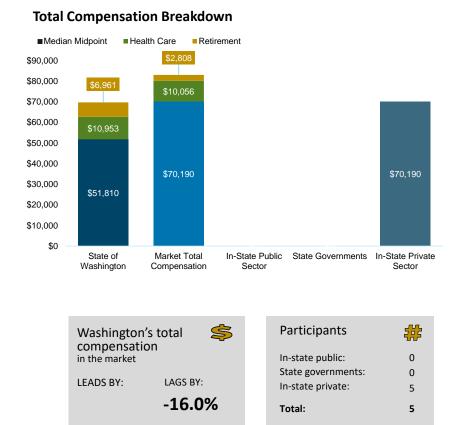
5 Classes in benchmark group

Benchmark	Benchmark	Benchmark
class FY2019	group as % of	group as % of
turnover %	market segment	state workforce
0.0%	0.4%	0.1%

Benchmark: 728 IMAGING TECHNOLOGIST 2

Job Class: 300G IMAGING TECHNOLOGIST 2

Performs a variety of routine invasive and non-invasive diagnostic and interventional imaging procedures such as fluoroscopy in a clinical setting. Requires satisfactory completion of formal radiologic technology training in an AMA approved school and registration by the American Registry of Radiologic Technologist (ARRT) or one year of technical imaging experience.



State Workforce Profile as of July 1, 2019

9 Benchmark group median years of service NA Benchmark group median age

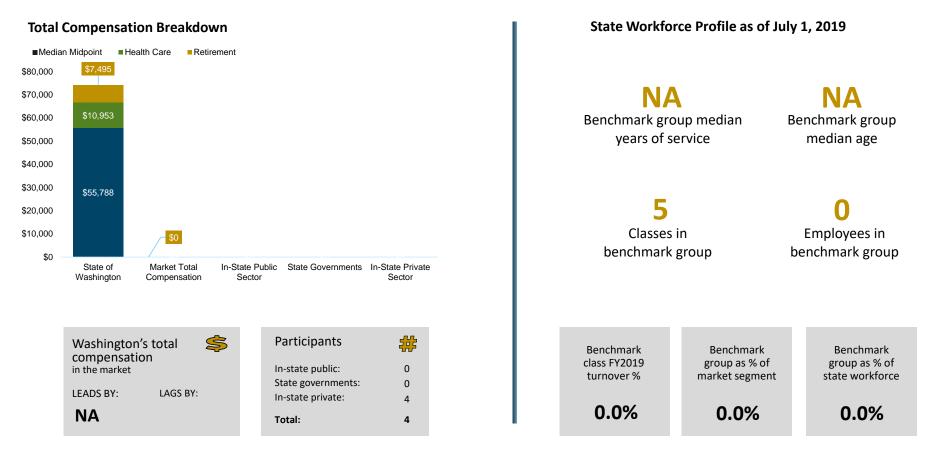
9 Classes in benchmark group

turnover %	market segment	state workforce
Benchmark	Benchmark	Benchmark
class FY2019	group as % of	group as % of

Benchmark: 729 DIAGNOSTIC MEDICAL SONOGRAPHER

Job Class: 301E DIAGNOSTIC MEDICAL SONOGRAPHER

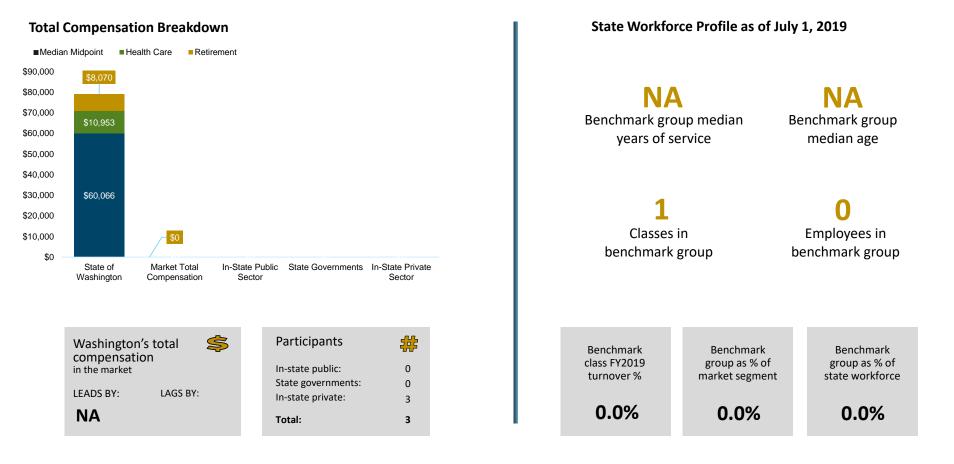
Performs complex diagnostic ultrasound and/or physiologic examinations and assessments by direct application of high frequency ultrasound instruments to adult, adolescent, geriatric, and pregnant female patients. Requires completion of diagnostic ultrasound program accredited by the Commission on Accreditation of Allied Health Education Programs (CAAHEP) and registration in abdominal and obstetrical ultrasound.



Benchmark: 730 RADIATION THERAPY DOSIMETRIST

Job Class: 302G RADIATION THERAPY DOSIMETRIST

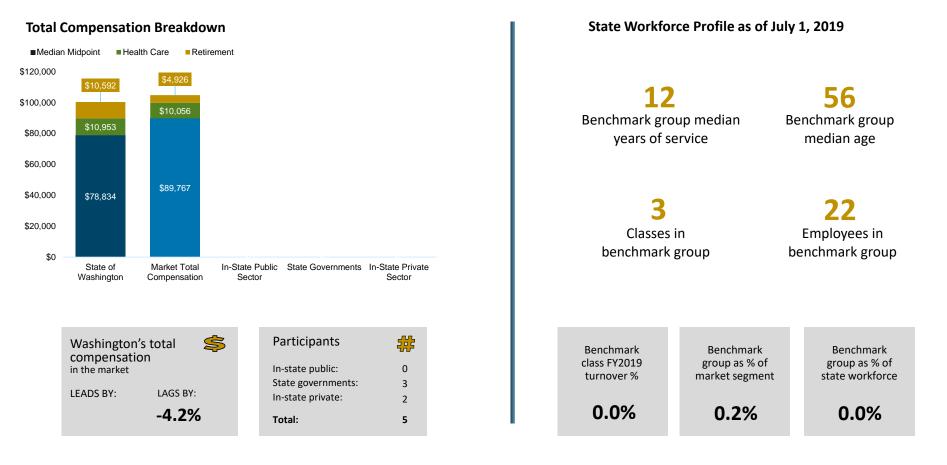
Performs radiation therapy planning procedures for courses of radiation therapy; performs tumor localizations, dose calculations, and treatment simulations. Typically requires a Bachelor's degree in the physical or biological sciences or, registration in radiation therapy technology by the American Registry of Radiological Technologist (or equivalent organization); and two years' experience in radiation technology and completion of a one year program in medical dosimetry recognized by the American Association of Medical Dosimetrists.



Benchmark: 731 TOXICOLOGIST 2

Job Class: 303F TOXICOLOGIST 2

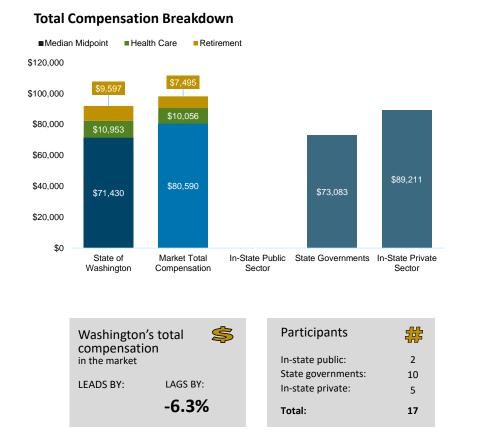
Evaluates research studies and other technical information on experimental and regulatory toxicology, human clinical toxicology, toxic kinetics, environmental fate/transport to determine potential adverse health and/or ecological effects of exposure to environmental chemicals. Requires a Ph.D. in toxicology or in a health or ecological related science with a major emphasis in toxicology and 1 year toxicology experience or equivalent.



Benchmark: 732 EPIDEMIOLOGIST 1

Job Class: 303J EPIDEMIOLOGIST 1

Perform epidemiological investigations of human morbidity and mortality. In addition, compiles, maintains, and analyzes health data and reports; identifies causative agents resulting in adverse health conditions and purposes corrective actions; provides public health information and consultative services. Typically requires a Master's degree in epidemiology or equivalent.



State Workforce Profile as of July 1, 2019

H Benchmark group median years of service **40** Benchmark group median age

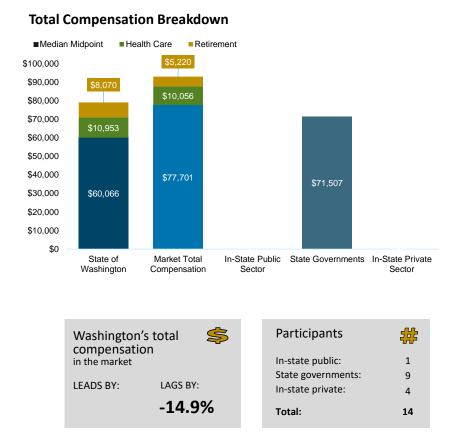
4 Classes in benchmark group

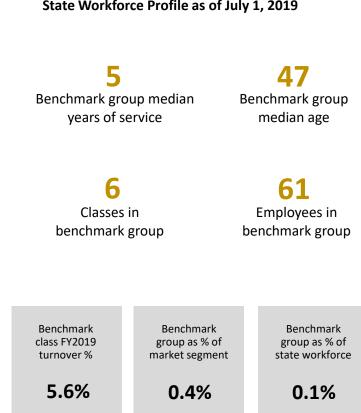
Benchmark	Benchmark	Benchmark
class FY2019	group as % of	group as % of
turnover %	market segment	state workforce
0.0%	0.9%	0.2%

734 OCCUPATIONAL THERAPIST 3 Benchmark:

Job Class: **306P OCCUPATIONAL THERAPIST 3**

Provides occupational therapy services to patients which includes assessment, treatment, program planning and implementation, and related documentation as prescribed by a physician; evaluates and treats patients with a variety of physical and mental disabilities using specialized skills such as driver training or employment capacity evaluation; assists in directing and coordinating occupational therapy programs; instructs occupational therapy assistants and students in occupational therapy procedures. Requires a valid license to practice occupational therapy, successful completion of American Occupational Therapy Association certification examination, and three years of professional experience as an occupational therapist.



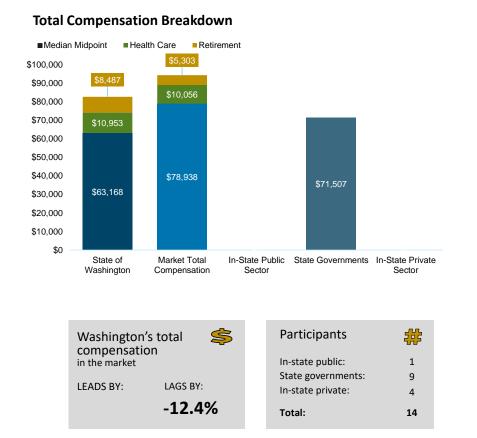


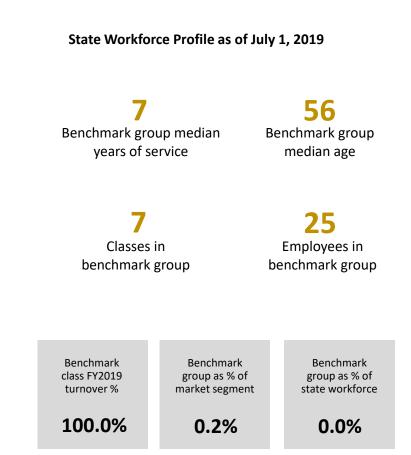
State Workforce Profile as of July 1, 2019

Benchmark: 735 PHYSICAL THERAPIST 2

Job Class: 306U PHYSICAL THERAPIST 2

Performs initial assessments of patient condition, plans and administers physical therapy, and evaluates treatment goals and patient progress. Requires completion of a Physical Therapy Program and a current State license to practice as a physical therapist. Exclude: supervisors, program directors or the only therapist in a hospital or company, attendants, and assistants.

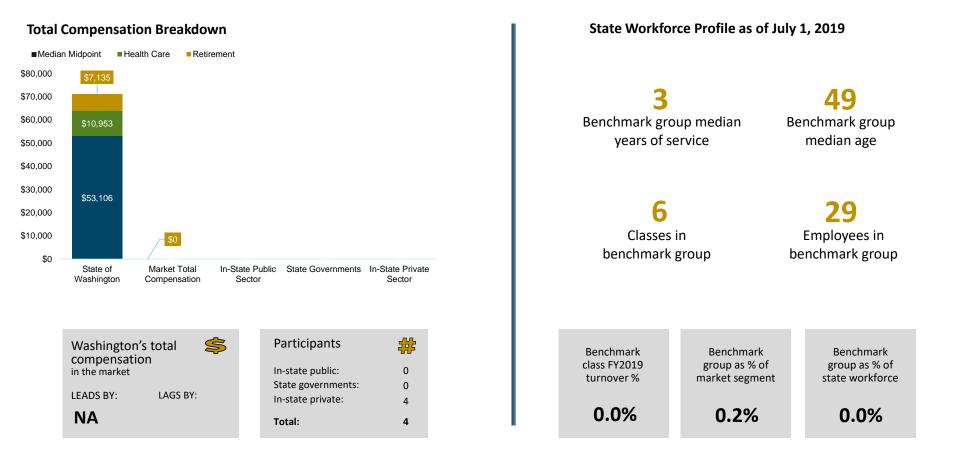




Benchmark: 736 PHYSICAL THERAPY ASSISTANT 2

Job Class: 310F PHYSICAL THERAPY ASSISTANT 2

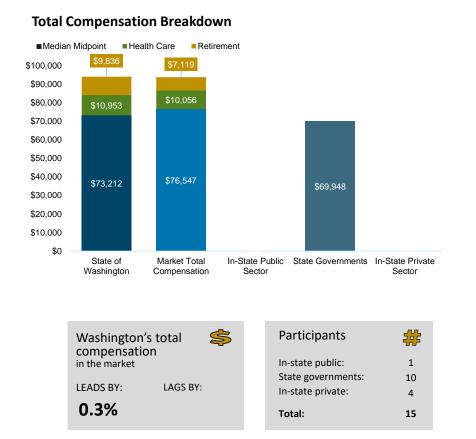
Performs physical therapy treatments for patients with complex medical problems, assist the physical therapist with tests and measurements, and assist in the clinical education activities of the physical therapy department. Typically requires an Associate of Science degree in physical therapy from an accredited program that includes patient treatment affiliation and physical ability to move patients and equipment.



Benchmark: 737 SPEECH PATHOLOGIST/AUDIOLOGIST SPECIALIST 1

Job Class: 308E SPEECH PATHOLOGIST/AUDIOLOGIST SPECIALIST 1

Provides professional speech, language, and/or audiology services to individuals with communicative disabilities such as language or articulation disorders, hearing loss or impairments, cerebral palsy, cleft palate, stuttering or voice disorders, neurological speech disorders, or delayer/disordered articulation and language. Typically requires a Master's in speech pathology/audiology or communicative disorders or equivalent degree approved by the American Speech/Language and Hearing Association and a Certificate of Clinical Competence from the American Speech/Language and Hearing Association.





Benchmark group median years of service

52 Benchmark group median age

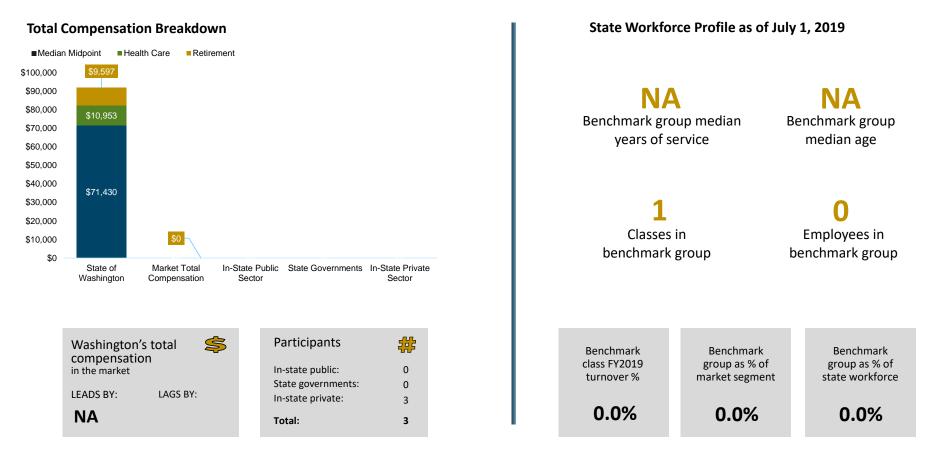
3 Classes in benchmark group



Benchmark: 738 RESPIRATORY CARE SPECIALIST

Job Class: 309H RESPIRATORY CARE SPECIALIST

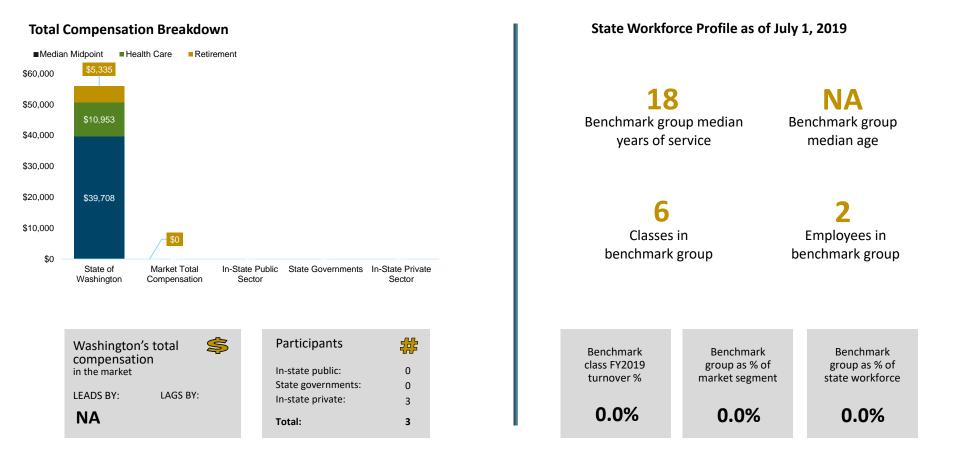
Provide clinical expertise, quality assurance, research coordination, and continuing education of staff for a specialized area of respiratory care; assist in the management of the respiratory care program, delivery of patient care and development of staff; act as liaison with all medical center departments. Requires licensure as a Respiratory Care Practitioner. Typically requires completion of a respiratory care program and three years of respiratory care therapy experience.



Benchmark: 739 ORTHOPEDIC TECHNICIAN 1

Job Class: 310M ORTHOPAEDIC TECHNICIAN 1

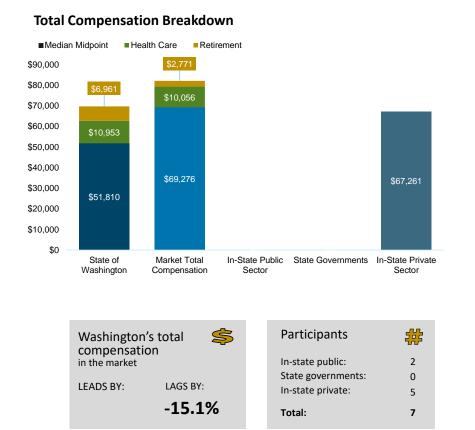
Performs basic orthopedic activities such as applying, mending, and removing casts, splints and dressings; fits, maintains, and repairs appliances; and instructs patients in orthopedic treatment and devises. Typically requires completion of a Medical Assistant course accredited by the American Association of Medical Assistants or the committee on Allied Health Education and Accreditation (CAHEA) and 1 year experience of direct patient care.



Benchmark: 740 DIETITIAN 1

Job Class: 311E DIETITIAN 1

Performs nutritional assessment, management and education; screens and evaluates all aspects of nutrition care; formulates modified and/or therapeutic diet menus based on physician's recommendation for patients; trains and/or instructs cooks, food service aides, patients or students in preparation of special diets; coordinates and evaluates food production, distribution, and service systems; develops, organizes, implements and evaluates nutrition education for patients. Typically requires registration as a "Dietitian" by the American Dietetic Association.



138Benchmark group median
years of serviceBenchmark group
median age422Classes in
benchmark groupEmployees in
benchmark group

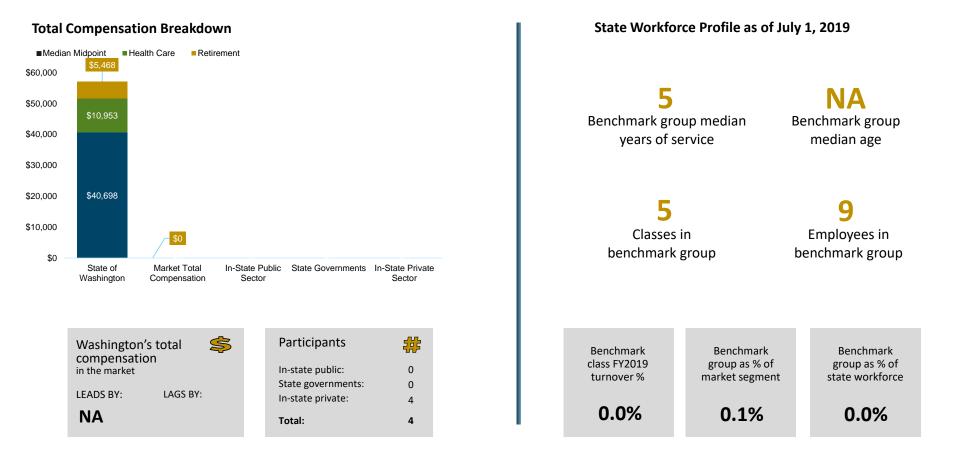


State Workforce Profile as of July 1, 2019

Benchmark: 741 HOSPITAL CENTRAL SERVICES TECHNICIAN 1

Job Class: 313F HOSPITAL CENTRAL SERVICES TECHNICIAN 1

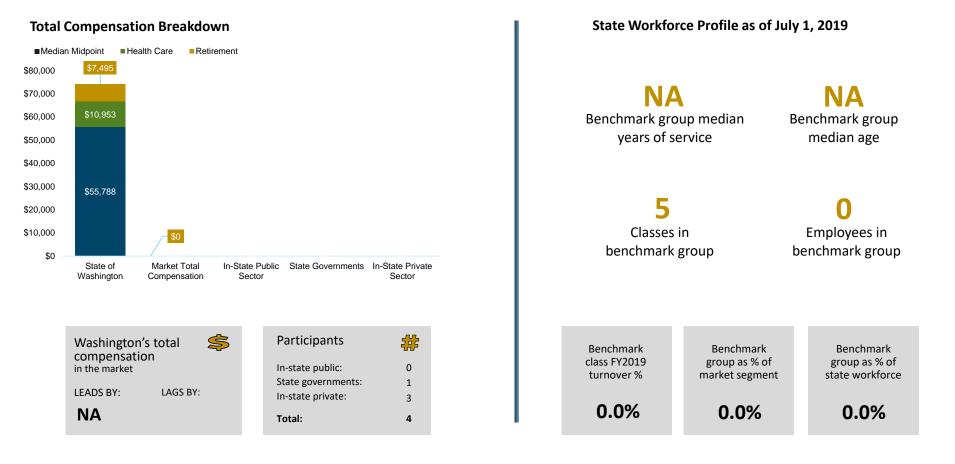
Responsible for receiving, decontaminating, assembling, sterilizing, and storing instruments, operating room basin sets, utensils, equipment and supplies according to procedures and techniques in a hospital central services unit and/or materials management stockroom. Typically requires completion of a recognized Central Supply Technician course.



Benchmark: 742 HISTOTECHNOLOGIST

Job Class: 315L HISTOTECHNOLOGIST

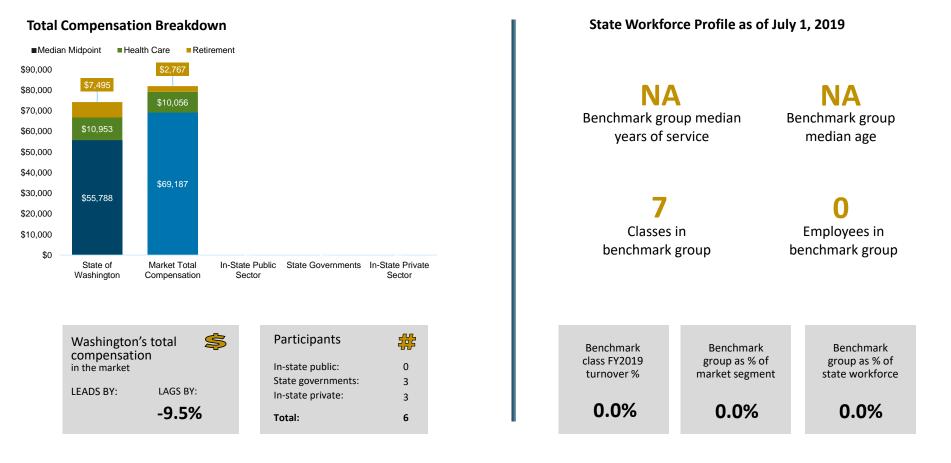
Performs complex procedures in all anatomic laboratories such as flow cytometry and immunocytochemistry and assists in the technical operation of a laboratory. Typically requires certification as a histotechnologist by the American Society of Clinical Pathologists.



Benchmark: 743 CLINICAL CYTOGENETIC TECHNOLOGIST

Job Class: 316F CLINICAL CYTOGENETIC TECHNOLOGIST

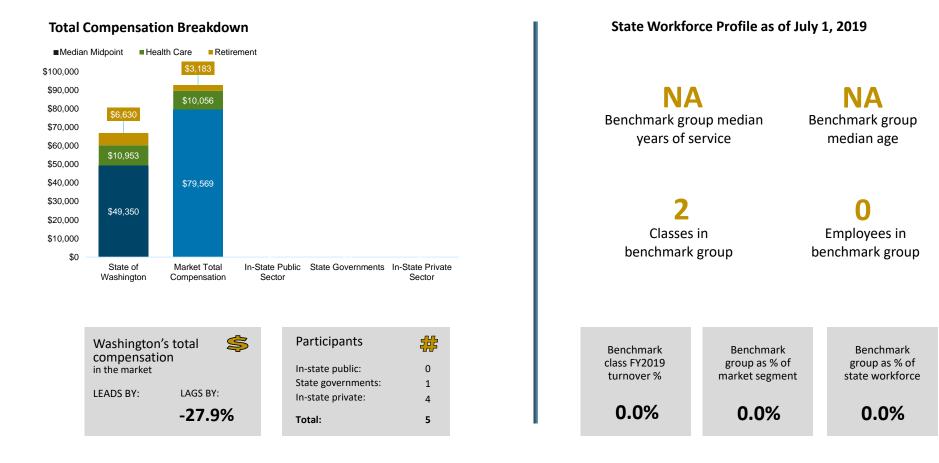
Performs cytogenetic laboratory procedures that lead to diagnostic reports using the International System for Cytogenetic Nomenclature. Establishes cultures from peripheral blood, bone marrow, amniotic fluid, and tissue biopsies; prepares stain and analyzes chromosomes to present recommended diagnosis. Typically requires a Bachelor's degree, certification as a clinical laboratory scientist, and two years' experience in a cytogenetic laboratory.



Benchmark: 745 OPTICIAN, LICENSED - DISPENSING

Job Class: 318G OPTICIAN, LICENSED - DISPENSING

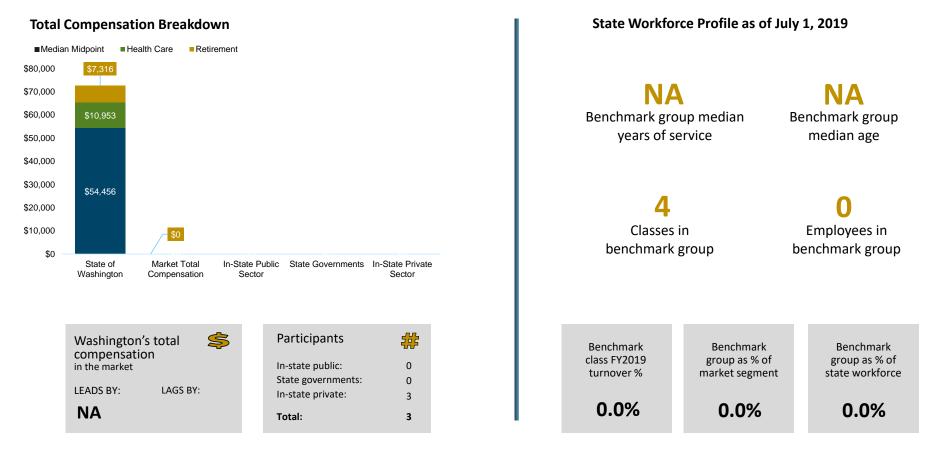
Provides direct optical services including measuring, dispensing, and adjusting eyeglasses, contact lenses, and other optical devices as prescribed. Requires a Washington State Dispensing Optician License.



Benchmark: 746 ANESTHESIOLOGY TECHNICIAN 2

Job Class: 320F ANESTHESIOLOGY TECHNICIAN 2

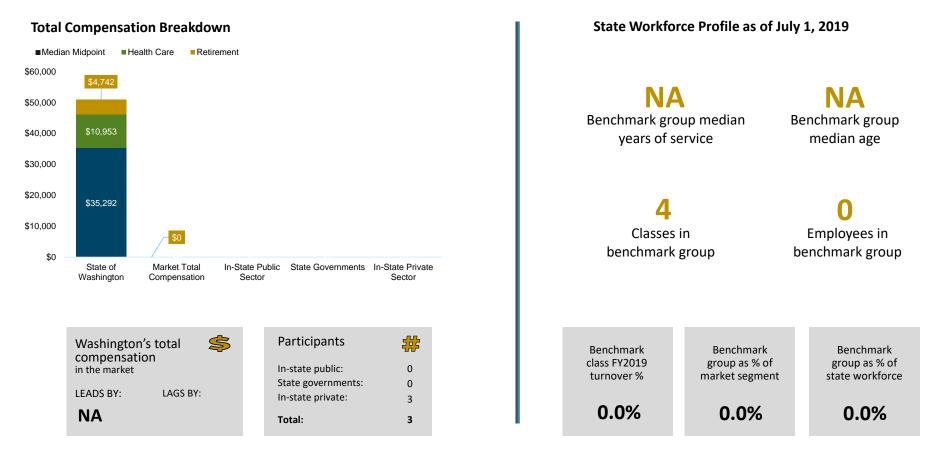
Prepares, operates, and maintains anesthesia equipment such as ventilator, patient monitor, blood gas analyzer, and centrifuge; assists medical staff with technical problems related to patient anesthesia delivery; sets-up monitors and troubleshoots monitor malfunctions. Typically requires an Associate of Arts degree in biomedical electronics or related field.



Benchmark: 748 ELECTROCARDIOGRAPH TECHNICIAN 2

Job Class: 322F ELECTROCARDIOGRAPH TECHNICIAN 2

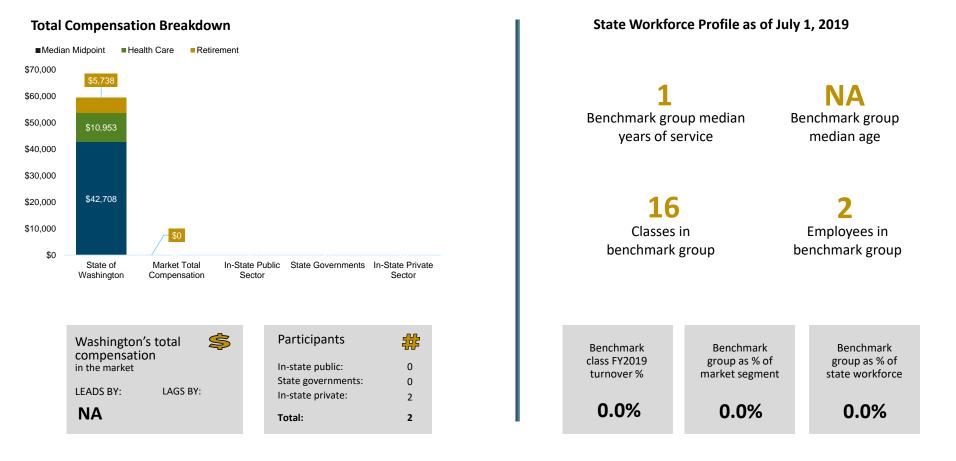
Performs non-invasive cardiac testing such as treadmill tests, ECGs, vector cardiograph, etc. for inpatient and ambulatory populations. Typically requires high school graduation, one year experience as an ECG Technician, certification in cardiopulmonary resuscitation, and certification by the National Alliance of Cardiovascular Technologists.



Benchmark: 749 RESEARCH TECHNOLOGIST 2

Job Class: 323I RESEARCH TECHNOLOGIST 2

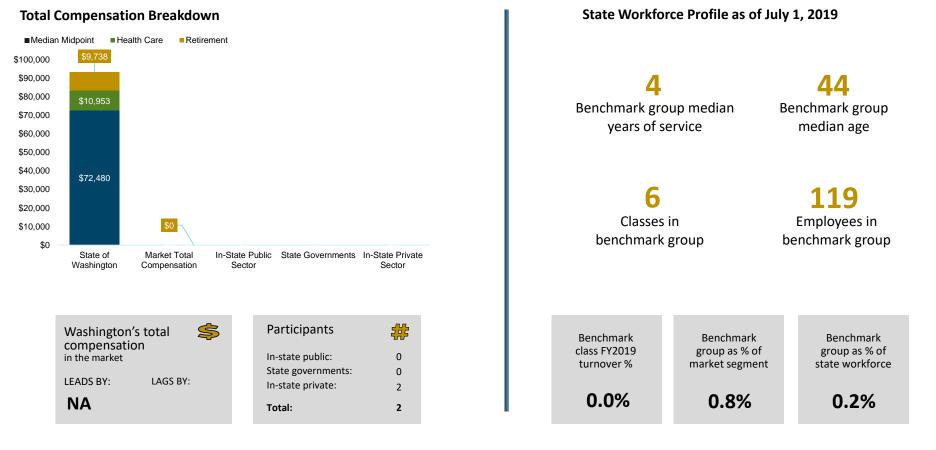
Assists in determining most suitable methods to be used in scientific research; performs scientific investigative procedures requiring application of professional judgment; interprets results and determines whether they are consistent with experimental goals; reviews literature; modifies experimental procedure or technique to obtain optimal experimental results; assists in the assembly, organization and interpretation of data. Typically requires Bachelor's degree in an appropriate field of technology or science and one year of research experience; or, one year of full-time post-baccalaureate college in an appropriate field of science or technology. Professional level experience may substitute year-for-year for the formal academic degree.



Benchmark: 753 PSYCHIATRIC SOCIAL WORKER 2

Job Class: 352J PSYCHIATRIC SOCIAL WORKER 2

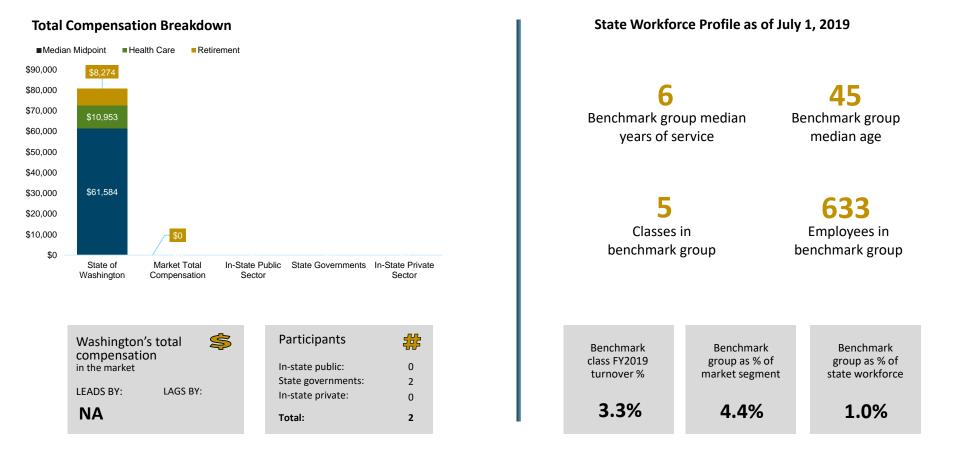
Performs journey-level professional psychiatric social work in a mental hospital, juvenile training school, or correctional institution. Responsible for individual and group interviews and treatment programs; prepares socio psychiatric case histories; participates in diagnostic formulations; assists medical staff in evaluating patient's readiness for release; counsels patients, relatives, employers, and others on matters related to patient's welfare; evaluates and makes recommendations regarding foster homes; evaluates patient's behavior to ensure community safety. Requires a Master's degree of social work from a program accredited by the Council on Social Work Education and one year of full-time experience counseling mentally or emotionally disturbed individuals or one year of full-time professional casework experience.



Benchmark: 754 DEVELOPMENTAL DISABILITY CASE/RESOURCE MANAGER

Job Class: 351U DEVELOPMENTAL DISABILITY CASE/RESOURCE MANAGER

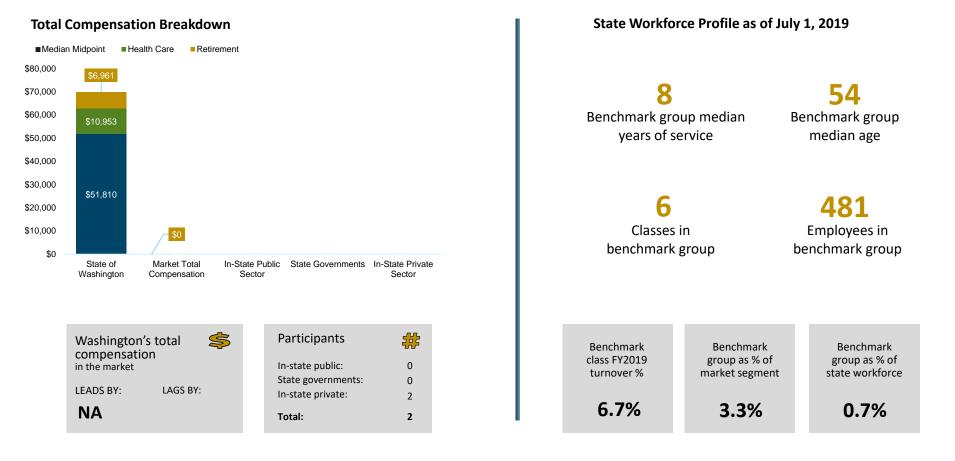
Provides advanced level of social services, specialized case and resource management for persons with developmental disabilities and their families. Independently manages a caseload, final decision authority for eligibility determination, interprets state and federal regulations to service providers and stakeholder groups, coordinates placement and services. Develops corrective action plans and reports in response to evaluations Quality Improvement AFH visits and other audits. Typically requires a Bachelor's degree in social sciences, social services, behavioral sciences or an allied field and two years of experience providing professional social services to people with developmental disabilities.



Benchmark: 755 WORKSOURCE SPECIALIST 4

Job Class: 358H 01-WORKSOURCE SPECIALIST 4

Under general supervision, independently manages an assigned caseload. Provides direct professional services to customers. Determines eligibility for programs, administers and interprets skill, interest, and aptitude tests assessments, identifies and analyzes employment barriers with job seekers, develops individual written employment plans to resolve barriers to employment. Provides coaching and mentoring to lower level staff. Typically requires A Bachelor's degree in social science, business administration or related field and three years of professional level experience in workforce development, social or human resource services, public relations, or professional public contact work.

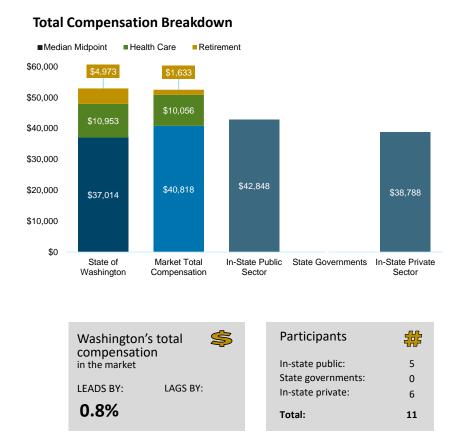


Hospitality, Accommodation, Food Services, or Personal Services

Benchmark: 800 COOK 2

Job Class: 674H COOK 2

Performs skilled cooking duties and supervises/leads food preparation. Prepares food items according to standard menus, recipes, and verbal instructions; inspects food being prepared to ensure proper quantity, quality, and handling. Typically requires two years' cooking experience in a large-scale food service or culinary operation. Completion of course in large-scale cooking may be substituted for one year of experience.



State Workforce Profile as of July 1, 2019

Benchmark group median years of service 53 Benchmark group median age

7 Classes in benchmark group

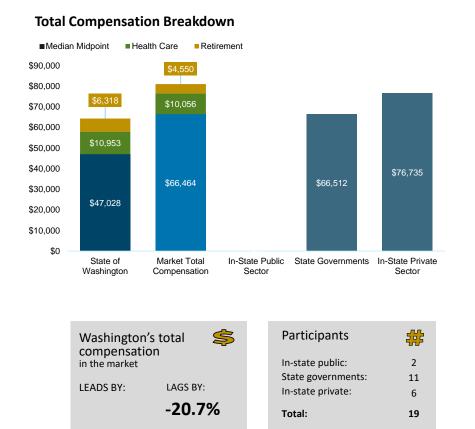
Benchmark	Benchmark	Benchmark
class FY2019	group as % of	group as % of
turnover %	market segment	state workforce
11.5%	41.5%	0.4%

Hospitality, Accommodation, Food Services, or Personal Services

Benchmark: 801 FOOD SERVICE MANAGER 2

Job Class: 677F FOOD SERVICE MANAGER 2

Manages the food service department where 12,000 to 30,000 meals are prepared each month. Supervises others engaged in planning menus, ordering, storing, and maintaining inventories of foods and supplies, preparing and serving meals, and planning and preparing modified diets and menus to conform to medical care programs. Typically requires three years of supervisory or lead work experience in large-scale food operations involving work in the planning, organization, and production of meals, food procurement, storage, and preparation or equivalent related work.



State Workforce Profile as of July 1, 2019

Benchmark group median years of service

54 Benchmark group median age

10 Classes in benchmark group

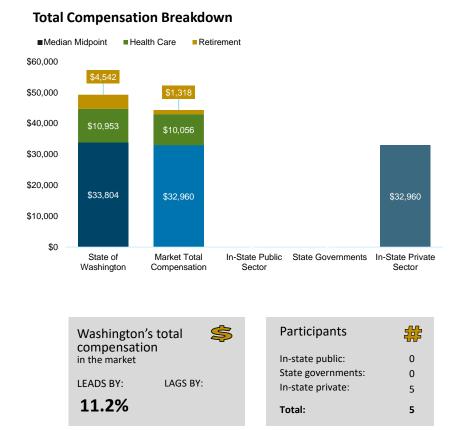
Benchmark	Benchmark	Benchmark
class FY2019	group as % of	group as % of
turnover %	market segment	state workforce
16.2%	46.1%	0.4%

Hospitality, Accommodation, Food Services, or Personal Services

Benchmark: 802 LAUNDRY WORKER 1

Job Class: 679E LAUNDRY WORKER 1

Operates washing machines, extractors, mangles, and presses; prepares bleaching, starching, bluing, and sterilizing solutions; adds starches, bleaches, and disinfectants; washes, dries, irons, and presses institution clothing and linens; receives, counts, marks, sorts, folds, bundles, and ties laundry; arranges for distribution of laundry; oils, cleans, and makes adjustments and minor repairs to laundry equipment. Typically must successfully complete training in laundry operations within six months of employment.



State Workforce Profile as of July 1, 2019

Benchmark group median years of service

49 Benchmark group median age

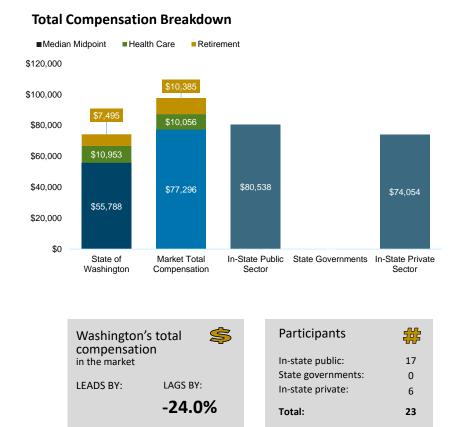
6 Classes in benchmark group

Benchmark	Benchmark	Benchmark
class FY2019	group as % of	group as % of
turnover %	market segment	state workforce
18.3%	12.5%	0.1%

Benchmark: 900 COMMUNICATIONS CONSULTANT 3

Job Class: 197K COMMUNICATIONS CONSULTANT 3

Plans, organizes, and determines need for informational and/or public relations activities; consults with and advises departments on most efficient and most suitable means of producing work. Gathers information, writes, edits, lays out, and proofreads materials for major communication projects such as reports, newsletters, magazines, news releases, speeches, websites, and radio and television announcements. Typically requires a Bachelor's degree in English, Communications, Journalism, Humanities, Public Relations, or related field and three years of writing/editing experience or equivalent education/experience.



State Workforce Profile as of July 1, 2019

Benchmark group median years of service 40 Benchmark group median age

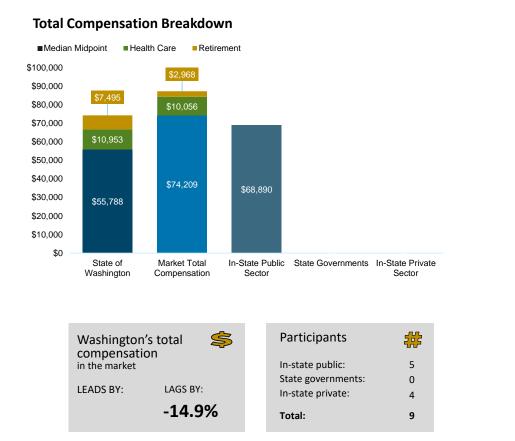
Classes in benchmark group

Benchmark	Benchmark	Benchmark
class FY2019	group as % of	group as % of
turnover %	market segment	state workforce
10.7%	55.3%	0.5%

Benchmark: 901 ELECTRONIC MEDIA PRODUCER LEAD

Job Class: 200G ELECTRONIC MEDIA PRODUCER LEAD

Produces, organizes and directs all phases in the production of digital multimedia, television programs, films and audio/video instructional materials. Leads production staff in the design, production and editing of recorded or live digital multimedia and television programs. Requires a Bachelor's degree with major field of study in television, communications, or instructional media, and five years progressively responsible experience in television and audio production with instructional television specialization.



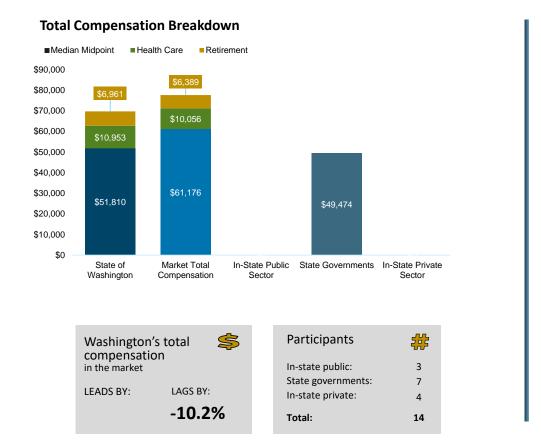
State Workforce Profile as of July 1, 2019

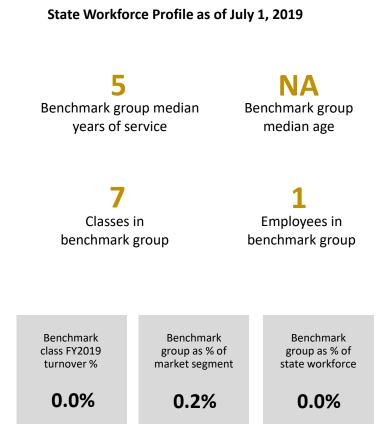
14 Benchmark group median years of service NA Benchmark group median age

24 Classes in benchmark group



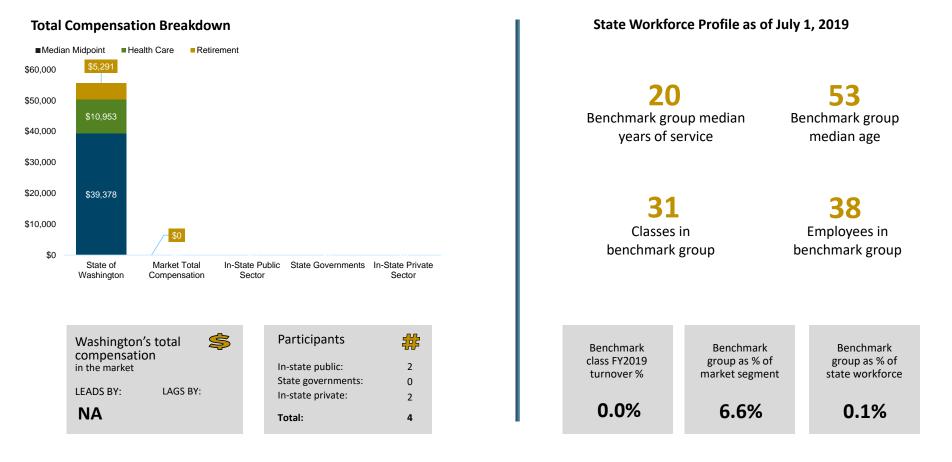
Media or Co	ommunications	
Benchmark:	903 PHOTOGRAPHER 2	
Job Class:	204F PHOTOGRAPHER 2	
Performs a variety o	of technical photographic tasks. Takes still pictures of medical, scientific and/or other technically difficult and fragile subjects such as biochemical gels and anatomical	
specimens. Takes still pictures of art work, rare maps, books, archival specimens and clinical and surgical procedures. Typically requires three years of experience in still photography.		





Media or Communications Benchmark: 904 DIGITAL PRINTING SPECIALIST Job Class: 206W DIGITAL PRINTING SPECIALIST Sets up, operates and maintains high speed production digital printing equipment to produce complete variable and/or copy projects. Operates high speed cut sheet or roll fed digital printing equipment to produce complete variable and/or copy projects. Operates high speed cut sheet or roll fed digital printing

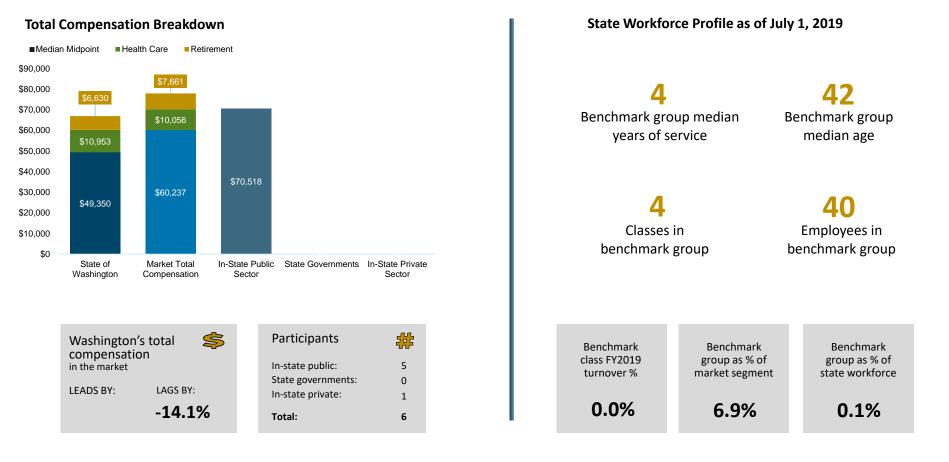
Sets up, operates and maintains high speed production digital printing equipment to produce complete variable and/or copy projects. Operates high speed cut sheet or roll fed digital printing equipment with associated finishing options to produce high quality black and white or color print jobs. Positions utilize equipment hardware and software to set up jobs in accordance with customer specifications. Typically requires high school graduation or GED, and two years experience operating high speed digital printing equipment.



Benchmark: 906 COMMUNITY OUTREACH & ENVIRONMENTAL EDUCATIONAL SPECIALIST 2

Job Class: 208B COMMUNITY OUTREACH & ENVIRONMENTAL EDUCATIONAL SPECIALIST 2

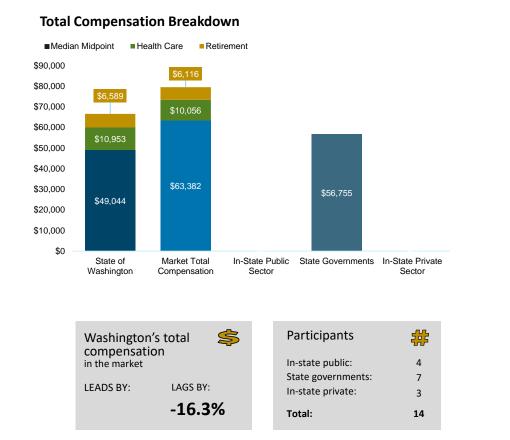
Coordinates and implements environmental/conservation education and community outreach programs; determines the need for information; researches and selects appropriate educational/outreach materials; makes presentations to students, the public, and/or governmental employees; plans workshops, conferences, seminars, meetings, and/or hearings for a specific program; prepares educational and/or community outreach surveys or reports. Typically requires a Bachelor's degree involving major study in environmental, physical, or natural science, education, communications or closely related field and one year of professional experience involving environmental analysis or control, environmental planning, environmental education, community outreach, or communications activities; or equivalent education/experience.



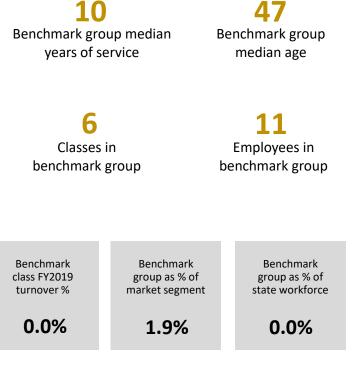
Benchmark: 910 LAW ENFORCEMENT EQUIPMENT TECHNICIAN 2

Job Class: 592R LAW ENFORCEMENT EQUIPMENT TECHNICIAN 2

Performs work in the layout, installation and/or removal of two-way radio systems, sirens, citizen band and communications equipment, electronic, and safety equipment in vehicles, boats and aircraft. Provides training and quality control. Assists technicians in construction of electronic equipment and modification of communications equipment and devices; operates hand and power tools in construction of chassis, control panels, cabinets and mounting devices for radio and testing equipment. Typically requires graduation from high school or GED and four years of experience in the installation and removal of any two of the following types of equipment: radio systems, sirens, citizen band, electronic or safety. A valid General Radiotelephone Operator license issued by the Federal Communications Commission will substitute for two years of experience.



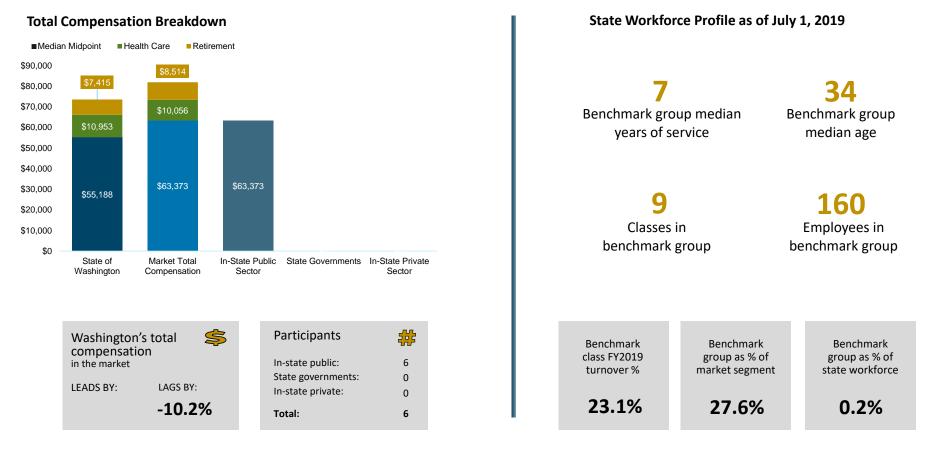
State Workforce Profile as of July 1, 2019



Benchmark: 911 COMMUNICATIONS OFFICER 1

Job Class: 451F COMMUNICATIONS OFFICER 1

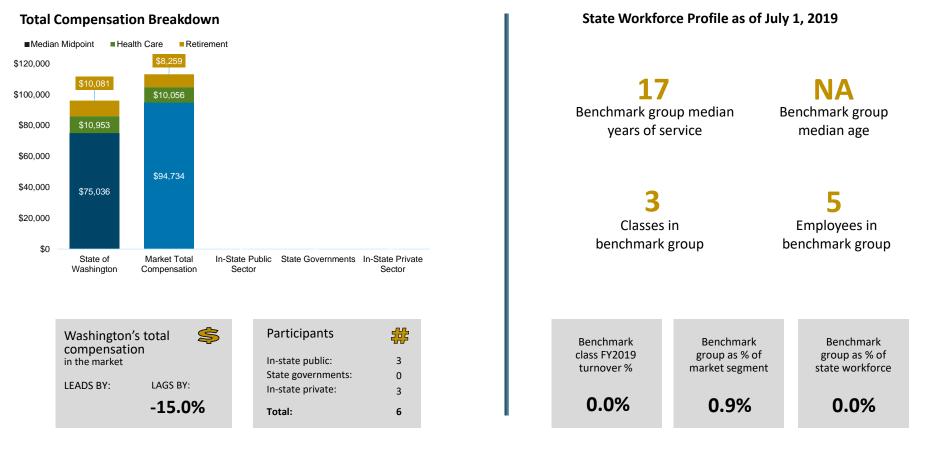
Serves as a senior operator in a communications center, public safety or law enforcement station, emergency system network and mobile unit, or rescue and fire protection agency. Positions transmit, receive, and relay information concerning public safety and law enforcement activities to, from, and between mobile units and stations, other state, county, and federal law enforcement agencies, and the public by means of radio, multiline telephone systems, computer terminals, private line intercom systems, and other telecommunications devices. One year of equivalent experience as a public safety emergency service dispatcher for a police, fire, or emergency medical services (EMS) in a city, county, or federal governmental agency. Excludes: dispatching for tow truck and wrecker companies, private ambulances, cabs, UPS, etc.



Benchmark: 912 COMMUNICATIONS SYSTEMS DESIGNER

Job Class: 452E COMMUNICATIONS SYSTEMS DESIGNER

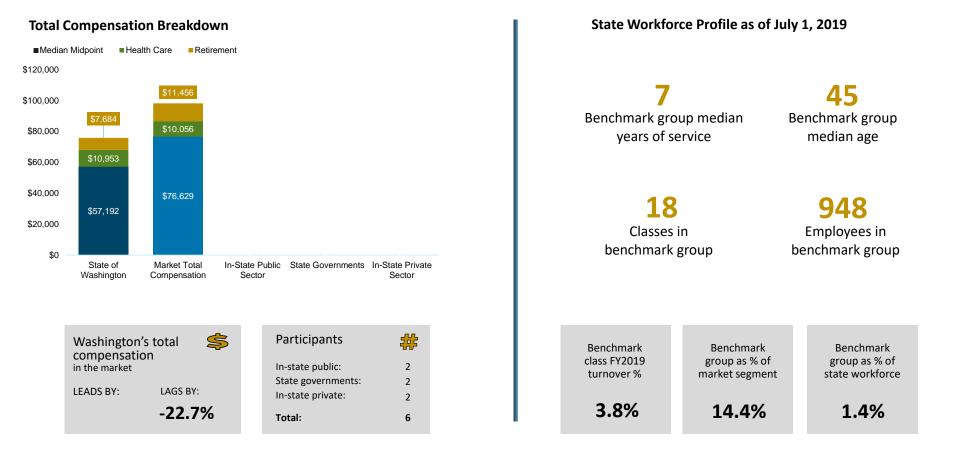
Performs professional design, development and testing of highly complex and technical electronic systems to support the operations and maintenance of a statewide information and data microwave/fiber optic network. Researches, compiles and interprets data; develops design criteria and standards for all types of systems, including highly technical communications control, test and data transmission; writes and originates instructions, test procedures and technical and maintenance data for service support manuals for the guidance of technical and operational personnel. Typically requires a Bachelor's degree in engineering, mathematics or physics and four years of experience in highly technical, solid-state circuit design within the past six years involving audio frequencies, radio frequencies (VHF and UHF), control circuits, logic design and display systems.



Benchmark: 1100 NATURAL RESOURCE SCIENTIST 2

Job Class: 516L NATURAL RESOURCE SCIENTIST 2

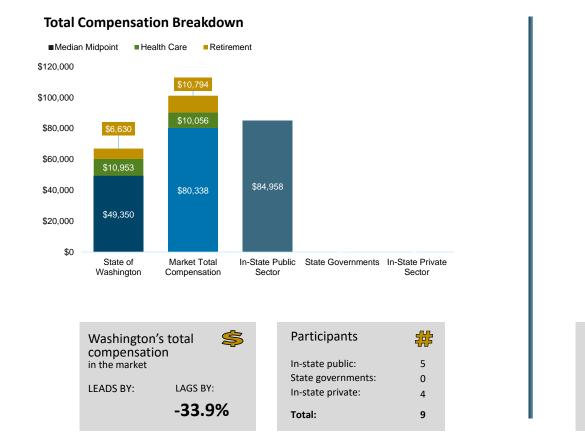
Performs professional natural resource scientific work including environmental study and analysis. Conducts surveys, analyzes and records field conditions; gathers and evaluates sample data; formulates and justifies conclusions and recommendations; writes reports, implements environmental policy or law through scientific work. Natural resource science includes forestry, forest management, ecology, fish or wildlife biology, conservation biology, zoology, aquatic ecology, entomology, botany, horticulture, geology, engineering geology, or other related natural resource disciplines. Typically requires a Bachelor's degree and three years of professional research work. Four years of professional scientific research experience will substitute for Bachelor's Degree and a Ph.D. degree will substitute for all of the required experience, provided the field of major study was in the specific specialty.



Benchmark: 1101 DATA CONSULTANT 2

Job Class: 125B DATA CONSULTANT 2

Performs journey level data consulting work. Plans and conducts research and data and/or statistical analysis. Outlines, organizes, and executes non-routine technical data or statistical analysis. Works with team leaders and members to solve client analytics issues, documents results and methodology. Writes or edits narrative reports for special or annual reports. Typically requires a Bachelor's degree with coursework in statistics and one year of professional experience in research and/or statistical analysis.



State Workforce Profile as of July 1, 2019

8 Benchmark group median years of service **43** Benchmark group median age

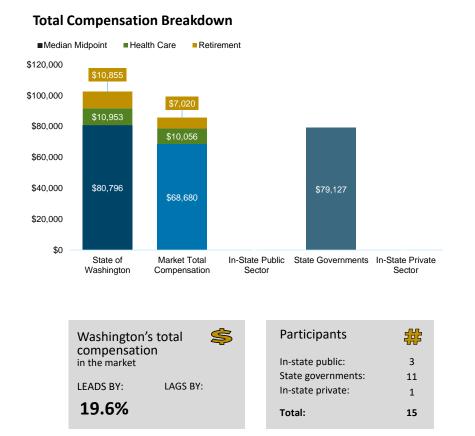
12 Classes in benchmark group

Benchmark	Benchmark	Benchmark
class FY2019	group as % of	group as % of
turnover %	market segment	state workforce
0.0%	2.5%	0.2%

Benchmark: 1102 FORENSIC SCIENTIST 3

Job Class: 505C FORENSIC SCIENTIST 3

Performs complex analyses of physical evidence in criminal cases submitted to the forensic laboratory; interprets analytical results, prepares written opinion reports, and testifies as experts in courts of law. Complex analysis involves casework where applied research, method modification, or a unique approach may be necessary. Typically requires a Bachelor's degree in forensic science or related field and three years of technical experience in a forensic science laboratory performing analyses of physical evidence.



State Workforce Profile as of July 1, 2019

5 Benchmark group median years of service

Classes in

benchmark group

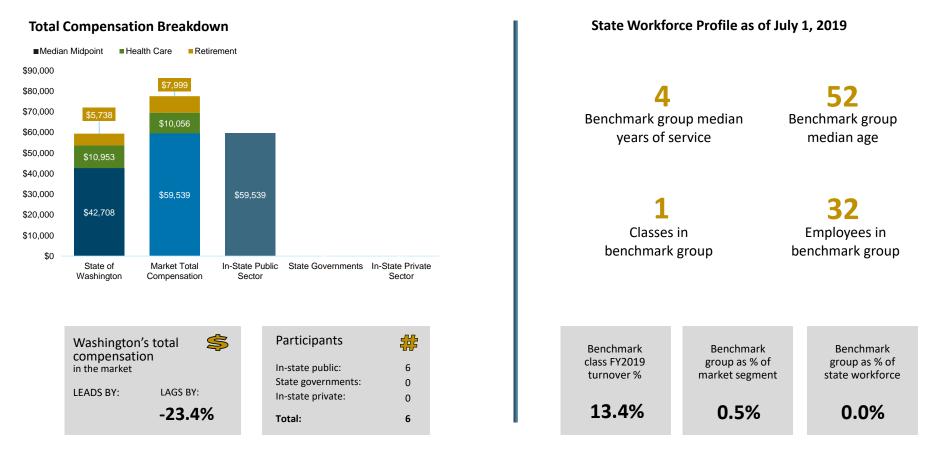
39 Benchmark group median age

Benchmark	Benchmark	Benchmark
class FY2019	group as % of	group as % of
turnover %	market segment	state workforce
1.4%	2.6%	0.3%

Benchmark: 1103 PROPERTY & EVIDENCE CUSTODIAN

Job Class: 507E PROPERTY & EVIDENCE CUSTODIAN

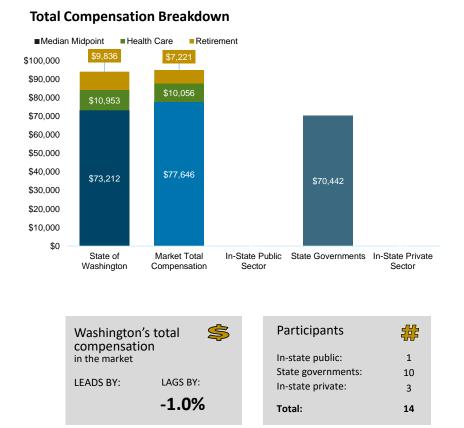
Receives into custody evidence, seized vehicles, and recovered and abandoned property; disposes of evidence and property. Provides expert testimony in courts of law certifying to the chain of evidence; responds to incident scenes gathering evidence into custody. Typically requires high school graduation and three years' experience in a law enforcement agency in the collection, preservation, safeguarding, and disposal of evidence and property or two years of experience as a sworn law enforcement officer.



Benchmark: 1104 HYDROGEOLOGIST 3

Job Class: 514G HYDROGEOLOGIST 3

Applies theories and practices of hydrogeology in review of major ground water and surface water development projects; hydrogeological research; complex investigations of water right conflicts. Develops and uses computer models to analyze site specific concerns, water quality and contamination problems, and administers the Water Code, Ground Water Quality Standards, Waste Regulations, or related State and Federal laws and regulations. Typically requires a Bachelor's degree in hydrogeology, hydrology, geology, or closely allied field and three years of professional experience as a hydro geologist, hydrologist, geologist, or closely allied profession. Requires possession of a valid Washington State Geologist license. Some positions may require possession of a Washington State Engineering Geologist specialty license and/or a Washington State Hydro Geologist specialty license.



State Workforce Profile as of July 1, 2019

56 Benchmark group median Benchmark group years of service median age 5 107 Classes in **Employees** in benchmark group benchmark group Benchmark Benchmark Benchmark class FY2019 group as % of group as % of turnover % market segment state workforce

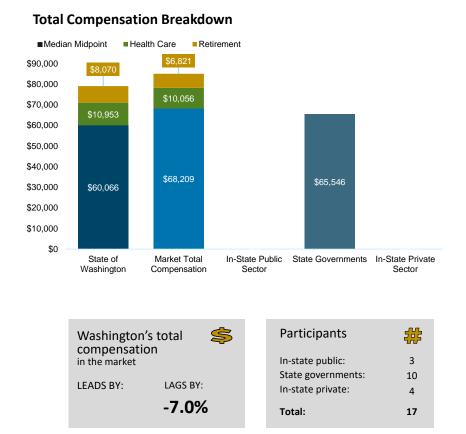
1.6%

3.0%

Benchmark: 1105 MICROBIOLOGIST 2

Job Class: 515K MICROBIOLOGIST 2

Performs assignments in one or more microbiological sub-disciplines such as bacteriology, mycology, mycology, milk and water bacteriology, enteric bacteriology, virology, or serology. Works in a laboratory which is used as a standards reference by other public or private laboratories, adapts, establishes, evaluates laboratory procedures for tests performed by their subordinates or themselves, and/or performs assignments in one or more of the above microbiological sub-disciplines. Requires a Bachelor's degree with a major study in microbiology or similar and two years of professional experience in a microbiology laboratory.





Benchmark group median years of service

Classes in

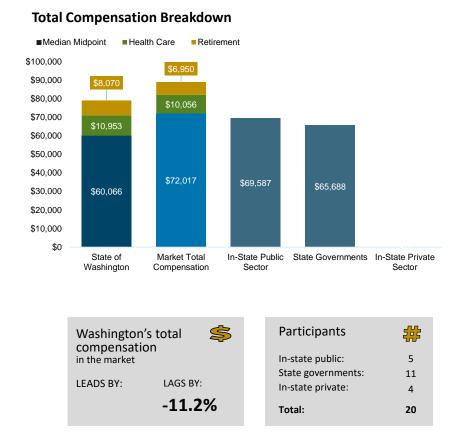
Benchmark group median age

benchmark group

Benchmark	Benchmark	Benchmark
class FY2019	group as % of	group as % of
turnover %	market segment	state workforce
13.1%	1.0%	0.1%

Professional, Scientific or Technical Services (including legal services, consulting services, etc.) Benchmark: 1106 CHEMIST 2 Job Class: 5150 CHEMIST 2

In a chemical or biochemical laboratory, selects appropriate procedures and conducts chemical testing and analyses on organic, inorganic, radiochemistry, or biochemical substances to determine compliance with regulations, suitability for consumption, use or exposure; documents and validates test data. Requires a Bachelor's degree with a major in chemistry or a Bachelor's degree with a minimum of 30 semester hours or 45 quarter hours of college level chemistry and two years of experience performing chemical analysis in an analytical laboratory.



State Workforce Profile as of July 1, 2019

8 Benchmark group median years of service **43** Benchmark group median age

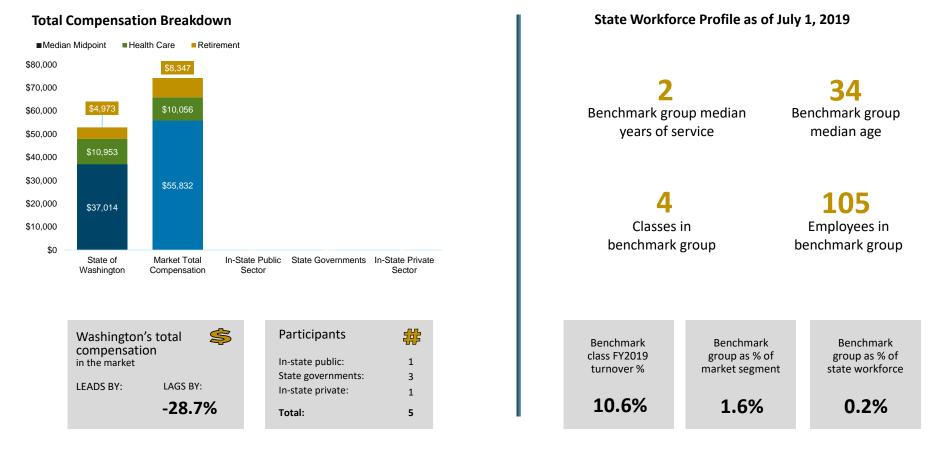
4 Classes in benchmark group

Benchmark	Benchmark	Benchmark
class FY2019	group as % of	group as % of
turnover %	market segment	state workforce
11.4%	1.1%	0.1%

Benchmark: 1107 NATURAL RESOURCES TECHNICIAN 2

Job Class: 519I NATURAL RESOURCES TECHNICIAN 2

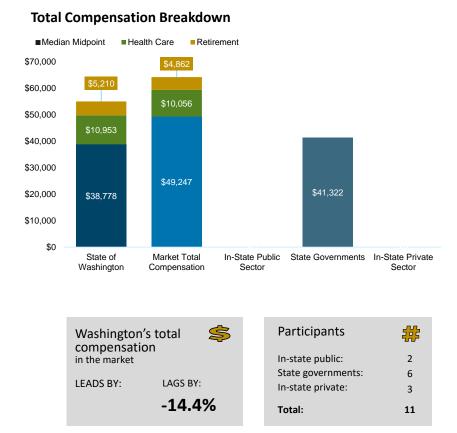
Performs a variety of technical duties related to land management and development, soil conservation, pesticide laws and application, fish and wildlife habitat, general farming, silviculture practices, resource protection, and/or the repair and maintenance of equipment, buildings, and grounds; helps assess habit needs for fish and wildlife; conducts fish and wildlife census counts and surveys; plants, fertilizes, and cultivates cover and feed crops; mows and rakes hay; harvests grain and seeds; sprays crops, trees, and weeds; plants, prunes, and trims trees and shrubs to provide better habitat; performs sub-journey work in the construction and repair of building and other structures, roadway, pathways, fences, marine docks and related facilities; may act as a project coordinator on construction and maintenance projects. Requires three years of experience maintaining and enhancing habitat areas including buildings and grounds.



Benchmark: 1108 SCIENTIFIC TECHNICIAN 2

Job Class: 522F SCIENTIFIC TECHNICIAN 2

Performs a variety of technical scientific duties in laboratory and/or field. In addition to collecting field data, incumbents also review, record, and tabulate data gathered by themselves and/or others. Incumbents assigned to a laboratory perform duties using established procedures that require or allow minimal modification. Typically requires graduation from high school or GED and two years of laboratory or field experience as an assistant to a biologist, chemist, or zoologist. College course work involving major study in biology, zoology, fisheries, chemistry, natural sciences, or closely allied field will substitute, year for year, for experience.



State Workforce Profile as of July 1, 2019

Benchmark group median years of service

42 Benchmark group median age

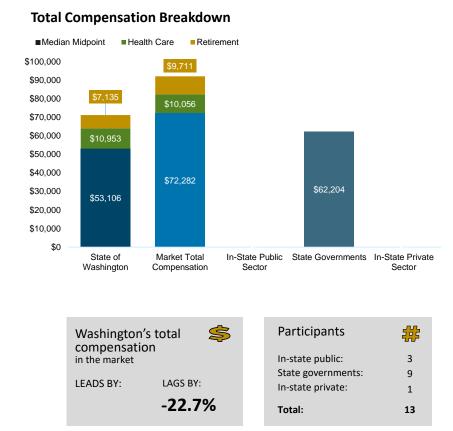
Classes in benchmark group

Benchmark	Benchmark	Benchmark
class FY2019	group as % of	group as % of
turnover %	market segment	state workforce
7.9%	5.0%	0.5%

Benchmark: 1109 NATURAL RESOURCE SPECIALIST 2

Job Class: 523T NATURAL RESOURCE SPECIALIST 2

Independently plans, prioritizes, coordinates and implements forest eco-system programs (resource management and/or regulatory) or contract management and land development activities within agricultural, aquatic, and/or commercial lands program(s) in an assigned geographic area or district. Provides technical environmental advice regarding the use and impact of state and federal environmental protection laws and/or environmental education. Serves as a project lead on timber sales and silvicultural activities; recommends changes to project layout and design. Requires a Bachelor's degree involving major study in forestry, agriculture, aqua culture, geology, recreation, or related natural science and one year of professional experience in a related natural resource specialty area.



State Workforce Profile as of July 1, 2019

12 Benchmark group median years of service **48** Benchmark group median age

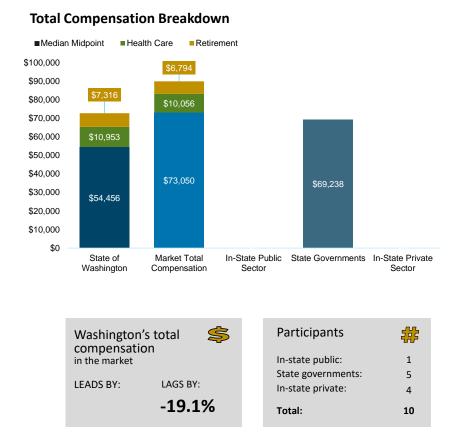
22 Classes in benchmark group

Benchmark	Benchmark	Benchmark
class FY2019	group as % of	group as % of
turnover %	market segment	state workforce
5.6%	6.9%	0.7%

Benchmark: 1110 FISH & WILDLIFE BIOLOGIST 2

Job Class: 523Z FISH & WILDLIFE BIOLOGIST 2

As a journey-level biologist under general supervision, independently conducts professional biological studies; responsible for monitoring, restoration, management or research of fish, wildlife, lands or habitat. Using predefined methodologies and/or predetermined criteria, biologists in this class also interpret data in relation to laws, rules, and regulations to make decisions in response to emerging situations in the field. Using established procedures, collects, organizes, provides analysis and assessment of fish, wildlife, lands or habitat management data. Typically requires a Bachelor's degree in fisheries, wildlife management, natural resource science, or environmental science and one year of relevant professional experience.



State Workforce Profile as of July 1, 2019

6 Benchmark group median years of service **45** Benchmark group median age

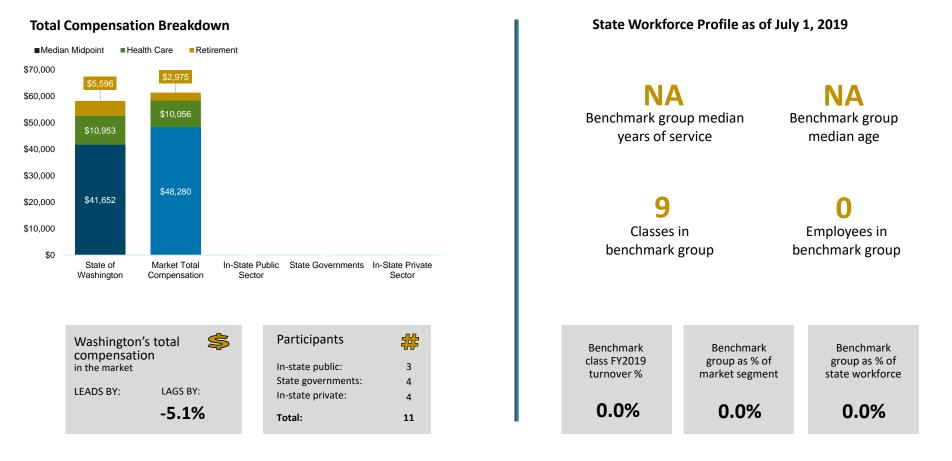
10 Classes in benchmark group

Benchmark	Benchmark	Benchmark
class FY2019	group as % of	group as % of
turnover %	market segment	state workforce
4.2%	6.6%	0.7%

Benchmark: 1111 VETERINARY SPECIALIST 2

Job Class: 524B VETERINARY SPECIALIST 2

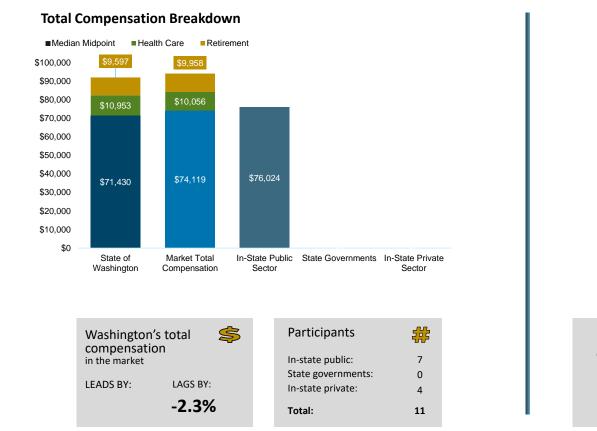
Coordinates and performs skilled veterinary technical duties; assists in the evaluation and implementation of new techniques and equipment; assists in assessing the impact of new programs, operating procedures and requirements. Duties include monitoring and maintaining quality control and safety standards; overseeing records maintenance, routine equipment maintenance and ordering and maintaining and maintaining and use standards; performing radiology procedures and processing films. Typically requires an Associate degree from an accredited school of animal technology, or registration, certification or licensure in an animal or veterinary technician and one year of experience



1112 LAND SURVEYOR 3 Benchmark:

Job Class: 527F LAND SURVEYOR 3

Coordinates unusually critical or complex projects; coordinates the work of several survey parties, survey contracts, and a technical office support staff in the accomplishment of control surveys, calculations, and related mapping and digital data entry into the GIS to establish and maintain property boundaries and corners; assists with development of long-range survey plans, budget needs, technical standards, procedures, and training needs; responsible for approving, writing and sealing legal descriptions for the purpose of land sales, exchanges, purchases and leases. Requires the incumbent be a licensed land surveyor.



State Workforce Profile as of July 1, 2019

Benchmark group median years of service

3

Classes in

56 Benchmark group median age

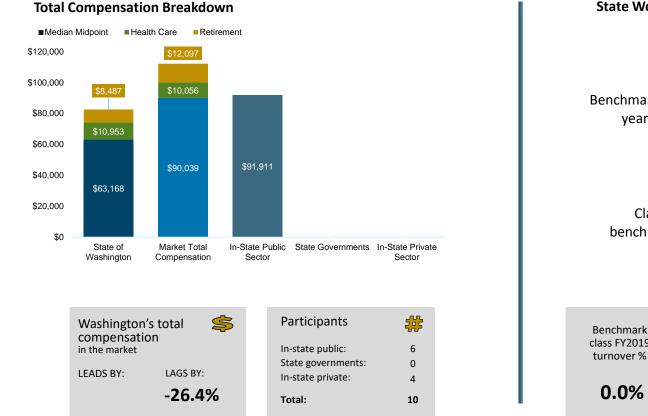
benchmark group

Benchmark	Benchmark	Benchmark
class FY2019	group as % of	group as % of
turnover %	market segment	state workforce
0.0%	0.3%	0.0%

Benchmark: 1113 FACILITIES ENGINEER 2

Job Class: 528B FACILITIES ENGINEER 2

Manages minor plant operations problems and/or minor construction repair or improvement of facilities and/or utilities systems or specific segments of larger projects or systems. Performs complex engineering assignments; e.g., identifying and resolving engineering problems related to area drainage, overloaded electrical distribution systems or components, inadequate ventilation systems, designing lighting systems, and facilities remodeling. Prepares complex designs and specifications for assigned projects. Typically requires a Bachelor's degree in engineering and two years of applicable experience.



State Workforce Profile as of July 1, 2019

10 Benchmark group median years of service

48 Benchmark group median age

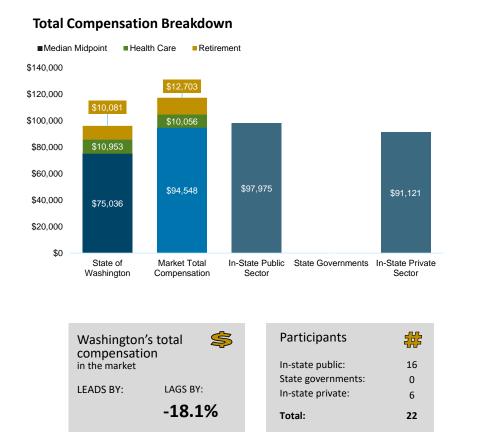
Classes in benchmark group

Benchmark	Benchmark	Benchmark
class FY2019	group as % of	group as % of
turnover %	market segment	state workforce
0.0%	1.0%	0.1%

Benchmark: 1114 CIVIL ENGINEER 3

Job Class: 530G CIVIL ENGINEER 3

Performs professional civil engineering work in charge of unit of other professional engineers, or as specialist. Conceives, lays out, designs, and supervises engineering projects, such as roads, dams, bridges, buildings, structures, stream improvements, and boat launching ramps; assigns and supervises professional and sub-professional engineers in completion of such projects. Requires registration as a professional engineer in the branch of civil engineering in the State of Washington or another state based on registration requirements equivalent to those in Washington



State Workforce Profile as of July 1, 2019

14 Benchmark group median years of service **49** Benchmark group median age

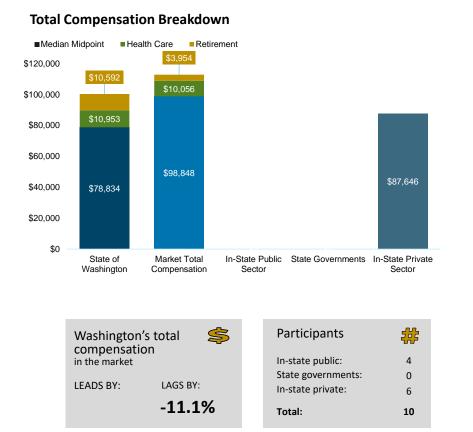
36 Classes in benchmark group

Benchmark	Benchmark	Benchmark
class FY2019	group as % of	group as % of
turnover %	market segment	state workforce
0.0%	24.3%	2.4%

Benchmark: 1115 ELECTRICAL ENGINEER 3

Job Class: 532E ELECTRICAL ENGINEER 3

Serves as a senior-level electrical engineering specialist who may direct other professional engineers. Supervises design, engineering, construction and/or maintenance projects; acts as electrical and mechanical expert in furnishing advice to professional engineers. Requires knowledge of engineering principles, practices and methods with emphasis on electrical and mechanical design; hydraulics and hydraulic structures; surveying and mapping and registration as a professional engineer in the branch of either electrical or mechanical engineering.



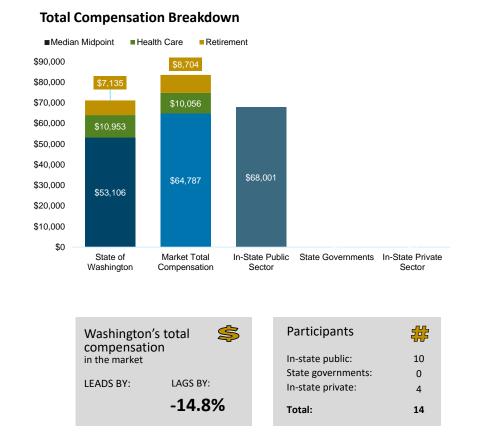
State Workforce Profile as of July 1, 2019 61 Benchmark group median Benchmark group years of service median age Δ Classes in **Employees** in benchmark group benchmark group Benchmark Benchmark Benchmark class FY2019 group as % of group as % of state workforce turnover % market segment 0.0% 0.3% 0.0%

150

Benchmark: 1116 ENGINEERING TECHNICIAN 2

Job Class: 538H ENGINEERING TECHNICIAN 2

Designs, develops, modifies, constructs, installs, calibrates, tests, and repairs instruments, apparatus, and equipment within a scientific, instructional or engineering application. Working from specifications defined by investigators or scientists, designs various apparatus such as data-acquisition system interfaces, robotic and numerical control tooling, or other mechanical, electro-mechanical, agricultural, hydraulic, pneumatic, or electronic devices; design analog and/or digital interface(s) for pieces of equipment within the system; performs skilled and precision machine tool work and assembly skills to construct instruments, apparatus and equipment; determine materials requirements. Typically requires four years of experience as an engineering technician or equivalent education/experience.



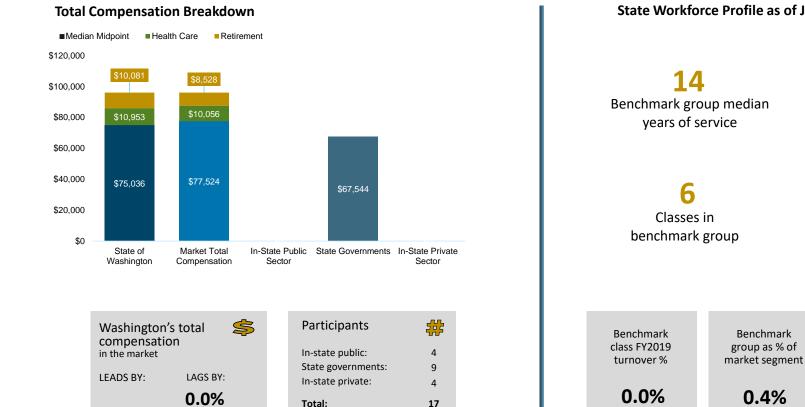
State Workforce Profile as of July 1, 2019

5 Benchmark group median years of service **49** Benchmark group median age

19 Classes in benchmark group

Benchmark	Benchmark	Benchmark
class FY2019	group as % of	group as % of
turnover %	market segment	state workforce
0.0%	5.1%	0.5%

Professional, Scientific or Technical Services (including legal services, consulting services, etc.) Benchmark: **1117 ARCHITECT 1** Job Class: **539E ARCHITECT 1** Performs professional architectural work in the development of plans and designs for new state-owned or leased buildings, structures or facilities and the alteration of existing building structures or



facilities. Requires registration as an architect in Washington State or in a state having reciprocity with Washington.

State Workforce Profile as of July 1, 2019

60 Benchmark group median age

Employees in benchmark group

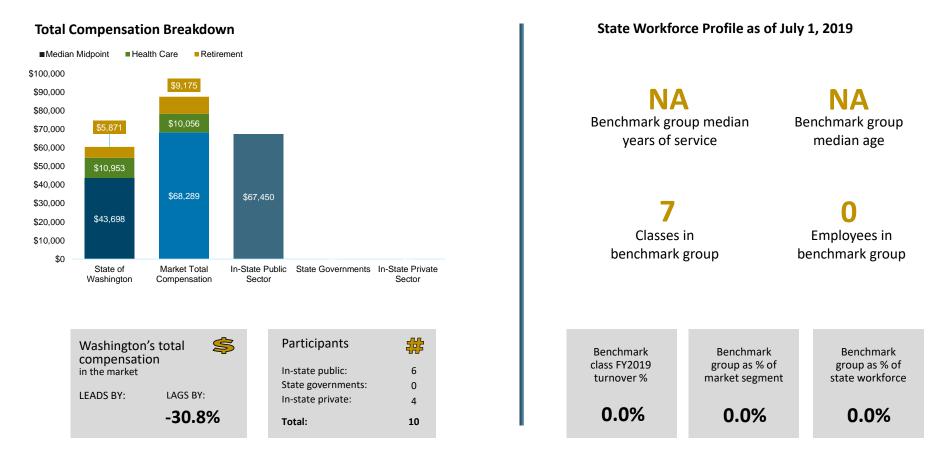
Benchmark
group as % of
state workforce

0.0%

Benchmark: 1118 DRAFTING TECHNICIAN 2

Job Class: 540E DRAFTING TECHNICIAN 2

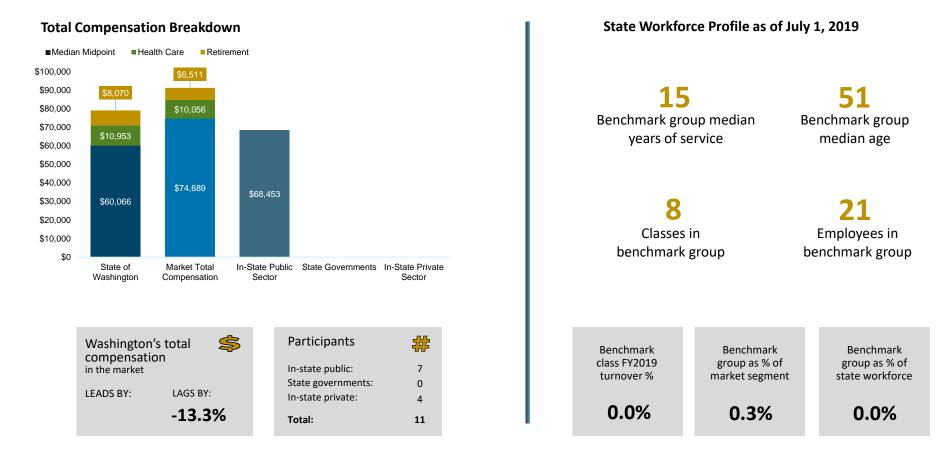
Prepares design detail and assembly drawings for use in construction of various equipment and buildings; prepares graphs, charts, and drafting displays for publication and engineering journals; draws schematics, wiring, or block diagrams from sketches, parts, and instructions; produces working engineering drawings. Typically requires two years' experience at the drafting technician level or equivalent except when there are legal requirements, such as a license/certification/registration.



Benchmark: 1119 CARTOGRAPHER 3

Job Class: 541G CARTOGRAPHER 3

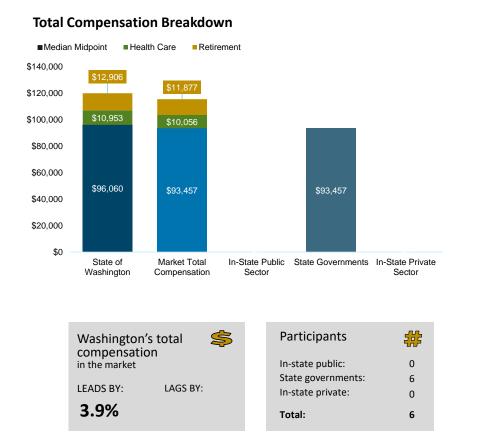
Performs professional cartography projects and/or activities providing geographic products, services and/or information using conventional and/or computerized methods; produces custom maps or map/data products or develops procedures; designs, compiles and produces by hand or through computerized equipment new county, city, administrative and township maps utilizing field reports, engineer's plans and plats, aerial photographs, U.S.G.S. quadrangles, Coast and Geodetic charts and other reliable sources. Requires a Bachelor's degree in cartography, geography, photogrammetry, geographic information systems, computer sciences, remote sensing, land survey, civil engineering, natural resources or closely related field and one year of professional cartographic or geographic information systems production experience.



1120 LABOR RELATIONS ADJUDICATOR/MEDIATOR 2 Benchmark:

Job Class: 422F LABOR RELATIONS ADJUDICATOR/MEDIATOR 2

Independently performs advanced labor relations adjudication and mediation work involving employers and unions throughout the state. Serves as presiding officer, mediator, examiner, hearing officer, and arbitrator. Implements statutory procedures for resolution of complex, financially significant and sensitive labor-management disputes. Cases involve media interest, threat of disruption to public services, controversial issues, and the absence of controlling precedents. Typically requires a law degree and five years' experience in collective bargaining with major work assignments in negotiations, contract administration or related work as a neutral, union or management representative, mediator, hearing officer or examiner, arbitrator or educator in the above areas or equivalent.



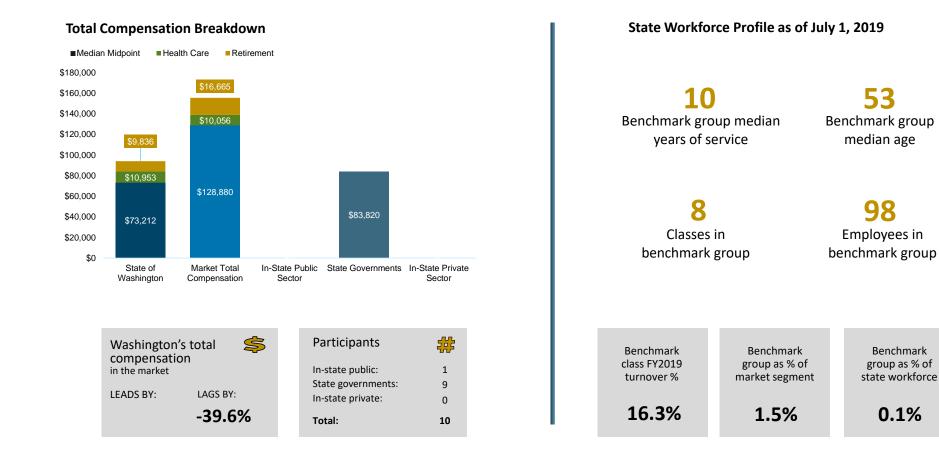


State Workforce Profile as of July 1, 2019

Benchmark: 1121 HEARINGS EXAMINER 2

Job Class: 422J HEARINGS EXAMINER 2

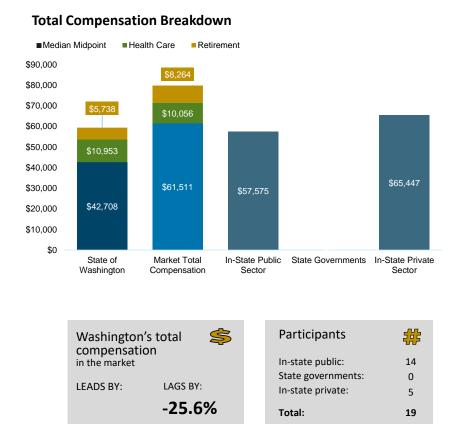
Conducts hearings of contested issues in which two or more parties are represented by counsel; makes independent determinations of procedure and admissibility of evidence. Responsible for the entire process of pre-hearing conferences, hearings, and issuance of findings and orders. Typically requires admission to practice law in the state or graduation from an accredited school of law and current admission to practice before the highest court of a state and one year of experience as hearings examiner in a governmental agency or two years of experience as an assistant attorney general or two years of trial practice.



Benchmark: 1123 LEGAL ASSISTANT 2

Job Class: 425F LEGAL ASSISTANT 2

In a legal or judicial setting, provides journey-level legal support functions for attorneys, administrative law judges, industrial insurance appeals judges or review judges. Independently performs tasks such as: ensuring and verifying timely and proper service of legal documents; scheduling depositions, conferences and hearings; calculating, verifying and calendaring critical events and other dates; scheduling witnesses; managing case documents, files and exhibits; tracking and organizing discovery documents; interpreting local, state and federal courts, boards and commissions rules in preparation and filing of legal documents. Typically requires three years secretarial experience and/or training, including one year of legal secretarial experience.



State Workforce Profile as of July 1, 2019

5 Benchmark group median years of service **45** Benchmark group median age

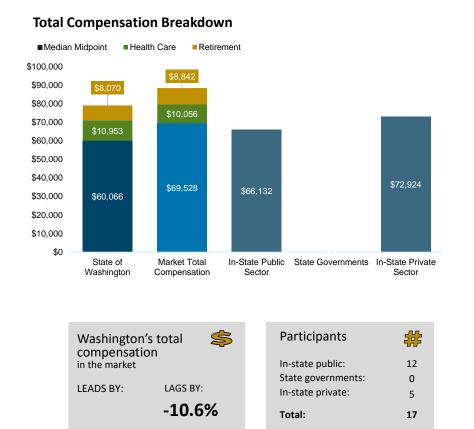
Classes in benchmark group

Benchmark	Benchmark	Benchmark
class FY2019	group as % of	group as % of
turnover %	market segment	state workforce
11.5%	7.0%	0.7%

Benchmark: 1124 PARALEGAL 2

Job Class: 426F PARALEGAL 2

Performs complex paralegal work which, absent the paralegal, would be performed by an attorney. Includes legal research in selected areas, shepardizing cases, analyzing case fact situations for legal issues identification and development of legal strategy. Typically requires graduation from an accredited two year paralegal program plus two years' experience as a paralegal or equivalent education/experience.



State Workforce Profile as of July 1, 2019

6 Benchmark group median years of service **48** Benchmark group median age

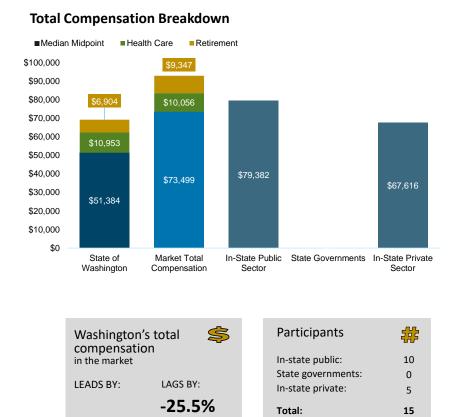
4 Classes in benchmark group

Benchmark	Benchmark	Benchmark
class FY2019	group as % of	group as % of
turnover %	market segment	state workforce
4.0%	2.7%	0.3%

Benchmark: 1125 ELECTRONICS TECHNICIAN 2

Job Class: 592K ELECTRONICS TECHNICIAN 2

Performs layout, construction and installation of radio communications, electronic systems, computerized security systems, and safety equipment. Troubleshoots and diagnosis malfunctions; maintains, repairs and tests analog, and/or digital electronic equipment. Delivers and installs equipment, calibrates test equipment, constructs electronic circuits and assemblies, punch block panels, or module or board swaps. Typically requires three years' experience as an electronics technician. Training in electrical engineering, electronics, physics, chemistry or closely related field may be substituted for up to two years of the required experience.



State Workforce Profile as of July 1, 2019

13 Benchmark group median years of service 55 Benchmark group median age

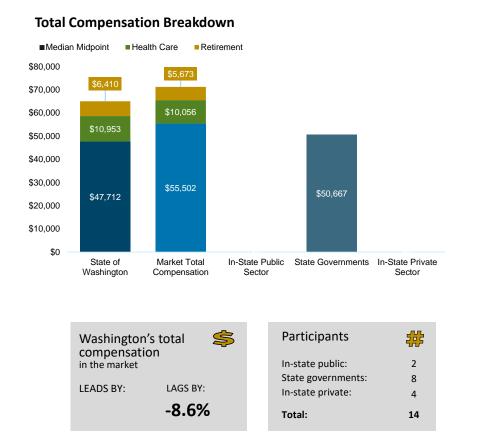
28 Classes in benchmark group

Benchmark	Benchmark	Benchmark
class FY2019	group as % of	group as % of
turnover %	market segment	state workforce
0.0%	3.6%	0.4%

Benchmark: 1126 LOCKSMITH

Job Class: 615E LOCKSMITH

Perform skilled duties in mechanical and electronic locking systems including repair and installation work. Manages and maintains computerized master key control system/schedule of locks and keys. Repairs and maintains parking meters and time clocks. Inspects key and locking systems for buildings; duplicates keys; changes combinations of safes and vaults; performs emergency keying and opening services on locks and safes. Typically requires three years' experience as a locksmith helper/trainee, or journey-level standing as a locksmith.

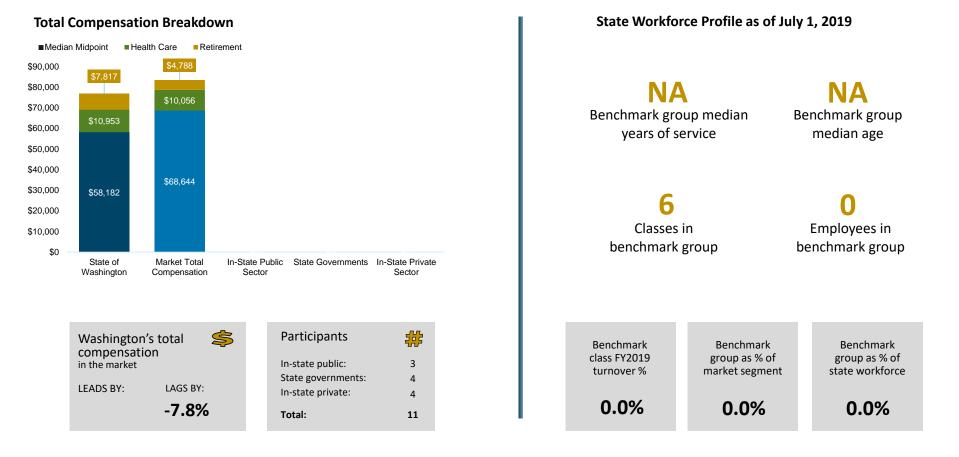


State Workforce Profile as of July 1, 2019 Benchmark group median Benchmark group years of service median age 3 Classes in **Employees** in benchmark group benchmark group Benchmark Benchmark Benchmark class FY2019 group as % of group as % of state workforce turnover % market segment 0.0% 0.2% 0.0%

Benchmark: 1127 INSTRUMENT MAKER 2

Job Class: 604F INSTRUMENT MAKER 2

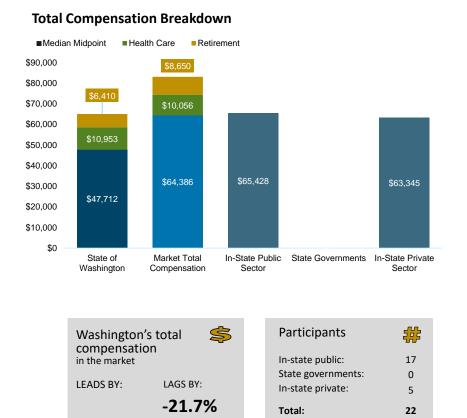
Performs complex high precision work by setting up and operating precision manual and/or computer numerical controlled (CNC) machine tools such as lathes, mills, jig borers, horizontal boring mill, grinders, and drill presses to fabricate parts for research, academic and medical purposes. Performs limited design and project coordination duties of part fabrication such as designing basic jigs and fixtures, determining set-up and machine settings for manufacturing parts, and troubleshooting and repairing mechanical equipment. Works from computer-aided design (CAD), blueprints, sketches, diagrams; writes computer numerical control programs. Typically requires two years of experience or equivalent education.



Benchmark: 1128 AUTOMOTIVE MECHANIC

Job Class: 618M AUTOMOTIVE MECHANIC

Performs service and repair on light and medium automobiles and motorized farm equipment, and occasionally heavy construction or related equipment such as power generators, hydraulic systems, and diesel engines. Diagnoses mechanical and electrical problems, develops working plans and cost estimates, overhauls, rebuilds, or repairs drive train components, frame, and chassis. Operates mechanical and electrical test and measurement equipment. Requires completion of a recognized apprenticeship as an automotive or motorized equipment mechanic, or four years of applicable work experience or equivalent.



State Workforce Profile as of July 1, 2019

6 Benchmark group median years of service NA Benchmark group median age

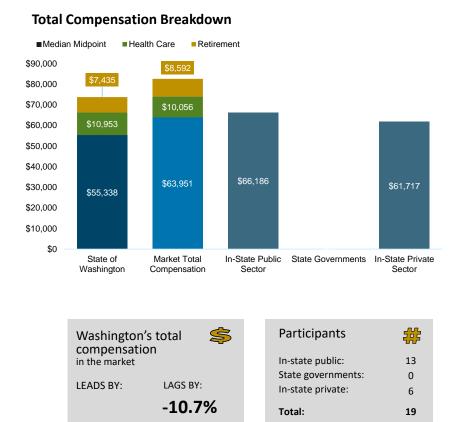
Classes in benchmark group

Benchmark	Benchmark	Benchmark
class FY2019	group as % of	group as % of
turnover %	market segment	state workforce
0.0%	0.1%	0.0%

Benchmark: 1129 EQUIPMENT TECHNICIAN 3

Job Class: 600K EQUIPMENT TECHNICIAN 3

Diagnoses equipment failures and performs preventive maintenance and repairs on medium and heavy diesel powered vehicles over 15,000 gross vehicle weight (GVW) and heavy diesel powered construction equipment. Responsibilities include: Overhauling heavy construction vehicles and accessories; Operating a variety of mechanical, electrical, and hydraulic diagnostic equipment. May lead or supervise and train other positions (e.g. truck drivers, utility workers, painters, maintenance mechanics, or electricians). High school graduation or possession of a GED certificate and three years of experience in the performance of preventative maintenance and repairs assisting a journey level mechanic, or equivalent.



State Workforce Profile as of July 1, 2019

5 Benchmark group median years of service 51 Benchmark group median age

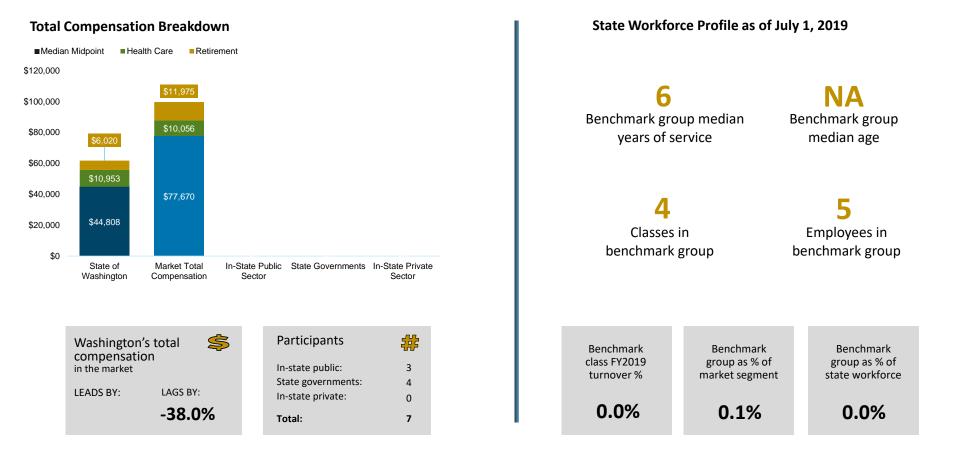
5 Classes in benchmark group

Benchmark	Benchmark	Benchmark
class FY2019	group as % of	group as % of
turnover %	market segment	state workforce
8.2%	3.8%	0.4%

Benchmark: 1130 TRANSPORTATION SPECIALIST 2

Job Class: 455F TRANSPORTATION SPECIALIST 2

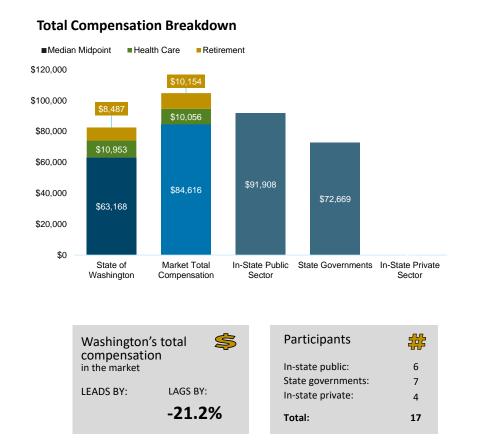
Analyzes routine transportation regulatory issues. Researches effect of proposed changes on procedures and makes recommendations on strategies. Conducts general transportation projects and makes recommendations for implementation. Works with carriers, shippers, state agencies and the public in routine rate and authority matters; answers inquiries from carriers and the public regarding tariff and/or operating authority issues. Typically requires a Bachelor's degree in business administration, public administration, transportation or allied field; and one year of experience. College level education in the above fields will be substituted, on a year-for-year basis, for experience.

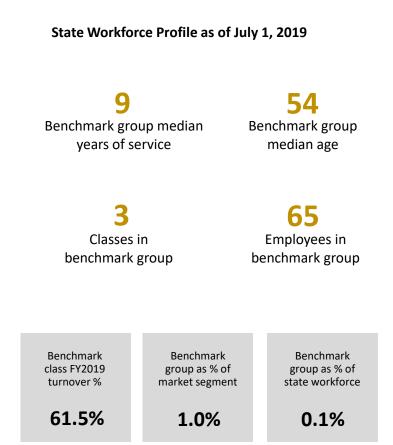


Benchmark: 1131 INDUSTRIAL HYGIENIST 2

Job Class: 394E INDUSTRIAL HYGIENIST 2

Maintains the Federally approved state occupational safety and health program to meet requirements of the Industrial Safety and Health laws and regulations. Conducts enforcement inspections and/or investigations of workplaces to assess existing and potential health hazards; determines compliance with standards; exercises compliance authority in issuing citations including orders and notices of immediate restraint. Typically requires a Bachelor's degree involving major study in occupational safety or related field and one year of experience as an industrial hygienist or equivalent.



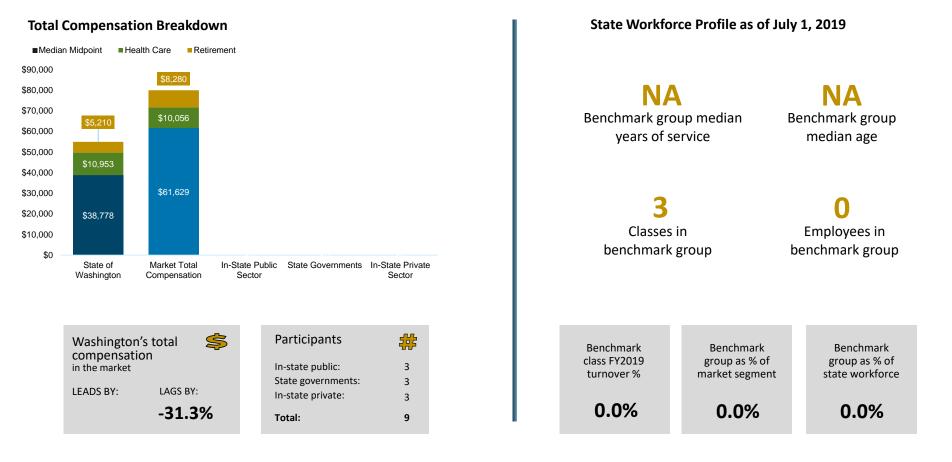


165

Benchmark: 1132 ENVIRONMENTAL CONTROL TECHNICIAN 2

Job Class: 395B ENVIRONMENTAL CONTROL TECHNICIAN 2

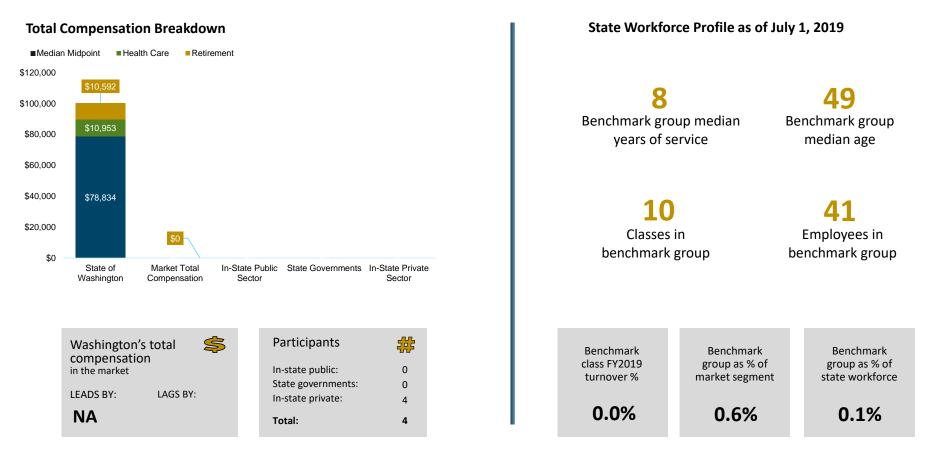
Performs complex technical duties in hazardous chemical disposal, fire protection, general safety, vector control, and environmental sanitation; interprets results of field inspections; evaluates and recommends proper practices in compliance with standards and regulations including emergency situations; collects, transports, and disposes of hazardous chemical waste. Typically requires a Bachelor's degree in science, engineering, or related field and two years of experience as an environmental control technician or equivalent.



Benchmark: 1133 RADIATION HEALTH PHYSICIST 3

Job Class: 400R RADIATION HEALTH PHYSICIST 3

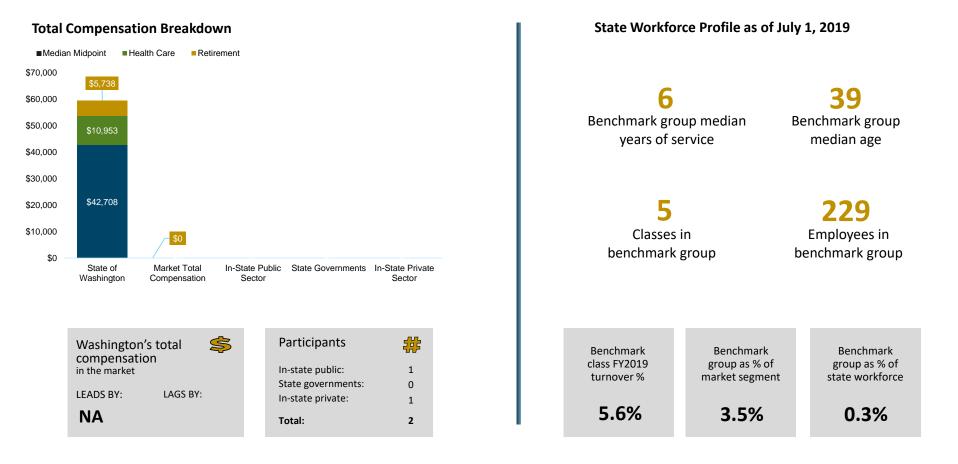
Responsible for the activities of a specific program and is designated the program lead for one of the following programs: X-Ray Inspections, Radioactive Materials Inspections, Radioactive Materials Inspections, Radioactive Materials Licensing, Uranium Mills, Radwaste, Environmental Assessment, Trojan Fixed Nuclear Facility Emergency Response; and, is a member of a radiation emergency response team. Typically requires a master's degree in radiological health, radiation safety, health physics or closely related field and two years' professional experience in an official radiation control program or equivalent.



Benchmark: 1135 FISH HATCHERY SPECIALIST 2

Job Class: 520G FISH HATCHERY SPECIALIST 2

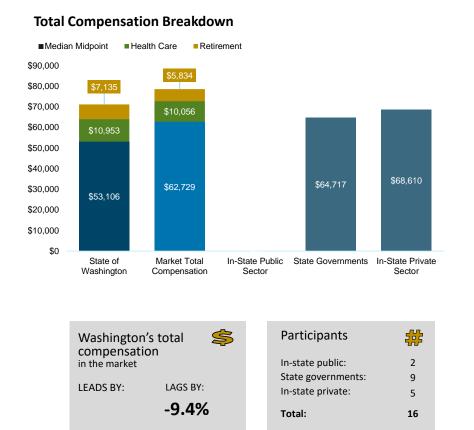
Performs a variety of journey level technical and scientific fish culture duties and hatchery related maintenance. Duties may include marking, identifying and sorting fish; monitoring fish behavior; administering drugs and anesthetics by injection or immersion; calibrating and sterilizing inoculation equipment; examining mortalities for clinical signs of fish pathogens; compiling and recording data for biological analysis; making repairs to structures such as buildings, docks, rearing vessels, and net pens. Requires an Associate's degree in fisheries technology or closely allied field and one year of experience performing fish culture duties in a hatchery.



Benchmark: 1200 INVESTIGATOR 2

Job Class: 427Q INVESTIGATOR 2

Conducts investigations for allegations of fraud, misconduct, discrimination, fraudulent and unfair business practices, or other claims. Investigates and resolves complex civil or criminal cases characterized by multiple claimants, internal personnel investigations, fraud or collusion among claimants, employers and providers, alleged violations within the vehicle/vessel industry, or allegations of welfare fraud. Typically requires three years of experience as an investigator with a criminal justice agency or criminal investigative agency of the armed forces, or investigating personal backgrounds, unfair and deceptive business practices, insurance casualty claims, or other equivalent field.



State Workforce Profile as of July 1, 2019

8 Benchmark group median years of service 52 Benchmark group median age

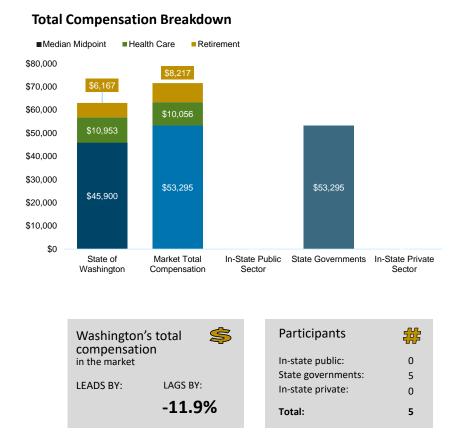
16 Classes in benchmark group

Benchmark	Benchmark	Benchmark
class FY2019	group as % of	group as % of
turnover %	market segment	state workforce
8.1%	9.7%	0.6%

Benchmark: 1201 WEIGHTS & MEASURES COMPLIANCE SPECIALIST 2

Job Class: 453F WEIGHTS & MEASURES COMPLIANCE SPECIALIST 2

Fully qualified, journey level of the series. Enforces state and federal weights and measures laws; inspects and tests large capacity scales (10,000 lbs or more), railroad track scales, flow rate meters, taxi meters, vehicle-tank meters and test devices used to implement new technologies such as alternate fuels and time and distance measuring devices; investigates consumer complaints; provides technical advice to business operators. Typically requires a valid license to operate a motor vehicle, one year of experience as a weights and measures inspector, two years of experience in the design, inspection, maintenance, repair and/or installation of weighing or measuring devices, an Associates degree or higher with major course work in mathematics, chemistry, physics, engineering, electronics, criminal justice, business administration or allied fields and National Conference on Weights and Measures professional certification.



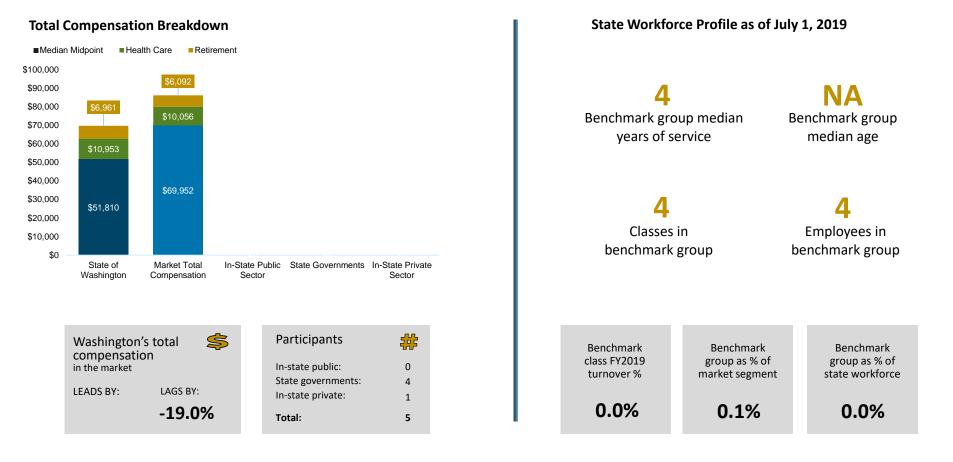
State Workforce Profile as of July 1, 2019

Benchmark group median Benchmark group years of service median age g Classes in **Employees** in benchmark group benchmark group Benchmark Benchmark Benchmark class FY2019 group as % of group as % of turnover % market segment state workforce 0.0% 0.2% 0.0%

Benchmark: 1202 CONSUMER PROGRAM SPECIALIST 2 - UTC

Job Class: 454M CONSUMER PROGRAM SPECIALIST 2 - UTC

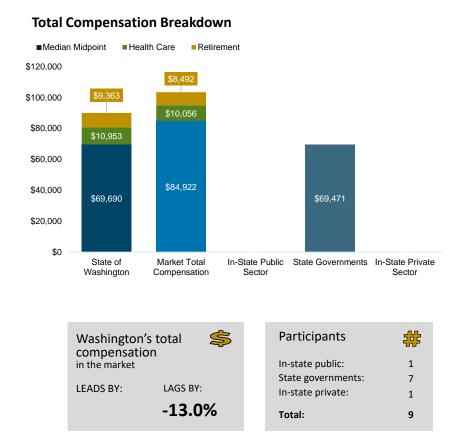
Performs professional activities related to investigating and regulating privately owned public utilities or transportation companies. This includes organizing and managing consumer issues in a caseload of general rate cases; docketed tariff revisions; multi-tariff proposal notices; formal complaints; industry specific rule makings; and initial, recurring, and appealed informal consumer complaints. Typically requires a Bachelor's degree and three years of experience conducting professional level research, dispute resolution, investigation, claims adjustment, or equivalent education/experience.



Benchmark: 1203 REGULATORY ANALYST 2

Job Class: 456B REGULATORY ANALYST 2

Performs economic, financial, or policy analysis and provides technical assistance on complex regulatory matters. The work assigned is on legal, technical and/or factual issues, the analysis of several related and unrelated issues, and requires the incumbent to exercise independent judgment. Typically requires a Bachelor's degree involving major study in economics, accounting, business or public administration, finance, social sciences, engineering, law or related field and three years of professional research or analysis experience with an institution engaged primarily in regulatory matter or equivalent.



State Workforce Profile as of July 1, 2019

9 Benchmark group median years of service 40 Benchmark group median age

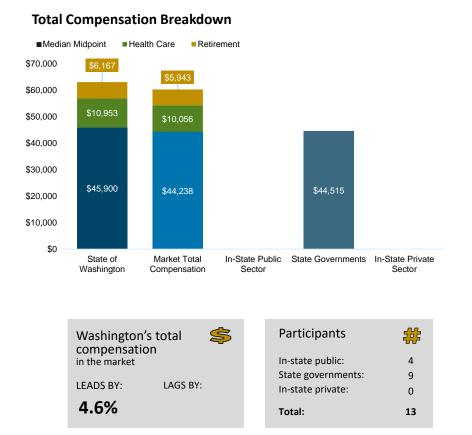
3 Classes in benchmark group

Benchmark	Benchmark	Benchmark
class FY2019	group as % of	group as % of
turnover %	market segment	state workforce
0.0%	1.1%	0.1%

Benchmark: 1204 LICENSING SERVICES REPRESENTATIVE 2

Job Class: 458F LICENSING SERVICES REPRESENTATIVE 2

Approves and issues driver licenses and/or vehicle titles, registrations, tags and related permits to the public. Verifies authenticity of documents and examines documentation and applications for legality and compliance with the law. Conducts drive tests to determine an applicant's ability to safely operate a personal vehicle. Typically requires one year of direct customer service plus completion of a structured 12-month training program; or an Associate of Arts degree and two years of experience; or equivalent.

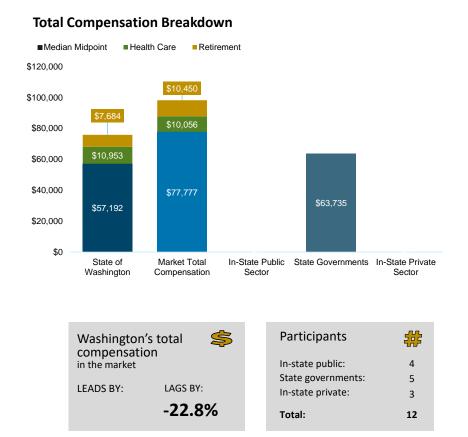


State Workforce Profile as of July 1, 2019 46 6 Benchmark group median Benchmark group years of service median age 557 Classes in **Employees** in benchmark group benchmark group Benchmark Benchmark Benchmark class FY2019 group as % of group as % of state workforce turnover % market segment 11.3% 12.7% 0.8%

Benchmark: 1207 COMMERCE SPECIALIST 2

Job Class: 233B COMMERCE SPECIALIST 2

Develops and implements program evaluation plans; develops and maintains program-specific data tracking systems; designs and analyzes surveys; analyzes data to measure service and impact; performs economic analysis and integrates results into overall evaluation reports. Exercises decision-making authority, resolves issues, represents the business within assigned program area and provides input into policy development. Provides program management related assistance, consultation, and training to clients. Typically requires a Bachelor's degree and two years of professional experience in community, trade or economic development.



State Workforce Profile as of July 1, 2019

5 Benchmark group median years of service **48** Benchmark group median age

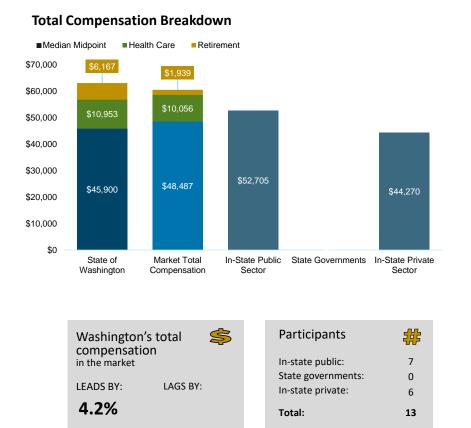
Classes in benchmark group

Benchmark	Benchmark	Benchmark
class FY2019	group as % of	group as % of
turnover %	market segment	state workforce
10.5%	5.8%	0.4%

Benchmark: 1208 SECURITY GUARD 2

Job Class: 385L SECURITY GUARD 2

Provides protection, security, and safety for residents, staff, or visitors; inspects and patrols assigned areas by foot or vehicle; monitors arrival and departure of employees; directs visitors and others to parking areas and offices; provides information and assistance as necessary; monitors vehicles in parking areas; reports incidents to law enforcement; monitors closed circuit television receivers and alarm systems; may perform first aid. Exclude positions that are licensed and allowed to carry a firearm. Typically requires high school graduation or equivalent and one year experience as a security guard or correctional officer.



State Workforce Profile as of July 1, 2019

Benchmark group median years of service **41** Benchmark group median age

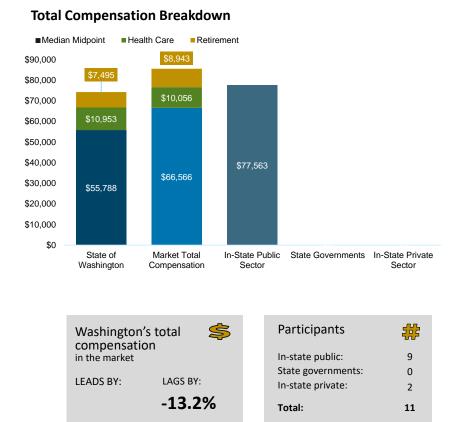
14 Classes in benchmark group

Benchmark	Benchmark	Benchmark
class FY2019	group as % of	group as % of
turnover %	market segment	state workforce
17.3%	12.0%	0.8%

Benchmark: 1209 CAMPUS POLICE OFFICER

Job Class: 387E CAMPUS POLICE OFFICER

As a commissioned police officer, performs general duty police work to protect life and property. Enforces campus regulations, and local, state and federal laws; patrols a designated area on foot or in a patrol car; monitors alarm systems; prevents and investigates accidents and crimes, issues misdemeanor citations; investigate, arrest and//or book suspects; gathers evidence, testifies in court and presents evidence; directs and regulates traffic; prevent and disburse illegal gatherings or disturbances; assist city, county or state police in case of emergency. Include only commissioned police officers. Typically requires two years of full-time college in police science or allied field, or one year of police or campus security experience.



State Workforce Profile as of July 1, 2019

Benchmark group median years of service

44 Benchmark group median age

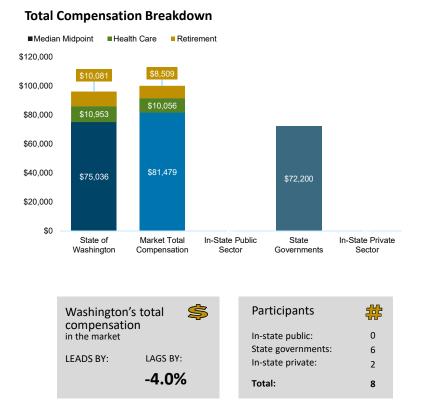
20 Classes in benchmark group



Benchmark: 1210 ELEVATOR INSPECTOR 2

Job Class: 3910 ELEVATOR INSPECTOR 2

This is the journey level of the series. Independently inspects elevators and other lifting apparatus to determine and enforce compliance with State law, rules and adopted national codes for elevators and other conveyances. Typically requires four years of journey level experience as an elevator mechanic or elevator mechanic assistant or four years of experience as an elevator inspector for an authority having jurisdiction.

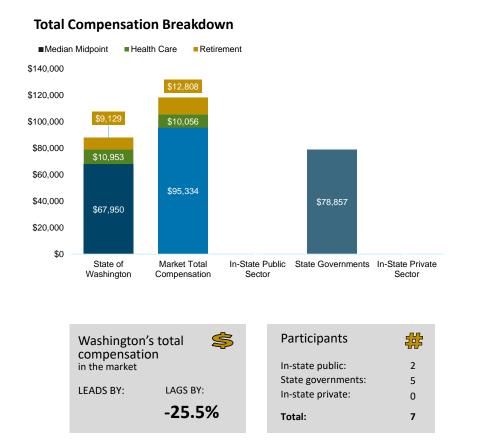


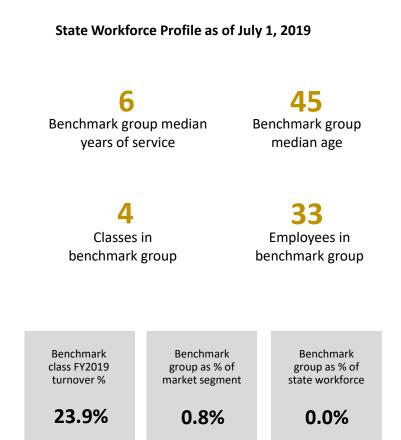
State Workforce Profile as of July 1, 2019 Δ 60 Benchmark group median Benchmark group years of service median age Ω 84 **Employees** in Classes in benchmark group benchmark group Benchmark Benchmark Benchmark class FY2019 group as % of group as % of turnover % market segment state workforce 0.0% 1.9% 0.1%

Benchmark: 1211 DEPUTY STATE FIRE MARSHAL

Job Class: 396L DEPUTY STATE FIRE MARSHAL

Serves as a technical expert within the state Fire Protection Bureau. Developments and implements statewide fire programs such as fire and life safety inspections, fire service training, fire prevention functions, and emergency mobilization. Performs fire and life safety inspections of facilities licensed by the state. Typically requires four years of paid or volunteer experience as a fire or police officer, codes enforcement officer, insurance industry inspector or investigator, or four years of college-level training in fire protection, police science, law enforcement or allied field.

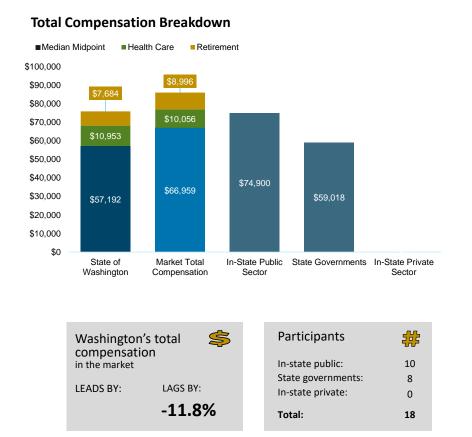




Benchmark: 1212 EMERGENCY MANAGEMENT PROGRAM SPECIALIST 2

Job Class: 397B EMERGENCY MANAGEMENT PROGRAM SPECIALIST 2

Independently performs journey-level professional emergency management duties in one or more of the four components of emergency management (preparedness, hazard mitigation, response and recovery). Coordinates delivery of emergency management services with state agencies, local jurisdictions, tribal government, federal agencies, the private sector and other states. Duties include facilitating training and exercise plans; initiating response notifications; researching state/federal rules and regulations; providing technical direction and assistance to jurisdictions. Typically requires a Bachelor's degree and two years of professional level experience in emergency management, financial management, training/education, public information/affairs, or related field.



State Workforce Profile as of July 1, 2019

H Benchmark group median years of service 46 Benchmark group median age

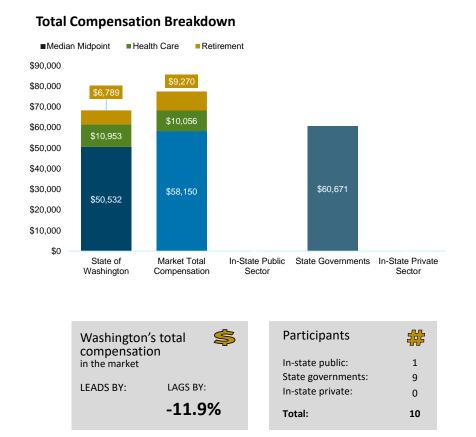
4 Classes in benchmark group

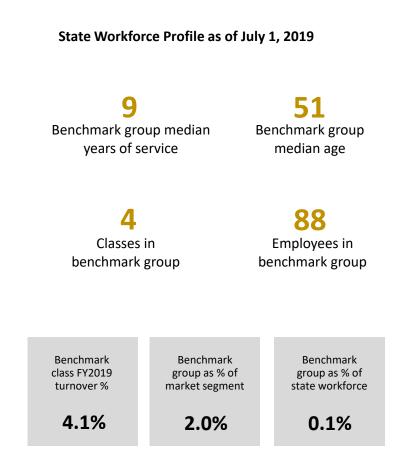
Benchmark	Benchmark	Benchmark
class FY2019	group as % of	group as % of
turnover %	market segment	state workforce
2.6%	2.2%	0.1%

Benchmark: 1213 RETIREMENT SPECIALIST 2

Job Class: 163M RETIREMENT SPECIALIST 2

Provides the complete range of complex retirement analysis, calculation, and education from initial enrollment to withdrawal, retirement, and post-retirement for clients of multiple retirement systems or deferred compensation programs. Services are provided for members, beneficiaries, and employers. Typically requires a Bachelor's degree in a business related field and one year of professional finance, auditing, accounting, management analysis, claims or tax experience in a retirement, unemployment, disability, insurance, financial or allied program area.

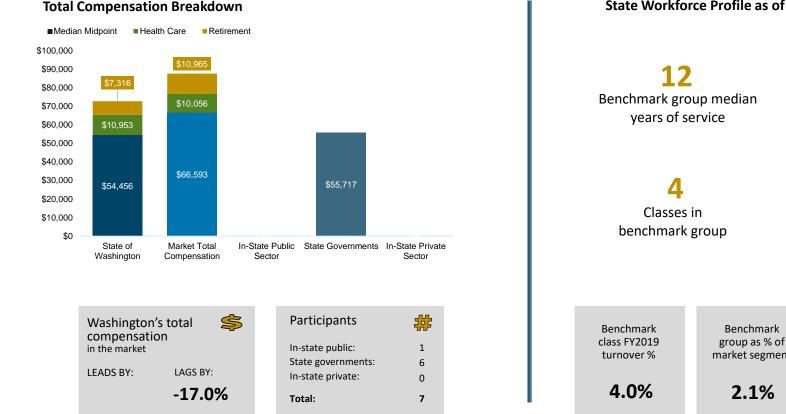




1214 EMPLOYMENT SECURITY PROGRAM COORDINATOR 2 Benchmark:

Job Class: 167G EMPLOYMENT SECURITY PROGRAM COORDINATOR 2

Provides policy analysis, program planning, training and assistance and/or monitors program compliance with federal and state standards. May also collect overpayments, negotiate and establish repayment contracts, investigate fraud and gather information for financial recovery or prosecution, or provide statewide quality assurance by conducting appraisals and validation of the unemployment insurance system. Typically requires a Bachelor's degree in public or business administration, political science or closely related field, and three years of professional or technical experience in employment and training or unemployment insurance programs.



State Workforce Profile as of July 1, 2019

Benchmark group median age

Employees in benchmark group

Benchmark

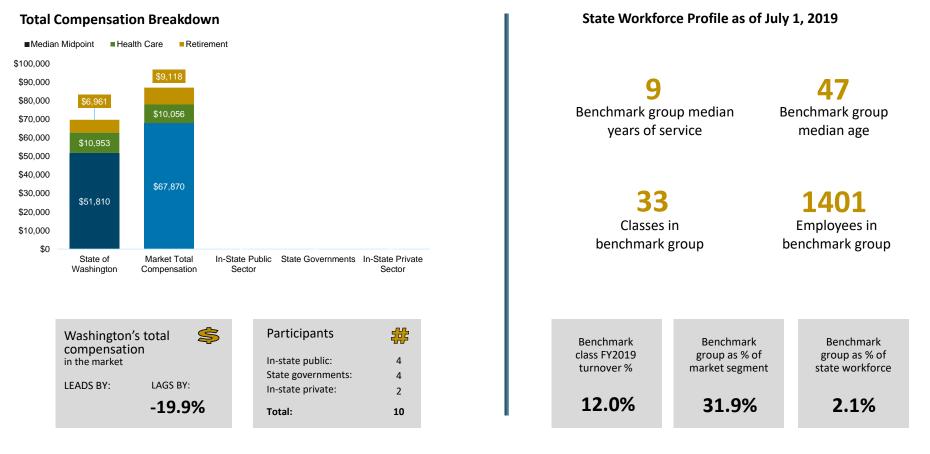
group as % of

nt	state workforce
	0.1%

Benchmark: 1215 WORKERS' COMPENSATION ADJUDICATOR 2

Job Class: 168P WORKERS' COMPENSATION ADJUDICATOR 2

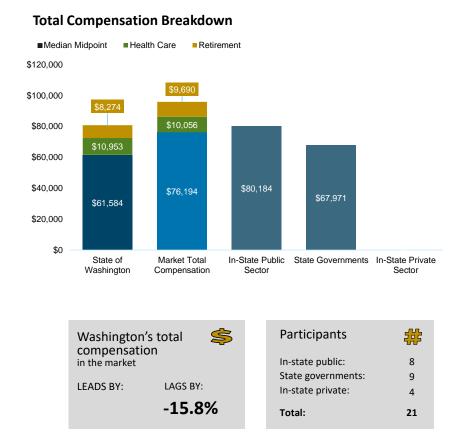
Adjudicates and manages a caseload of compensable industrial insurance or crime victims' claims; establishes rate of compensation; evaluates and authorizes requests for medical treatment and diagnostic studies; reviews decisions, claim files, and examines medical reports to determine permanent partial disability; determines need for vocational services and approves plans; resolves protests regarding entitlement to benefits. Typically requires a Bachelor's degree or one year of experience in adjudication of time loss payments in a worker's or crime victims' compensation insurance program.



Benchmark: 1216 SAFETY & HEALTH SPECIALIST 2

Job Class: 392F SAFETY & HEALTH SPECIALIST 2

Maintains a Federally approved occupational safety and health program to meet requirements of the Industrial Safety and Health laws and regulations. Conducts enforcement inspections and/or investigations of workplaces to assess existing and potential safety hazards; determines compliance with standards; exercises compliance authority in issuing citations including orders and notices of immediate restraint. Typically requires a Bachelor's degree in physics, chemistry, biology, physiology, statistics, industrial hygiene and toxicology, design of engineering hazard controls, fire protection, ergonomics, or other related fields and two years of experience as a safety and health manager, occupational safety consultant, occupational safety inspector, or related experience.



State Workforce Profile as of July 1, 2019

8 Benchmark group median years of service **49** Benchmark group median age

18 Classes in benchmark group

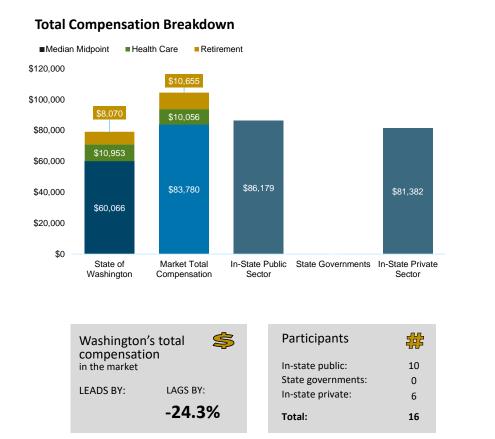


Real Estate (including rental or leasing)

Benchmark: **1300 PROPERTY & ACQUISITION SPECIALIST 3**

Job Class: **179K PROPERTY & ACQUISITION SPECIALIST 3**

Performs complex duties relating to vacant, residential, commercial, agricultural, public utility, exempt, recreational, and/or industrial properties. Areas of responsibility include negotiations, acquisitions, relocation assistance, property management, title examination, leasing, appraisals, audits, disposal, inspections, and/or lands and access maintenance. Typically requires a Bachelor's degree in business or public administration, real estate, economics, accounting, wildlife management, or related field and two to three years of experience in activities such as acquisition, sales, leasing, appraisal, title examination, escrow closing, negotiations, property management, title examination, relocation assistance, or selling, leasing or buying commercial real estate, or auditing and/or appraising real or personal property for fair market value.



State Workforce Profile as of July 1, 2019

g Benchmark group median years of service

6

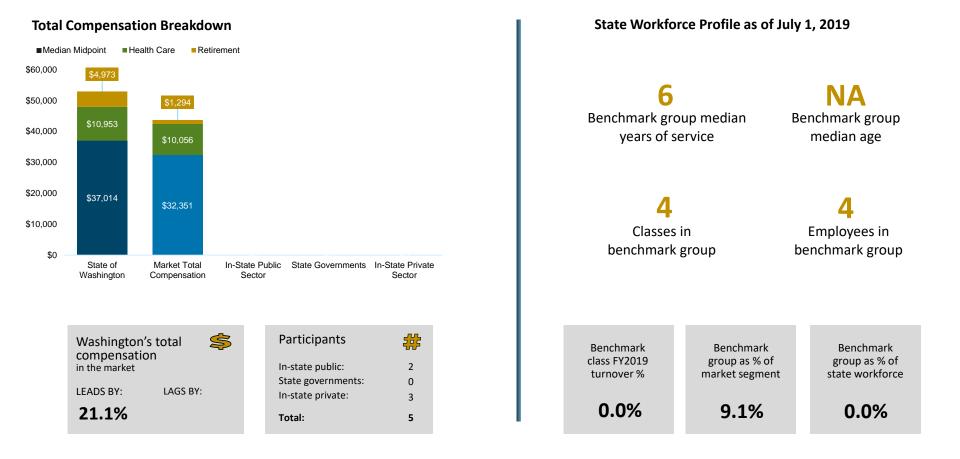
Classes in

Benchmark group median age

benchmark group



Retail Trad	e
Benchmark:	1400 RETAIL CLERK 2
Job Class:	227G RETAIL CLERK 2
Performs ordering, counter work or ret	receiving, sales, inventory, cash control, and/or customer service functions for a retail operation at a state institution or facility. Typically requires one year of experience in food ail selling.

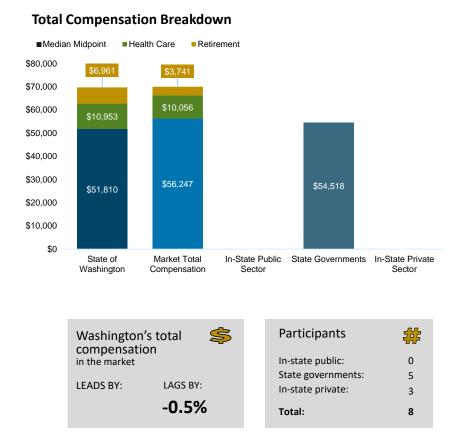


Retail Trade

Benchmark: 1401 LOTTERY DISTRICT SALES REPRESENTATIVE

Job Class: 232E LOTTERY DISTRICT SALES REPRESENTATIVE

Serves as a marketing and sales representative for an assigned geographic territory. Solicits new accounts and negotiates sales and placement of Lottery products with retail outlets. Independently performs inventory management activities for products and materials assigned to retail outlets; redistributes as necessary to achieve maximum market penetration and sales potential. Develops, presents, implements, and evaluates marketing and sales strategies to determine best method to reach sales goals for individual retail outlets. Typically requires a bachelor's degree in business administration, public administration, marketing or closely allied field, and one year of direct sales and marketing experience.



State Workforce Profile as of July 1, 2019

12 Benchmark group median years of service 56 Benchmark group median age

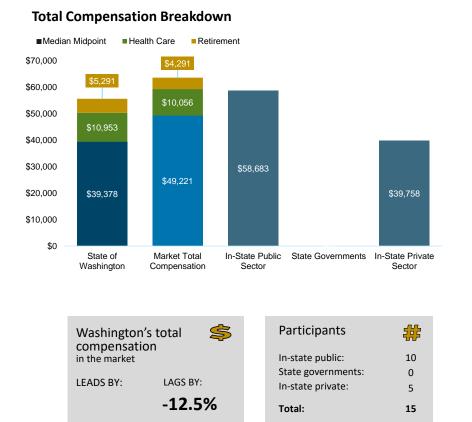
2 Classes in benchmark group

Benchmark	Benchmark	Benchmark
class FY2019	group as % of	group as % of
turnover %	market segment	state workforce
0.0%	90.9%	0.1%

Benchmark: 1500 WAREHOUSE OPERATOR 2

Job Class: 117J WAREHOUSE OPERATOR 2

Performs warehouse functions in a major area within a large warehouse or independently operates a small or decentralized warehouse. Receives, records, stores, issues, ships stock and supplies, and disposes of surplus property. Typically requires high school graduation or GED Certificate and one year of clerical or technical experience in retail clerking, warehousing, stockkeeping, shipping, or receiving and operation of material handling equipment.



State Workforce Profile as of July 1, 2019

5 Benchmark group median years of service

51 Benchmark group median age

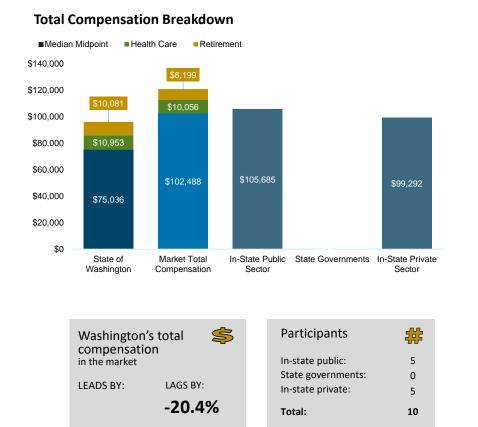
10 Classes in benchmark group

Benchmark	Benchmark	Benchmark
class FY2019	group as % of	group as % of
turnover %	market segment	state workforce
6.4%	16.4%	0.2%

Benchmark: 1502 MECHANICAL ENGINEER SENIOR

Job Class: 534C MECHANICAL ENGINEER SENIOR

Performs professional mechanical engineering as a registered mechanical engineer; reviews and checks mechanical plans and specifications for new construction, additions and remodeling of facilities; may direct other professional engineers. Requires registration as a professional engineer in the branch of mechanical engineering.



State Workforce Profile as of July 1, 2019

13 Benchmark group median years of service NA Benchmark group median age

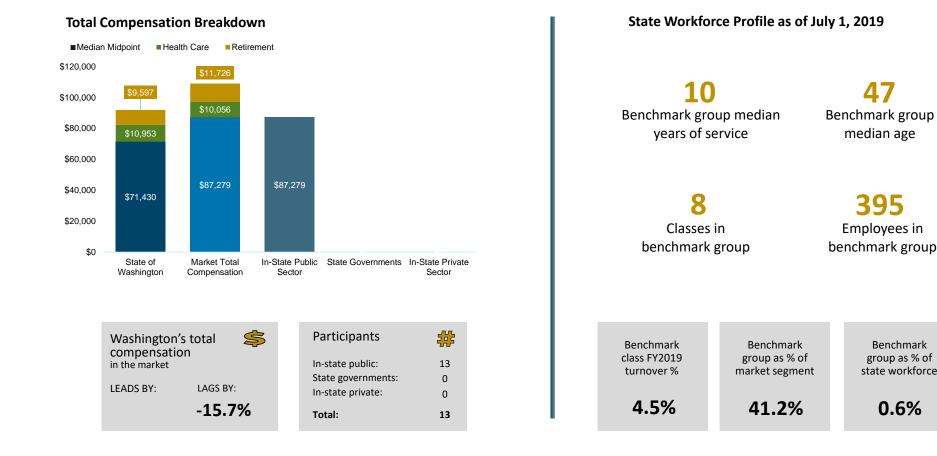
3 Classes in benchmark group



Benchmark: **1504 TRANSPORTATION PLANNING SPECIALIST 3**

Job Class: 543G TRANSPORTATION PLANNING SPECIALIST 3

Independently conducts complete planning assignments involving one or more transportation modes (rail, water, air, transit, bike, pedestrian) and/or one problem area and/or a single discipline (urban planning, fisheries, biology, transportation, landscape architecture, engineering, economics, social sciences). Project assignments include specific studies of service and facilities, or defined areas as a part of a statewide or region program such as air quality, economic development, roadside development and management. Typically requires a Bachelor's degree involving major study in transportation, landscape architecture, environmental or urban, regional or land use planning, engineering, public or business administration, economics or natural or physical sciences and three years' professional transportation experience involving analysis and evaluation of transportation issues and problems.



median age

395

Employees in

Benchmark

group as % of

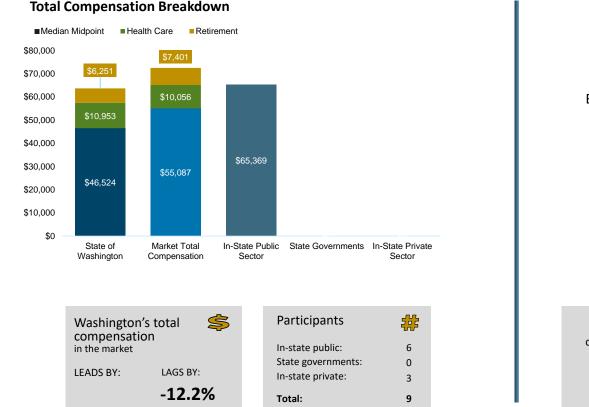
state workforce

0.6%

1505 TRUCK DRIVER 2 Benchmark:

Job Class: 632J TRUCK DRIVER 2

Operates medium to large trucks, between buses, and special vehicles, between 28,000 GVW & 60,000 GCW, to transfer and deliver materials and supplies. Positions operate vehicles in a capacity of 25 or more passengers; picks up and delivers items such as livestock, steel and iron supplies, sheet metal, bulk furniture, etc.; uses hand and wheel dollies, pallet jacks, hydraulic lifts, and forklift trucks incidental to transport supplies and equipment. Requires a valid driver's license, and one year experience working as an entry level truck driver. Some positions may be required to have a Class A, B or C Commercial Driver's License (CDL) with appropriate endorsements as required by Federal law.



State Workforce Profile as of July 1, 2019

5 Benchmark group median Benchmark group years of service

6

Classes in

benchmark group

173 **Employees** in benchmark group

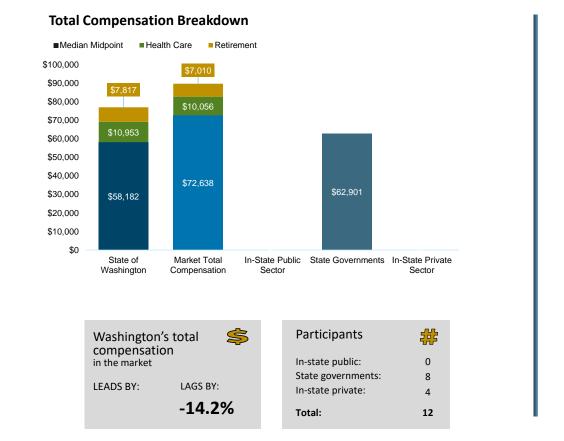
median age

Benchmark	Benchmark	Benchmark
class FY2019	group as % of	group as % of
turnover %	market segment	state workforce
9.8%	18.0%	0.3%

1506 AIRCRAFT MECHANIC Benchmark:

Job Class: **603E AIRCRAFT MECHANIC**

Repairs, rebuilds, maintains and inspects helicopter and fixed wing engines and equipment for maintenance conditions to meet agency or institution operations, transportation, reconnaissance and Federal and State Aviation Regulations. May design, manufacture and install specialized parts and equipment for helicopters, perform maintenance and inspection work on flight simulators accessories, and/or avionic testing equipment. Repairs aircraft to state and federal maintenance standards. Typically requires five years' experience as a journey-level, federally licensed airframe and power plant mechanic with two years performing unscheduled helicopter maintenance, troubleshooting, and systems installation. Must possess a current FAA Airframe and Power Plant License or FAA Aviation Maintenance Technician License.



State Workforce Profile as of July 1, 2019

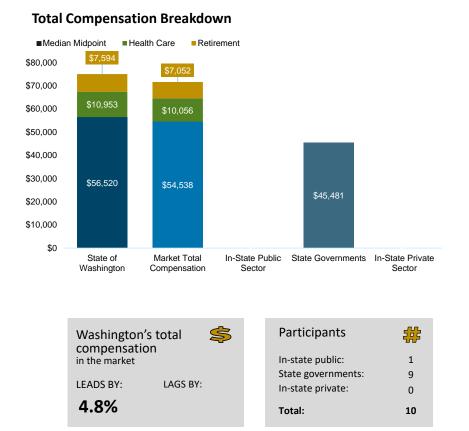
g Benchmark group median Benchmark group years of service median age Classes in benchmark group

Benchmark	Benchmark	Benchmark
class FY2019	group as % of	group as % of
turnover %	market segment	state workforce
0.0%	0.9%	0.0%

Benchmark: 1507 COMMERCIAL VEHICLE ENFORCEMENT OFFICER 1

Job Class: 457K COMMERCIAL VEHICLE ENFORCEMENT OFFICER 1

Armed commercial vehicle enforcement officer with authority limited to commercial vehicles; enforces laws and regulations pertaining to weight, size, equipment safety, the transportation of hazardous materials, and licensing permit requirements of commercial vehicles, private carrier buses, and their operators. Weighs and inspects vehicles traveling on public highways or performs vehicle driver inspections on commercial motor vehicles. Conducts terminal safety audits; provides security for commercial vehicle staff and facilities; and conducts a comprehensive inspection program of all public transportation vehicles, as required by state law. A valid driver's license is required.



State Workforce Profile as of July 1, 2019

12 Benchmark group median years of service

6

Classes in

benchmark group

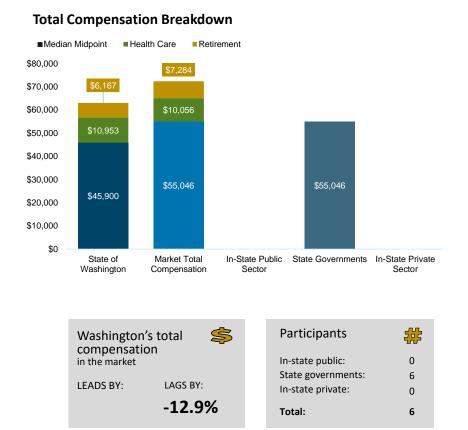
49 Benchmark group median age

Benchmark	Benchmark	Benchmark
class FY2019	group as % of	group as % of
turnover %	market segment	state workforce
5.3%	15.0%	0.2%

Benchmark: 1508 TRAFFIC SAFETY SYSTEMS OPERATOR 3

Job Class: 401C TRAFFIC SAFETY SYSTEMS OPERATOR 3

A single operator or a lead shift operator of the electronic communications systems; receives, transmits, and coordinates roadway conditions and services requirements via multi-frequency base stations; accountable for all decisions and actions taken on a shift; monitors and operates freeway traffic control systems; operates computer enhanced information distribution systems on the roadway and for the media; monitors electronic, video, and computer systems; adjusts environmental control systems, tunnel fire detection, and fire suppression systems. Typically requires high school graduation or equivalent and two years of experience as a principal radio operator or dispatcher using multi-band, two-way radio equipment and personal computers.





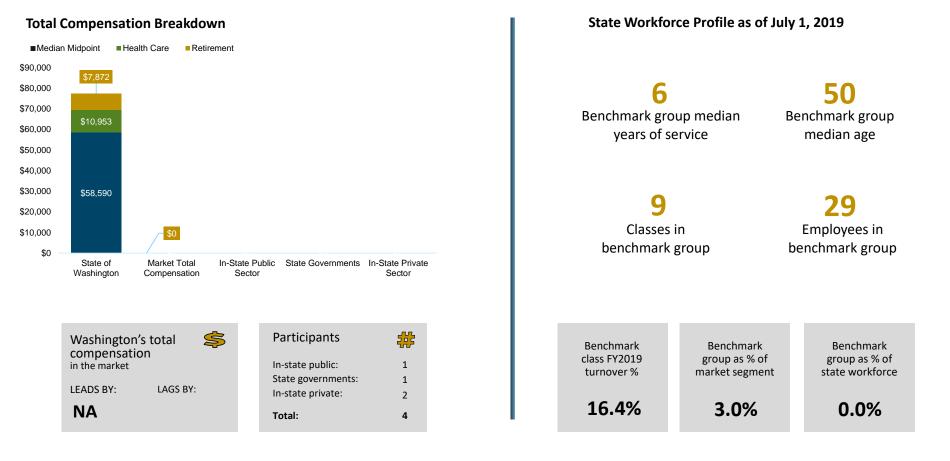
11 Benchmark group median years of service 55 Benchmark group median age

3 Classes in benchmark group

Benchmark	Benchmark	Benchmark
class FY2019	group as % of	group as % of
turnover %	market segment	state workforce
12.8%	4.0%	0.1%

Transporta	tion or Warehousing (including airlines, ports, public transit, etc.)
Benchmark:	1509 MARINE VESSEL OPERATOR
Job Class:	652R MARINE VESSEL OPERATOR
Serves as Master o	f marine vessels transporting passengers, vehicles, or equipment. Supervises a crew on a passenger vessel or tugboat, conducts crew training and drills, maintains vessel operating

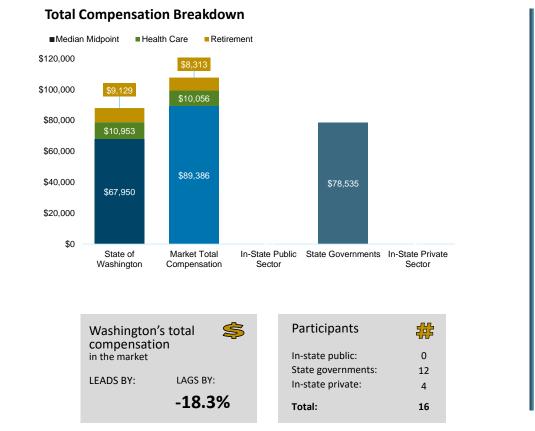
Serves as Master of marine vessels transporting passengers, vehicles, or equipment. Supervises a crew on a passenger vessel or tugboat, conducts crew training and drills, maintains vessel operating and navigation equipment. All positions within this class must meet United States Coast Guard Master Inland licensure requirements. Requires a valid United States Coast Guard Master Inland license to operate marine vessels up to 100 gross registered tons, a valid Radar Observer endorsement, and one year of experience operating marine vessels as a licensed Master.



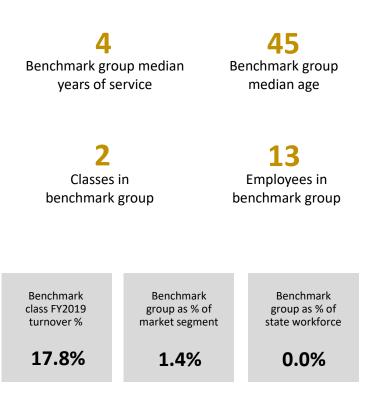
Benchmark: 1510 AIRCRAFT PILOT 2

Job Class: 654F AIRCRAFT PILOT 2

Serves as a Washington State pilot in command of multi-engine aircraft or amphibious seaplane aircraft on departmental operations, law enforcement missions or administrative business; pilot in command of helicopters in support of fire-fighting operations. Typically, requires: Fixed Wing Option: • 2,000 hours of turbo-prop and/or reciprocating engine logged flight time, including low level flight, below 500 feet, with 1500 hours Pilot- In-Command (PIC) and a minimum of 500 hours of time in multi-engine aircraft and a minimum of 100 hours of actual instrument time. A current Class II flight physical and a valid Federal Aviation Agency Commercial Certificate are required with an instrument rating and a rating in one or more of the following categories: A. Single engine land; B. Single engine sea; C. Multi-engine land; D. Multi-engine sea OR Helicopter Option: • 1,500 hours of Pilot-In-Command (PIC) time in turbine engine powered helicopters, including field operations with long line loads, vertical reference flying, and mountain flying. A current, valid Federal Aviation Agency Commercial Certificate is required with Rotorcraft rating and a current Class II flight physical.



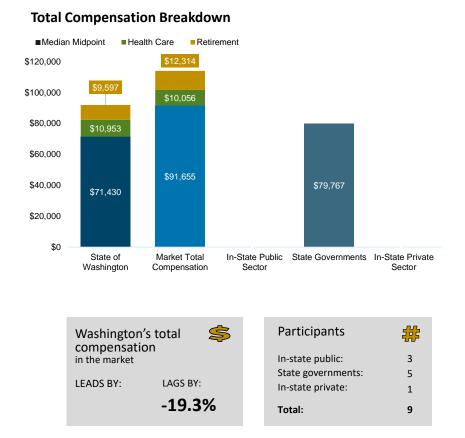
State Workforce Profile as of July 1, 2019



Benchmark: 1600 ENERGY/UTILITIES ENGINEER 2

Job Class: 529J ENERGY/UTILITIES ENGINEER 2

Performs professional engineering work under general supervision. Assists in field inspections and provides supporting data and analysis on practices or operations; conducts standard and specialized inspections of the operations of intrastate pipeline operators; determines if operational practices comply with state and federal pipeline rules; analyzes proposed construction plans for service and engineering feasibility; prepares and analyzes less complicated depreciation, valuation and cost studies; assists in the preparation and analysis of exhibits and data for formal hearings; assists in the investigation of procedures for compliance with laws and regulations; conducts site visits to assist supervisor in building design scoping meetings. Typically requires a Bachelor's degree with a major study in engineering and one year of professional level experience performing energy or utilities related work.



State Workforce Profile as of July 1, 2019

56 Benchmark group median Benchmark group years of service median age Л Classes in **Employees** in benchmark group benchmark group Benchmark Benchmark Benchmark class FY2019 group as % of group as % of state workforce turnover % market segment

11.5%

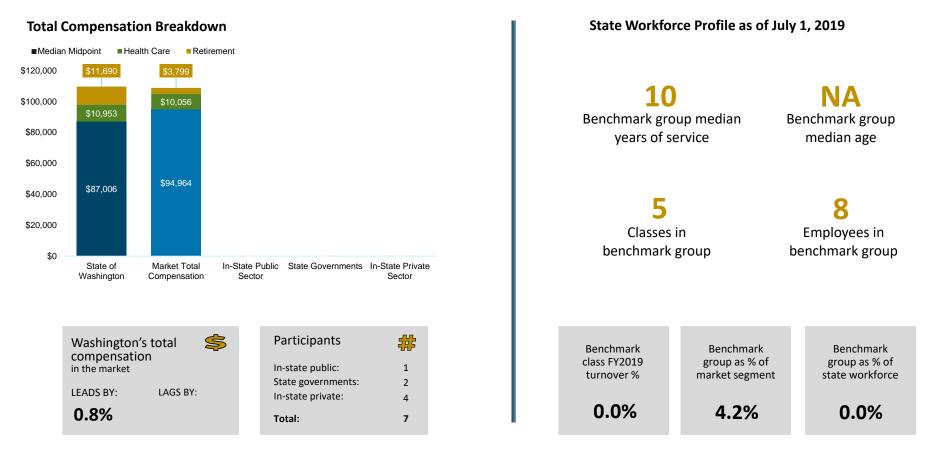
0.0%

0.0%

Benchmark: 1601 NUCLEAR ENGINEER

Job Class: 5290 NUCLEAR ENGINEER

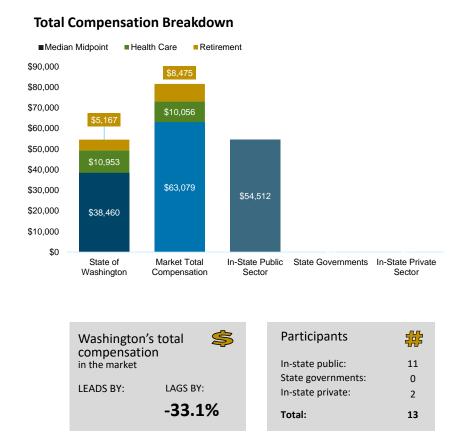
Plans, directs and conducts radiological safety evaluations of the design, construction, operation and decommissioning of nuclear power plants and other nuclear facilities operated and licensed by the Federal government for conformance to safety standards and site certification conditions; reviews applications for permits and licenses for nuclear facilities; performs on-site evaluations and inspections of nuclear power plants and other major nuclear facilities. Requires a Master's degree in Nuclear Engineering and three years of experience in a nuclear power reactor program which includes evaluation of the radiological safety aspects of a nuclear power reactor.



Benchmark: 1602 UTILITY WORKER 2

Job Class: 595L UTILITY WORKER 2

Performs various semi-skilled manual work in the maintenance, repair, remodeling, and construction of buildings, facilities, utility and sewer systems, equipment, and grounds as part of a work crew or as an assistant to a journey level worker. Repairs and installs sanitary storm drains and sewers; builds and repairs parking lots and sidewalks; cleans roofs and gutters; maintains tunnel passages, sumps, and utility access holes; operates, cleans, services, adjusts, and makes repairs on power tools and equipment. Operates motorized equipment such as automobiles, trucks, forklifts, small tractors and front-end loaders, street cleaning equipment, trailers, trenchers and turf renovation equipment. Typically requires two years of related or equivalent education/experience.



State Workforce Profile as of July 1, 2019

1 Benchmark group median years of service 42 Benchmark group median age

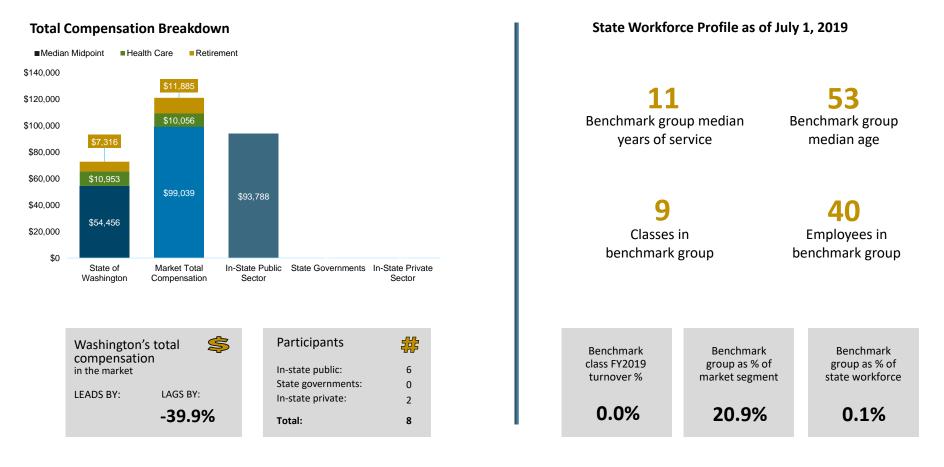
4 Classes in benchmark group

Benchmark	Benchmark	Benchmark
class FY2019	group as % of	group as % of
turnover %	market segment	state workforce
7.7%	13.1%	0.0%

Benchmark: 1603 PLANT MANAGER 2ALTERNATE TITLES: PHYSICAL PLANT MANAGER, PLANT ENGINEER

Job Class: 595T PLANT MANAGER 2ALTERNATE TITLES:PHYSICAL PLANT MANAGER,PLANT ENGINEER

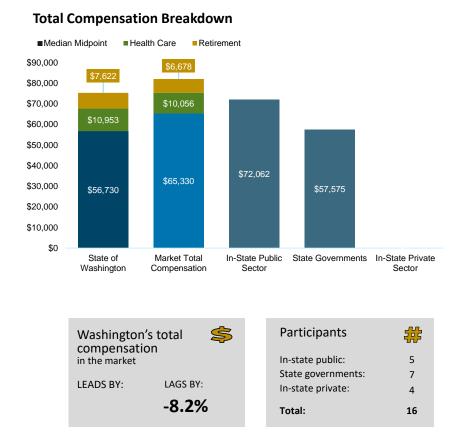
Directs maintenance, repair, alteration, and construction of buildings, equipment, and grounds and operation of high-pressure heating plant at medium-sized institution or similar facility; supervises building trades' journey-level workers. Inspects buildings, grounds, and equipment; determines need for maintenance and repair. Typically requires three years of supervisory experience in operation and/or maintenance of physical plant in large industrial, commercial or public establishment.



Benchmark: 1604 STATIONARY ENGINEER 2

Job Class: 602K STATIONARY ENGINEER 2

Responsible for overall operation and maintenance of a high pressure heating plant consisting of one or more boilers up to 150 h.p. each or tends high pressure power boiler system consisting of two or more boilers over 150 h.p. each. Independent judgment and decisions concerning operations and safety activities of the steam heating plant. Typically requires three years of experience in the operation, maintenance and/or repair of stationary or marine high pressure boilers and heating systems.



State Workforce Profile as of July 1, 2019

12 Benchmark group median years of service 59 Benchmark group median age

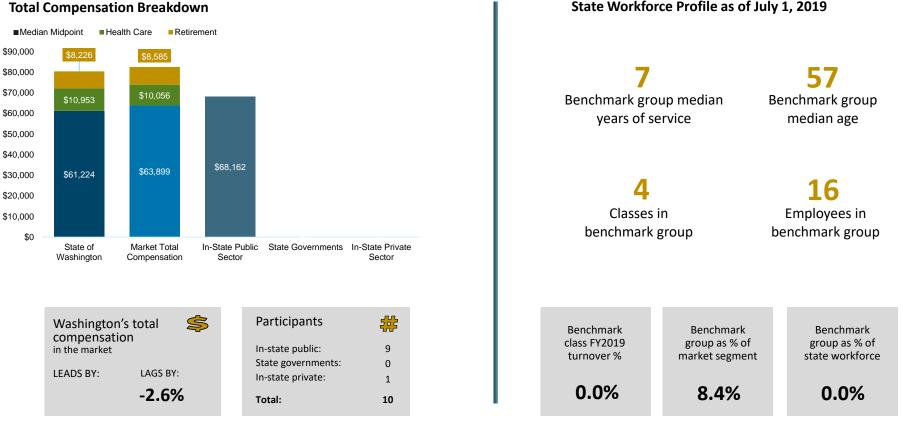
12 Classes in benchmark group

Benchmark	Benchmark	Benchmark
class FY2019	group as % of	group as % of
turnover %	market segment	state workforce
6.5%	41.9%	0.1%

1605 WASTEWATER TREATMENT PLANT OPERATOR 2 Benchmark:

Job Class: 602U WASTEWATER TREATMENT PLANT OPERATOR 2

Operates and maintains a Class 2 wastewater treatment plant or water distribution/treatment plant. Performs chemical tests and analyzes plant operation; investigates complaints concerning water service; operates a variety of equipment; performs basic pipe fitting work and installs meters, hydrants and valves; ensures compliance with safety regulations and applicable laws. Requires a valid State Certificate issued by the Department of Health as a Water Treatment Plant Operator 2 or Water Distribution Manager 2.

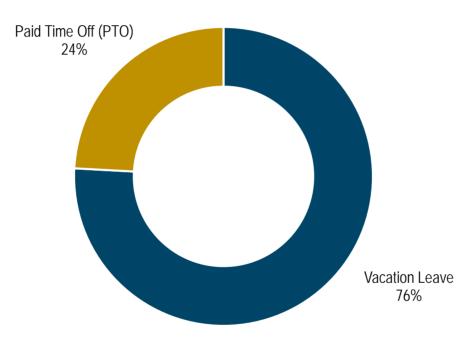


State Workforce Profile as of July 1, 2019

Paid Leave

Three-quarters of survey participants (76%) offer a vacation leave program to their largest civilian employee group¹, while one-quarter (24%) offer a paid time off (PTO) program that combines vacation and sick leave into one pool of available time off.

Type of Paid Leave Program



¹ The survey requested information on policies applicable to the largest employee group excluding uniformed public safety personnel

Vacation and Paid Time Off (PTO)

Accrued vacation and PTO hours typically increase with years of service. As shown in the table below, the median number of allowable vacation hours ranges from 96 hours after one year of service (equivalent to 12 days for a 40-hour per week position) to 200 hours after 25 years of service (equivalent to 25 days for a 40-hour per week position).

Years of Service	Lowest	Median	Average	Highest	Years of Service	Lowest	Median	Average	Highest
1 Year	40	96	97	120	14 Years	143	160	159	184
2 Years	80	98	102	120	15 Years	143	168	168	192
3 Years	80	104	103	120	16 Years	156	168	172	200
4 years	80	116	112	143	17 Years	156	168	173	200
5 Years	96	120	122	160	18 Years	156	176	175	200
6 Years	120	128	132	168	19 Years	156	176	177	200
7 Years	120	129	133	168	20 Years	156	192	185	204
8 Years	120	134	136	168	21 Years	160	192	189	208
9 Years	120	134	137	168	22 Years	160	192	190	216
10 Years	120	144	148	180	23 Years	160	192	191	224
11 Years	143	158	156	180	24 Years	160	192	192	232
12 Years	143	158	156	180	25 Years	160	199	197	240
13 years	125	160	157	180	25+ Years	160	200	202	240

Annual Number of <u>Vacation</u> Hours Accrued by Years of Service

Reflects responses from 22 survey participants (15 in-state public sector and 7 state governments).

Among those organizations that have a paid time off (PTO) program, the median accrued hours per year range from 156 after the first year of service (equivalent to 19.5 days for a 40-hour per week position) to 272 hours after 25 years of service (equivalent to 34 days for a 40-hour per week position).

Years of Service	Lowest	Median	Average	Highest	Years of Service	Lowest	Median	Average	Highest
1 Year	96	156	143	192	14 Years	96	236	214	268
2 Years	96	156	143	192	15 Years	96	236	218	268
3 Years	96	156	153	220	16 Years	96	236	225	292
4 years	96	160	166	220	17 Years	96	236	226	292
5 Years	96	160	166	220	18 Years	96	236	226	292
6 Years	96	196	184	244	19 Years	96	236	229	292
7 Years	96	196	184	244	20 Years	96	241	231	292
8 Years	96	208	191	244	21 Years	96	259	243	316
9 Years	96	208	191	244	22 Years	96	264	246	316
10 Years	96	208	194	244	23 Years	96	264	249	316
11 Years	96	216	202	268	24 Years	96	264	251	316
12 Years	96	216	203	268	25 Years	96	264	254	335
13 years	96	232	207	268	25+ Years	96	272	261	356

Annual Number of <u>Paid Time Off (PTO)</u> Hours Accrued by Years of Service

Reflects responses from seven (7) survey participants, all in-state public sector entities.

Sick Leave

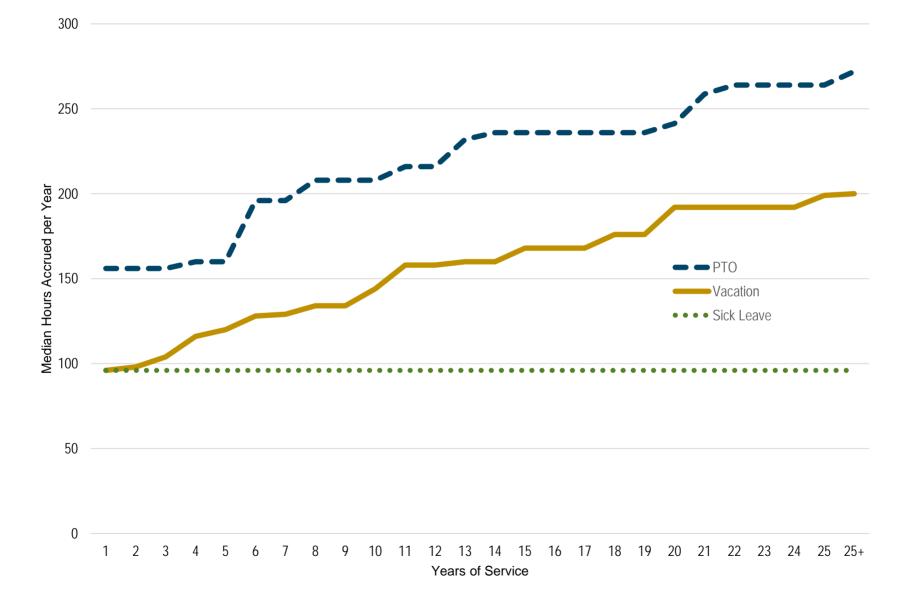
Among those respondents who provide paid sick leave, the annual accrued hours range from 56 to 120 hours (equivalent to 7 to 15 days for employees working a 40-hour workweek), with a median of 96 hours (equivalent of 12 days).

Annual Number of Accrued Sick Leave Hours

	Lowest	Median	Average	Highest	# of Responses
Including zeros (0s)	0	96	81	120	29
Excluding zeros (0s)	56	96	94	120	25

Reflects responses from 29 survey participants (22 in-state public sector and 7 state governments). Three (3) of the 25 survey participants that reported sick leave hours also indicated they have a PTO program.

Median Annual Hours for PTO, Vacation and Sick Leave by Years of Service



Carry Over and Cash Out of Unused Leave

Most of the survey participants allow employees to carry-over and cash-out unused leave. A large percentage of respondents allow employees to cash out unused vacation or PTO at the end of the year or at termination at a rate of 100%. Unused sick leave, however, is typically cashed out at a lower rate (median of 25% of the value).

	Nu	mber of Respons	ses	Perce	Percent of Total Responses			
	PTO (N=7)	Vacation (N=22)	Sick (N=25)	PTO (N=7)	Vacation (N=22)	Sick (N=25)		
Carry-Over Allowed	7	20	25	100%	91%	100%		
Unlimited Carry-Over	1	0	12	14%	0%	48%		
Limited Carry-Over	6	20	13	86%	100%	52%		
Cash-Out Allowed at:								
Year End	7	18	13	100%	82%	52%		
Termination	7	17	18	100%	77%	72%		
Retirement	2	1	3	29%	5%	12%		
Cash Out Not Allowed	0	0	5	0%	0%	20%		
Cash-Out Rate (Median)	100%	100%	25%					

Carry-Over and Cash-Out of Unused Leave

Paid Holidays and Personal Days

The number of paid holidays ranges from zero to 12, with a median of 10 days.

Paid personal days (sometimes called floating holidays) range from zero to five, with a median of one day per year.

Annual Number of Paid Holidays and Personal Days

		Lowest	Median	Average	Highest	# of Responses
eros	Holidays	0	10	10	12	29
Including Zeros (0s)	Personal Days	0	1	1	5	29
Inclu	Holidays and Personal Days Combined	0	11	11	16	29
Zeros	Holidays	6	10	10	12	28*
Excluding Z (0s)	Personal Days	1	2	2	5	18
Exclu	Holidays and Personal Days Combined	6	12	11	16	18

*One survey participant indicated paid holidays are included in $\operatorname{PTO}\,\operatorname{days}$

Compensation Practices

This section of the report provides information on:

- Types of pay plans
- Recent pay scale adjustments
- Shift differentials
- Call back and standby pay
- Performance and incentive pay
- Longevity pay
- Other total rewards incentives

Pay Plan Types

The survey asked how employees move through the pay structure. Responses reflect the largest union and nonrepresented civilian employee group (excluding uniformed public safety).

The most common pay plan type for union represented employees is a grade and step structure (66%). Six (6) of the respondents indicated "Other" for pay plan type, which include: steps and no grades (3 respondents), one rate per job (2 respondents), and varies by agency and bargaining unit (1 respondent). Two respondents (7%) have a merit/performance based pay plan for union represented employees.

For nonrepresented employees, grade and step plans are less common (45%) and merit/performance based plans are more common (41%) compared with union represented employee groups.

The nine (9) participants that indicated "Other" provided the following additional information:

- Nonrepresented employees move through grades only if there is a market adjustment or reclassification.
- Step only. Grades are assigned to classifications.
- Our pay ranges normally have 10 steps. Through step 6 is normally an automatic step increase. From step 6 to step 10 is based on a performance evaluation that reflects full performance or greater. Employees move through the range utilizing odd or even steps (from step 1 to step 3, 5, 7,9 and then 10),
- Single point, market based pay for exempt
- Per direction and approval by Board of County Commissioners
- Nonrepresented management employees can be granted additional steps through exceptional pay increases.
- We have a mixture of methods used throughout the state. Some agencies (Public Safety, Corrections) utilize career ladders similar to grades and steps that allow employees to move through the salary range based on years of service and performance appraisals, while other agencies have open ranges that utilize discretion each year based on available funds and performance to award administrative salary increases.
- Merit and compa-ratio (relation to midpoint) are the components considered in the compensation matrix. Employees must have a current performance evaluation with an overall rating of "Achieves Performance Standards" or better and may not be on entrance probation or a temporary employee.
- We are decentralized and heavily unionized. Some agencies negotiate or establish career ladders (differing work) allowing progression. No other employee movement through the pay structure.

Types of Pay Plans for <u>Union Represented</u> Employees

		Number of	Responses			Percent of	Responses			
Market Sector	Grade and Step	Grades, No Steps	Merit/ Performance Based	Other	Grade and Step	Grades, No Steps	Merit/ Performance Based	Other		
In-State Public Sector (N=22)	16	1	2	5	73%	5%	9%	23%		
State Governments (N=7)	3	0	0	1	43%	0%	0%	14%		
All Respondents (N=29)	19	1	2	6	66%	3%	7%	21%		

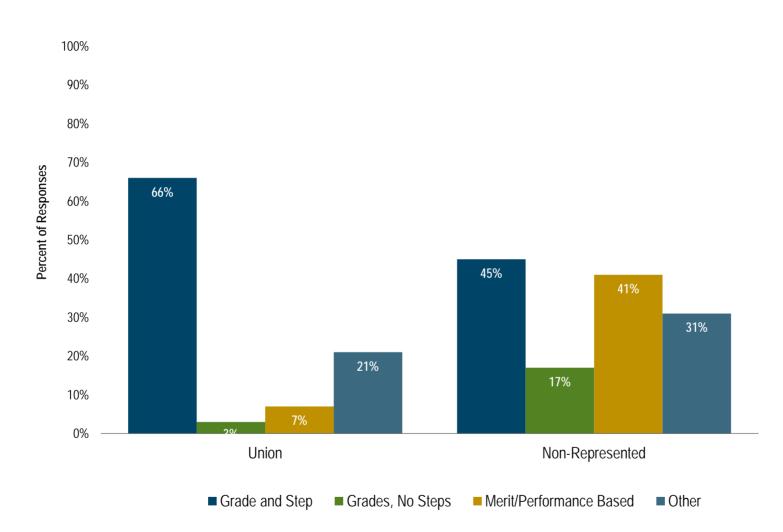
Respondents could choose more than one answer.

Types of Pay Plans for <u>Nonrepresented</u> Employees

	Number of Responses						Percent of Responses				
Market Sector	Grade and Step	Grades, No Steps	Merit/ Performance Based	Other	Grade and Step	Grades, No Steps	Merit/ Performance Based	Other			
In-State Public Sector (N=22)	9	5	11	5	41%	23%	50%	23%			
State Governments (N=7)	4	0	1	4	57%	0%	14%	57%			
All Respondents (N=29)	13	5	12	9	45%	17%	41%	31%			

Respondents could choose more than one answer.

Types of Pay Plans for Union Represented and Nonrepresented Employees



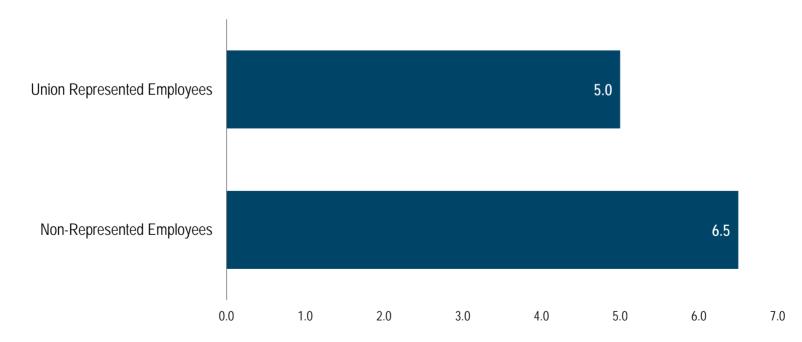
Years to Reach Pay Range Maximum

The survey asked for the average length of time (in years) to move from the minimum to the maximum of the salary range. The responses ranged from two (2) years to twenty (20) years, with a median of five (5) years for union represented employees and 6.5 years for nonrepresented employees.

Years from Minimum to Maximum Salary

	Lowest	Median	Average	Highest	# of Responses
Union Represented Employees	2.0	5.0	7.3	20.0	17
Nonrepresented Employees	3.5	6.5	7.9	20.0	16





Findings are shown for all respondents combined because only three state governments responded to this question.

Pay Scale Adjustments

The median pay scale adjustments for union represented employees were 2.5% and 2.25% in FY2019 and FY2020, respectively. For nonrepresented employees, median scale adjustments has been 2.95% and 2.5% in the past two years.

Pay Schedule Adjustments FY2019 and FY2020 Union Represented Employees

		FY	2019			FY2020			
	Lowest	Median	Average	Highest	Lowest	Median	Average	Highest	
In-State Public Sector	2.00%	2.88%	2.96%	7.03%	1.50%	2.13%	2.41%	3.50%	
State Governments		Insuffic	ient data		Insufficient data				
All Respondents	1.00%	2.50%	2.79%	7.03%	1.00%	2.25%	2.39%	3.50%	

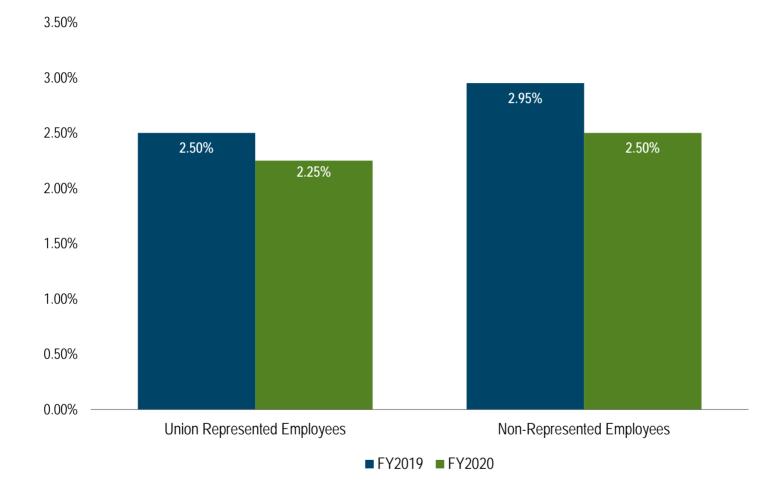
Number of responses for FY2019 data: 16 in-state public sector and 3 state governments Number of responses for FY2020 data: 8 in-state public sector and 3 state governments

Nonrepresented Employees

		FY2	2019			FY2020			
	Lowest	Median	Average	Highest	Lowest	Median	Average	Highest	
In-State Public Sector	2.00%	3.00%	2.82%	4.00%	1.50%	2.00%	2.36%	3.50%	
State Governments	1.00%	2.50%	2.36%	3.00%		Insuffic	cient data		
All Respondents	1.00%	2.95%	2.70%	4.00%	1.00%	2.50%	2.45%	3.50%	

Number of responses for FY2019 data: 18 in-state public sector and 6 state governments Number of responses for FY2020 data: 7 in-state public sector and 3 state governments

Median Pay Scale Adjustments for Union Represented and Nonrepresented Employees



Influencing Factors for Base Pay Increases

Terms of collective bargaining agreements are the predominant influencer of pay increases (73% in FY2019 and 45% in FY2020). To a lesser extent, pay increases for union represented employees are also influenced by cost of living (inflation), cost of labor (market), and budget/financial feasibility.

		CBA*	Interest Arbitration	Budget/ Financial Feasibility	Cost of Living (Inflation)	Cost of Labor (Market)	Other
	In-State Public Sector (N=22)	73%	5%	14%	27%	18%	5%
FY 2019	State Governments (N=7)	57%	14%	29%	0%	14%	0%
	All Respondents (N=29)	69%	7%	17%	21%	17%	3%
	In-State Public Sector (N=22)	45%	0%	5%	14%	0%	9%
FY 2020	State Governments (N=7)	43%	14%	29%	0%	14%	0%
	All Respondents (N=29)	45%	3%	10%	10%	3%	7%

Factors that Influence Base Pay Increases Union Represented Employees

Respondents could choose more than one answer.

*Collective Bargaining Agreement (CBA)

The budget process, market conditions, and cost of living are the primary factors that influence pay increases for nonrepresented employees. The majority of those who responded "Other" said that nonrepresented employees receive the same pay increase negotiated for union-represented employees.

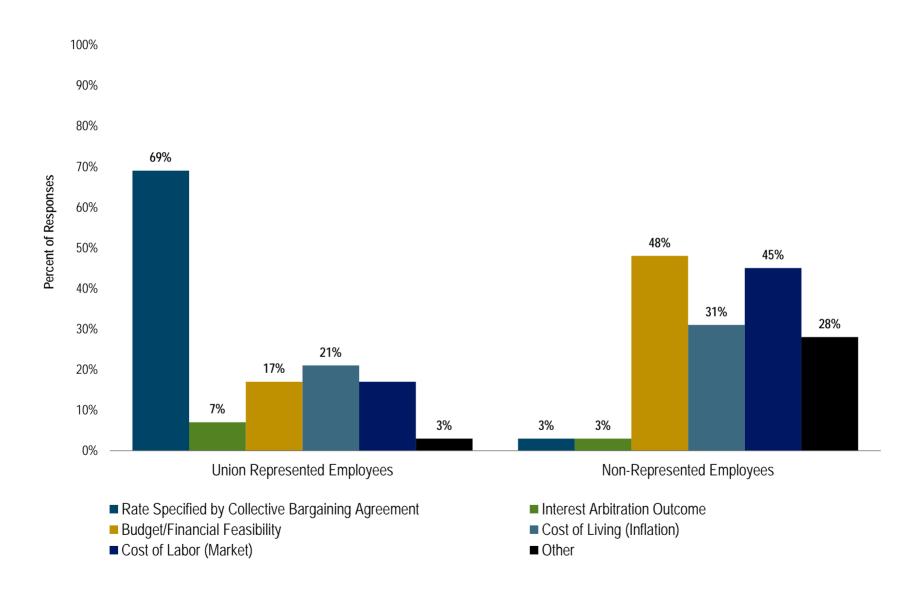
Factors that Influence Base Pay Increases Nonrepresented Employees

		CBA*	Interest Arbitration	Budget/ Financial Feasibility	Cost of Living (Inflation)	Cost of Labor (Market)	Other
	In-State Public Sector (N=22)	5%	0%	50%	32%	45%	23%
FY 2019	State Governments (N=7)	0%	14%	43%	29%	43%	43%
	All Respondents (N=29)	3%	3%	48%	31%	45%	28%
	In-State Public Sector (N=22)	9%	0%	18%	14%	23%	18%
FY 2020	State Governments (N=7)	0%	14%	43%	29%	43%	43%
	All Respondents (N=29)	7%	3%	24%	17%	28%	24%

Respondents could choose more than one answer.

*Collective Bargaining Agreement (CBA)

Factors that Influenced FY2019 Pay Increases for Union Represented and Nonrepresented Employees



Shift Differentials

About half of respondents indicated that union represented employees receive a pay differential for working evenings, nights, or weekends; while about a third reported that nonrepresented employees receive this type of supplemental pay.

The median shift differential pay for union represented employees is \$1.00 per hour.

Shift Differentials Union Represented Employees

	Shift	Lowest	Median	Average	Highest	% Reporting Greater than \$0	# of Total Responses
All Respondents	Evening	\$0.00	\$0.10	\$0.51	\$1.75	50%	16
	Night	\$0.00	\$0.20	\$0.56	\$2.00	53%	17
Res	Weekend	\$0.00	\$0.00	\$0.17	\$1.00	17%	12
6u (%)	Evening	\$0.20	\$1.00	\$1.03	\$1.75	100%	8
Excluding Zeros (0%)	Night	\$0.20	\$1.00	\$1.06	\$2.00	100%	9
Exclui Zeros	Weekend		Insuffic	ient data		100%	2

Dollar Value Responses

Percent of Pay Responses

	Shift	Lowest	Median	Average	Highest		% Reporting Greater than 0%	# of Total Responses
All Respondents	Evening	0.0%	0.0%	2.4%	7.5%		36%	11
	Night	0.0%	0.0%	3.0%	10.0%		36%	11
	Weekend	0.0%	0.0%	8.5%	50.0%		30%	10
б(%	Evening	Insufficient data					100%	4
Excluding Zeros (0%)	Night	Insufficient data					100%	4
Ex	Weekend	Insufficient data					100%	3

Shift Differentials Nonrepresented Employees

Dollar Value Responses

	Shift	Lowest	Median	Average	Highest		% Reporting Greater than \$0	# of Total Responses
All Respondents	Evening	\$0.00	\$0.00	\$0.19	\$1.50		15%	13
	Night	\$0.00	\$0.00	\$0.19	\$1.50		15%	13
Res	Weekend	\$0.00	\$0.00	\$0.08	\$1.00		8%	12
ور (%	Evening	Insufficient data					100%	2
Excluding Zeros (0%)	Night	Insufficient data					100%	2
Exclu Zeros	Weekend		Insuffic	ient data			100%	1

Percent of Pay Responses

	Shift	Lowest	Median	Average	Highest		% Reporting Greater than 0%	# of Total Responses
ents	Evening	0.0%	0.0%	1.6%	7.5%		27%	11
All Respondents	Night	0.0%	0.0%	2.3%	10.0%		27%	11
Res	Weekend	0.0%	0.0%	0.0%	0.0%		0%	8
ۇر%	Evening	Insufficient data					100%	3
Excluding Zeros (0%)	Night	Insufficient data					100%	3
Ex Zei	Weekend		Insuffic	ient data			100%	0

Call Back and Standby Pay

Providing additional pay for call back hours and standby work is not common among the survey participants. Among the five (5) participants who have a call back pay policy for union represented employees, the median pay rate is 150% (i.e., time-and-a-half).

Call Back and Standby Pay Union Represented Employees

Dollar Value Responses

		Lowest	Median	Average	Highest	% Reporting Greater than \$0	# of Total Responses
All Respondents	Call Back Pay	\$0.00	\$0.00	\$0.30	\$2.00	17%	18
	Minimum # of Hours	0	2	2	4	17%	18
Res	Standby Pay	\$0.00	\$0.00	\$0.42	\$2.75	17%	18
ور %	Call Back Pay		Insuffic	ient data		100%	3
Excluding Zeros (0%)	Minimum # of Hours		Insuffic	ient data		100%	3
Exclu Zeros	Standby Pay	Insufficient data				100%	3

Percent of Pay Responses

		Lowest	Median	Average	Highest	% Reporting Greater than 0%	# of Total Responses
ents	Call Back Pay	0%	0%	41%	200%	28%	18
All Respondents	Minimum # of Hours	0	2	2	4	28%	18
Res	Standby Pay	0%	0%	2%	25%	11%	18
бг (%	Call Back Pay	50%	150%	140%	200%	100%	5
Excluding Zeros (0%)	Minimum # of Hours	2	2	3	4	100%	5
Ey Zei	Standby Pay		Insuffic	ient data		100%	2

Call Back and Standby Pay Nonrepresented Employees

Dollar Value Responses

		Lowest	Median	Average	Highest		% Reporting Greater than \$0	# of Total Responses
All Respondents	Call Back Pay	\$0.00	\$0.00	\$0.00	\$0.00		0%	18
	Minimum # of Hours	0	0	0	0		0%	18
Res	Standby Pay	\$0.00	\$0.00	\$0.00	\$0.00		0%	18
ور (%	Call Back Pay	No data					100%	0
Excluding Zeros (0%)	Minimum # of Hours	No data					100%	0
Ex Zer	Standby Pay		No	data			100%	0

Percent of Pay Responses

		Lowest	Median	Average	Highest		% Reporting Greater than 0%	# of Total Responses
All Respondents	Call Back Pay	0%	0%	0%	0%		0%	18
	Minimum # of Hours	0	0	0	0		0%	18
Res	Standby Pay	0%	0%	0%	5%		6%	18
б (%	Call Back Pay	No data					100%	0
Excluding Zeros (0%)	Minimum # of Hours	No data					100%	0
E) Zei	Standby Pay	Insufficient data					100%	1

Call back pay is paid when an overtime-eligible employee is called to return to work outside of normally scheduled work hours.

Standby/on-call pay is paid when an overtime-eligible employee is required to restrict off-duty activities to be immediately available for duty.

Performance Based Pay

The survey asked which employee groups (if any) are eligible for performance recognition.

Spot incentives/bonuses are the most common form of performance recognition for union represented employees (52% of respondents saying that some or all employees in this category are eligible). While a majority of participants said that performance recognition is not provided for nonrepresented employees, 21% stated that these employees are eligible for merit incentives related to organization-wide performance. In addition, 17% said that senior managers are eligible for organization-wide performance incentives and spot incentives.

	J		
Performance Incentive	Union Represented Employees	Nonrepresented Employees	Senior Management
Base salary increases that vary or depend on individual performance	3%	14%	10%
Merit incentives or bonuses related to organization-wide performance or business results	3%	21%	17%
Merit incentives or bonuses to recognize group/team performance or outcomes	0%	7%	3%
Incentives or bonuses to recognize individual performance or outcomes	3%	10%	7%
Gainsharing awards or bonuses (related to cost savings)	14%	14%	14%
Spot incentives or bonuses related to performance (unannounced cash, gift card, etc.)	52%	3%	17%
Non-cash awards related to performance (prizes, days off, plaques, etc.)	3%	0%	3%
None of the above	41%	62%	55%

Prevalence of Performance Based Pay by Employee Group

Survey participants could choose more than one answer.

Percentages reflect the portion of the 29 survey participants who answered this question.

Other Incentive Pay

About half of the survey participants offer other types of incentive pay programs, such as skill-based pay or bonuses related to recruitment, referrals, or retention. About a third provide skill-based pay or retention/longevity pay for union represented employees, while referral bonuses are more common for nonrepresented employees.

These types of incentives are more prevalent among state governments compared with in-state public sector employers.

Incentive Pay	Union Represented Employees	Nonrepresented Employees	Senior Management
Additional pay or bonus for attaining job related skills, certifications, licenses, etc.	31%	28%	28%
Recruitment or hiring bonus	3%	7%	7%
Referral bonus	7%	41%	0%
Retention bonus, longevity pay or years of service bonus/award	34%	31%	38%
None of the above	45%	38%	48%

Prevalence of Other Incentive Pay by Employee Group All Respondents

Survey participants could choose more than one answer.

Percentages reflect the portion of the 29 survey participants who answered this question.

Prevalence of Other Incentive Pay by Employee Group In-State Public Sector

Incentive Pay	Union Represented Employees	Nonrepresented Employees	Senior Management
Additional pay or bonus for attaining job related skills, certifications, licenses, etc.	37%	21%	21%
Recruitment or hiring bonus	5%	5%	5%
Referral bonus	0%	47%	0%
Retention bonus, longevity pay or years of service bonus/award	21%	32%	32%
None of the above	63%	47%	68%

Survey participants could choose more than one answer. Percentages reflect the portion of the 19 in-state public sector survey participants who answered this question.

Prevalence of Other Incentive Pay by Employee Group State Governments

Incentive Pay	Union Represented Employees	Nonrepresented Employees	Senior Management
Additional pay or bonus for attaining job related skills, certifications, licenses, etc.	29%	57%	57%
Recruitment or hiring bonus	0%	14%	14%
Referral bonus	29%	43%	0%
Retention bonus, longevity pay or years of service bonus/award	71%	29%	57%
None of the above	14%	29%	14%

Survey participants could choose more than one answer. Percentages reflect the portion of the seven (7) state government survey participants who answered this question.

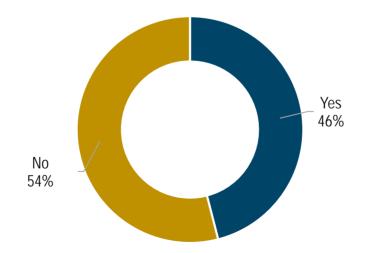
Longevity Pay

About half of the survey participants provide longevity pay for employees (46%). Three of these respondents, however, indicated that their longevity pay program has been eliminated for new hires, but existing employees hired before a certain date remain eligible.

Longevity Pay Provided						
Beyond the Maximum of the Salary Range?						

	Number of	Responses	Percent of	Responses
Market Sector	Yes	No	Yes	No
In-State Public Sector (N=21)	10	11	48%	52%
State Governments (N=7)	3	4	43%	57%
All Respondents (N=28)	13	15	46%	54%

Prevalence of Longevity Pay



Other Total Rewards Incentives

About two thirds of survey participants provide reimbursement for professional membership dues and transportation/commuting assistance. About half provide assistance with student loan payments (which is more common among state governments) and employer sponsored conferences and training programs.

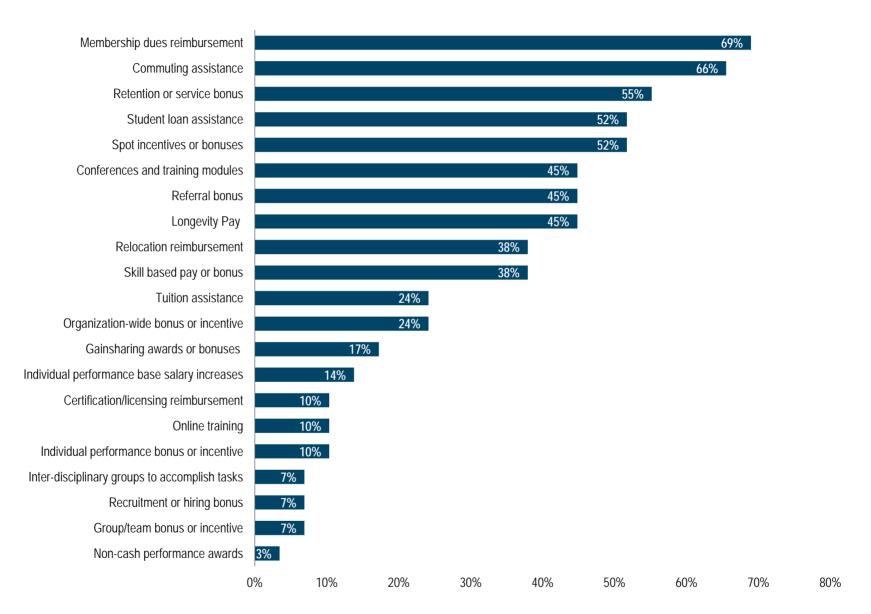
Prevalence of Other Total Rewards Incentives

Offering	In-State Public Sector	State Governments	All Respondents
Reimbursement for membership dues to job-related professional associations	68%	71%	69%
Transportation or commuting assistance	68%	57%	66%
Student loan deferral, repayment, or forgiveness program	45%	71%	52%
Employer sponsored conferences and training modules	45%	43%	45%
Relocation reimbursement (for new hires)	45%	14%	38%
Tuition assistance or reimbursement	32%	0%	24%
Employer sponsored online training such as LinkedIn Learning	14%	0%	10%
Reimbursement for fees associated with certification/licensing attainment or maintenance	9%	14%	10%
Employer facilitated inter-disciplinary groups to accomplish tasks	9%	0%	7%
None of the above	0%	0%	0%

Survey participants could choose more than one answer.

Percentages reflect the portion of the 29 survey participants who answered this question.

Prevalence of Performance Pay, Incentives, and Other Total Rewards



Represents the percentage of respondents that offer these incentives or benefits to any employees.

Modern Work Environment

Flexible work arrangements are not common among the survey participants. Fifteen (15) of the in-state public sector respondents and only one (1) state government indicated that any employees have a compressed workweek, flexible schedule, or teleworking arrangement. The median percentage of the employees working a compressed workweek, flexible schedule or teleworking is 0% to 1%.

Compressed workweek schedules are more common than the other two categories, with 60% of survey participants saying that at least some employees have this arrangement. About a third reported that some employees have a flexible work schedule and a quarter reported telework within their workforce.

	Percentage of Workforce that:	Lowest	Median	Average	Highest	% Reporting Greater than 0%	# of Total Responses
nts	Has a compressed workweek schedule	0%	1%	9%	95%	60%	25
All Respondents	Has a flexible schedule (flextime)	0%	0%	5%	40%	36%	22
Res	Teleworks at least one day every two weeks	0%	0%	3%	15%	25%	24
eros	Has a compressed workweek schedule	1%	10%	15%	95%	100%	15
Excluding Zeros (0%)	Has a flexible schedule (flextime)	1%	8%	12%	40%	100%	8
Exclu	Teleworks at least one day every two weeks	5%	10%	10%	15%	100%	6

Compressed Workweek, Flexible Schedule, and Telework

Compressed workweek is an alternate schedule that allows full-time employees to eliminate at least one workday every two weeks by working longer hours during the remaining days.

Flextime allows the employee to have flexible start and end times that are outside the agency's normal work hours.

Telework is the practice of working from home or other alternative locations closer to home through the use of technology which allows the employee to access normal work material such as email, telephone, and electronic documents.

Employee Engagement and Turnover

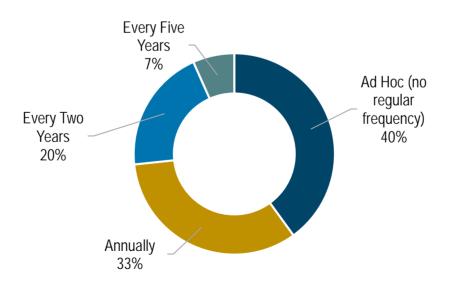
Fifteen (15) survey participants answered questions regarding employee engagement surveys (35% of all participants).

Among those 15 survey participants, a third (33%) said their organization conducts engagement surveys annually and 20% said every two years. Two-fifths (40%) indicated they no regular schedule.

Engagement Survey Responses

	Lowest	Median	Average	Highest	 # of Total Responses
Response rate for the last survey	3%	64%	57%	92%	10
Overall score for the question, "I w agency as a great place to work" of	3%	79%	68%	86%	8

Frequency of Engagement Surveys

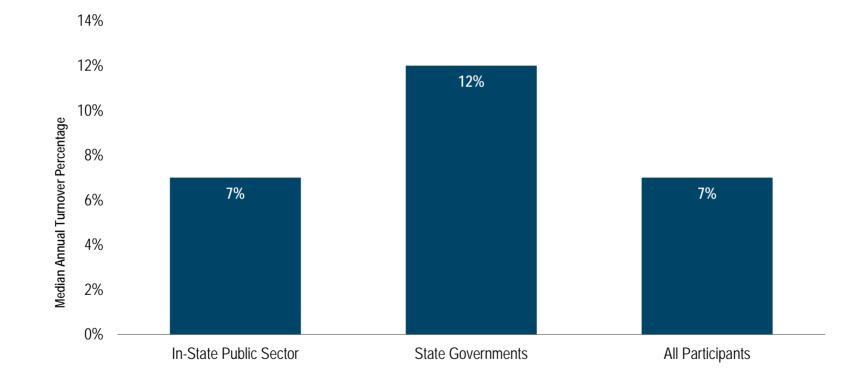


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The annual turnover rate reported by survey participants ranges from two percent (2%) to 18%. Median turnover rates are seven percent (7%) among in-state public sector participants and 12% among state governments

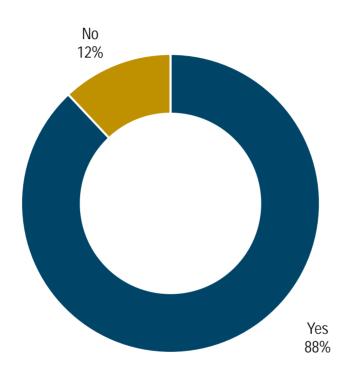
Market Sector	Lowest	Median	Average	Highest	# of Total Responses
In-State Public Sector	2%	7%	7%	13%	20
State Governments	4%	12%	11%	18%	5
All	2%	7%	8%	18%	25

Annual Turnover Percentage (Excluding Retirement)



Retirement Benefits

The vast majority of survey participants (88%) indicated their employees contribute to Social Security, including 89% of in-state public sector entities and 86% of state governments.



Do Your Employees Contribute to Social Security?

The median normal retirement age is 65 for all plan types.

	Lowest	Median	Average	Highest	# of Responses
Defined Benefit (DB) Plans	60	65	64	71	23
Defined Contribution (DC) Plans	55	65	64	65	13
Combined DB/DC Plan (DB portion)	62	65	65	67	11

Normal or Typical Retirement Age

The median benefit multiplier among defined benefit plans is 2.0%, which reflects the fact that many of these survey participants contribute to the Washington State Public Employees Retirement System (PERS). Among the six (6) state governments that answered this question, the median benefit multiplier is 2.16% (ranging from 1.79% to 2.5%).

Defined Benefit Multiplier

	Lowest	Median	Average	Highest	# of Responses
Defined Benefit (DB) Plans	1.8%	2.0%	2.0%	2.5%	22
Defined Contribution (DC) Plans			0		
Combined DB/DC Plan (DB portion)	1.0%	1.3%	1.5%	3.0%	10

The median cost of living adjustment (COLA) to benefits is 3% for DB plans.

	Lowest	Median	Average	Highest	# of Responses
Defined Benefit (DB) Plans	0.0%	3.0%	2.2%	4.0%	13
Defined Contribution (DC) Plans		4			
Combined DB/DC Plan (DB portion)	0.0%	3.0%	2.3%	3.0%	5

Typical Annual Cost of Living Adjustment (COLA)

Among defined benefit plans, the median employer share of the contributions is 50%, which reflects the fact that most in-state respondents participate in the Washington State Public Employees' Retirement System (PERS)². Among defined contribution plans, a majority of survey participants (11 out of 14) indicated the employer does not contribute.

Employer Share of Plan Funding

	Lowest	Median	Average	Highest	# of Responses
Defined Benefit (DB) Plans	50%	50%	53%	100%	24
Defined Contribution (DC) Plans	0%	0%	15%	100%	14
Combined DB/DC Plan (DB portion)		2			

² Some survey participants indicated their current cost sharing ratio is 62%/38% (employer and employee, respectively) which takes into account the additional 12% paid by certain participating employers this year to reduce unfunded accrued liabilities. Once these unfunded liabilities have been paid, the cost sharing will revert to 50%/50%.

While many survey participants did not answer to this question, a majority of those who responded indicated that defined benefit plans do not limit the salary level upon which the employer makes their contributions.

Maximum Salary Basis*

	Lowest	Median	Average	Highest	% Indicating No Maximum	# of Responses
Defined Benefit (DB) Plans	\$280,000	\$280,000	\$280,000	\$280,000	67%	9
Defined Contribution (DC) Plans	\$55,000	\$206,450	\$186,975	\$280,000	33%	9
Combined DB/DC Plan (DB portion)	\$280,000	\$280,000	\$280,000	\$280,000	67%	6

*Maximum amount of an employee's salary for which the employer makes contributions.

Survey Participants

Fifty-two (52) governmental entities were chosen by the State for participation in the market survey, including:

- 35 public sector entities located in Washington (In-State Public Sector); and
- 17 state governments

Thirty-one of the entities surveyed responded to the survey (23 in-state public sector and 8 state governments). In addition, information for an additional 12 entities was obtained by data mining information on the entity's website. In total, data were obtained for 43 public sector entities, including 31 located in Washington and 12 state governments, as shown in the table below.

Survey	Response	Rate

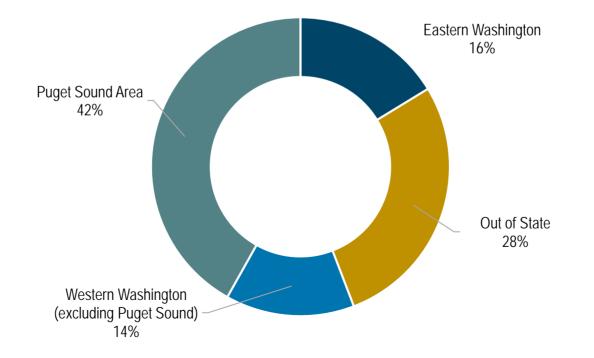
Market Sector	Surveyed	Completed Surveys Received	Data Mined	Total Responses	Response Rate
In-State Public Sector	35	23	8	31	89%
State Governments	17	8	4	12	71%
Total	52	31	12	43	83%

The list of all survey participants is shown on the following pages.

Participant Organizational Characteristics

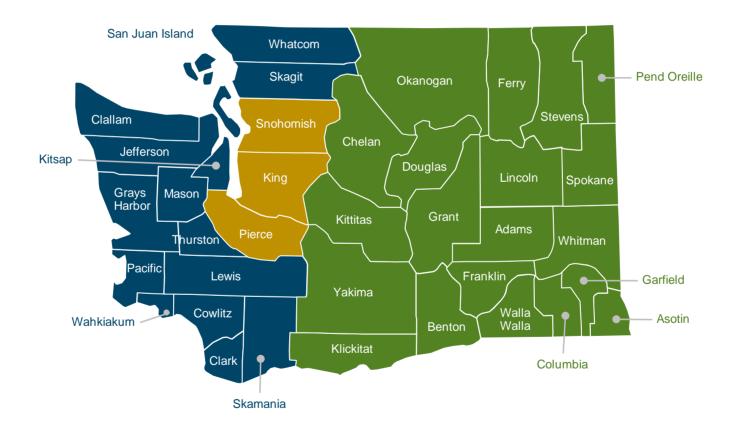
Location of Survey	Participants
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	In-State Public Sector		State Governments		All Participants	
Location	Number	Percent	Number	Percent	Number	Percent
Puget Sound Area (King, Pierce, Snohomish)	18	58%	0	0%	18	42%
Western Washington (excluding Puget Sound)	6	19%	0	0%	6	14%
Eastern Washington	7	23%	0	0%	7	16%
Out of State	0	0%	12	100%	12	28%
All	31	100%	12	100%	43	100%

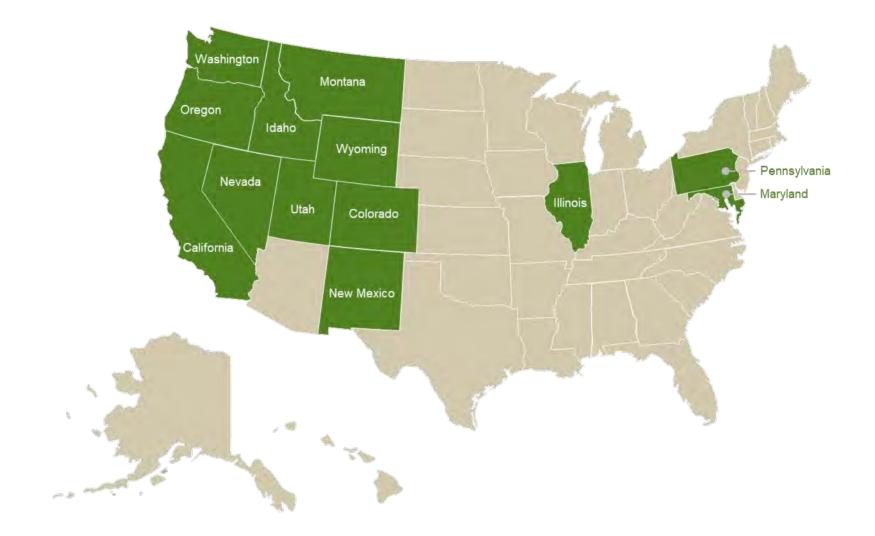


Location of In-State Public Survey Participants

- Puget Sound: 18 survey participants
- Western Washington (excluding Puget Sound): 6 survey participants
- **Eastern Washington:** 7 survey participants

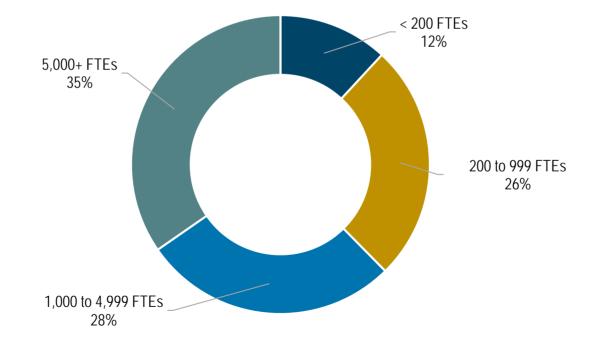


Location of Out-of-State Survey Participants



	In-State Public Sector		State Governments		All Participants	
Number of Employee FTEs	Number	Percent	Number	Percent	Number	Percent
Fewer than 199 FTEs	5	16%			5	12%
200 to 999 FTEs	11	35%			11	26%
1,000 to 4,999 FTEs	12	39%			12	28%
5,000 or more FTEs	3	10%	12	100%	15	35%
All	31	100%	12	100%	43	100%

Size of Survey Participants



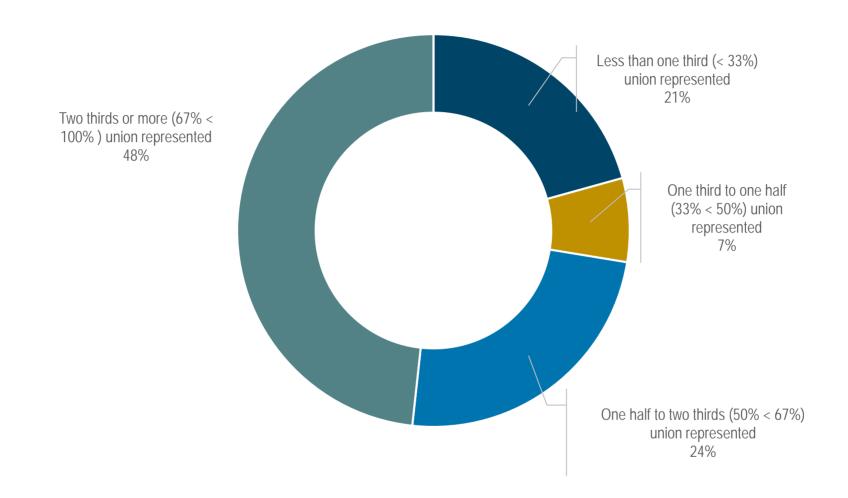
		In-State Sta Public Sector Govern				
Percent Union Represented	Number	Percent	Number	Percent	Number	Percent
None (0%)	1	5%	3	43%	4	14%
1% < 10%	1	5%			1	3%
10% < 20%	1	5%			1	3%
20% < 30%						
30% < 40%						
40% < 50%	2	9%			2	7%
50% < 60%	4	18%			4	14%
60% < 70%	3	14%	1	14%	4	14%
70% < 80%	3	14%			3	10%
80% < 90%	5	23%	3	43%	8	28%
90% < 100%	2	9%			2	7%
All*	22	100%	7	100%	29	100%

Percent of Workforce Union Represented

* 14 participants did not respond to this question (9 in-state public sector and 5 state governments).

Most survey participants reported that a majority of their workforce is union represented. Three (3) of the state governments are right-towork states (Idaho, Nevada, and Utah) and reported no union representation in their workforce.

Percent of Workforce Union Represented

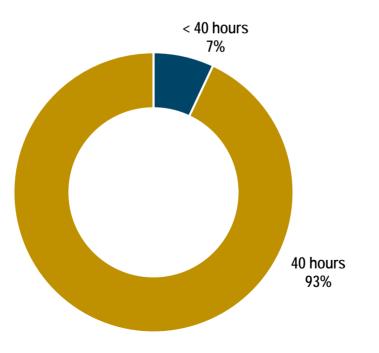


Most survey participants reported that a majority of their workforce is union represented. Three (3) of the state governments are right-towork states (Idaho, Nevada, and Utah) and reported no union representation in their workforce. The vast majority of survey participants have a 40-hour for their largest civilian employee group.

		In-State Public Sector		State Governments		\II ipants
Workweek Hours	Number	Percent	Number	Percent	Number	Percent
35.6 hours	1	5%			1	3%
37.5 hours			1	14%	1	3%
40 hours	21	95%	6	86%	27	93%
All*	22	100%	7	100%	29	100%

Regular Workweek Hours for Most Full-Time Employees

* 14 participants did not respond to this question (9 in-state public sector and 5 state governments).



List of Survey Participants

In-State Public Sector Participants

Participant Name	Data Collection Method	Participant Name	Data Collection Method
Ben Franklin Transit	Completed Survey	Metro Parks Tacoma	Completed Survey
City of Everett	Completed Survey	Olympia School District	Completed Survey
City of Olympia	Completed Survey	Peninsula Light Company	Completed Survey
City of Redmond	Completed Survey	Pierce County	Completed Survey
City of Renton	Data Mined	Pierce Transit	Data Mined
City of Seattle	Data Mined	Port of Everett	Completed Survey
City of Spokane	Data Mined	Port of Seattle	Completed Survey
City of Tacoma	Completed Survey	Port of Tacoma	Completed Survey
City of Vancouver	Completed Survey	Sno-Isle Libraries	Completed Survey
City of Yakima	Completed Survey	Sound Transit	Completed Survey
Energy Northwest	Completed Survey	Spokane County	Data Mined
Federal Government	Data Mined	Spokane Transit	Completed Survey
Intercity Transit	Data Mined	Tacoma Public Library	Data Mined
Jefferson County Library	Completed Survey	Thurston County	Completed Survey
King County, WA	Completed Survey	Yakima County	Completed Survey
Kitsap Regional Library	Completed Survey		

Participant Name	Data Collection Method	Participant Name	Data Collection Method
California	Completed Survey	Nevada	Completed Survey
Colorado	Data Mined	New Mexico	Completed Survey
Idaho	Completed Survey	Oregon	Completed Survey
Illinois	Data Mined	Pennsylvania	Completed Survey
Maryland	Data Mined	Utah	Completed Survey
Montana	Completed Survey	Wyoming	Data Mined

Section 3—2020 IT Professional Structure Survey Findings

Estimated Market Values (2019 vs 2017)

As shown below, estimated market values overall shifted 0.5% between 2017 and 2019. This overall nominal shift is primarily attributed to the same aging date used in 2017 and 2019. Large observed variances are primarily attributed to a refinement of the comparator market by State HR in relation to new survey sources used in 2019.

Job Family*	Entry	Journey	Senior / Specialist	Expert	IT Manager	IT Senior Manager	Overall Average
IT Application Development	-5.3%	0.0%	-0.4%	-2.5%	2.9%	11.6%	1.0%
IT Architecture	NA*	35.3%	-4.4%	1.0%	7.3%	NA**	9.8%
IT Business Analysis	-7.3%	-3.2%	-1.9%	2.7%	4.0%	NA**	-1.1%
IT Customer Support	-6.9%	0.5%	-3.8%	NA*	0.2%	NA*	-2.5%
IT Data Management	5.9%	-5.4%	4.3%	9.1%	1.6%	NA**	3.1%
IT Network & Telecommunications	-4.4%	-7.4%	-2.8%	-2.9%	0.3%	5.7%	-1.9%
IT Policy & Planning	-0.7%	6.6%	-10.5%	NA*	-3.7%	NA**	-2.1%
IT Project Management	NA*	13.5%	3.9%	2.1%	-1.6%	NA**	4.4%
IT Quality Assurance	-7.7%	-2.5%	-4.6%	NA*	-0.7%	NA**	-3.9%
IT Security	NA*	-2.5%	-3.2%	-3.1%	2.9%	NA**	-1.5%
IT System Administration	-1.6%	-4.5%	-2.0%	-1.7%	13.3%	NA**	0.7%
IT Vendor Management	1.3%	7.2%	-2.6%	NA**	-2.8%	NA**	0.8%
Overall Average	-3.0%	3.1%	-2.3%	0.6%	2.0%	8.6%	0.5%

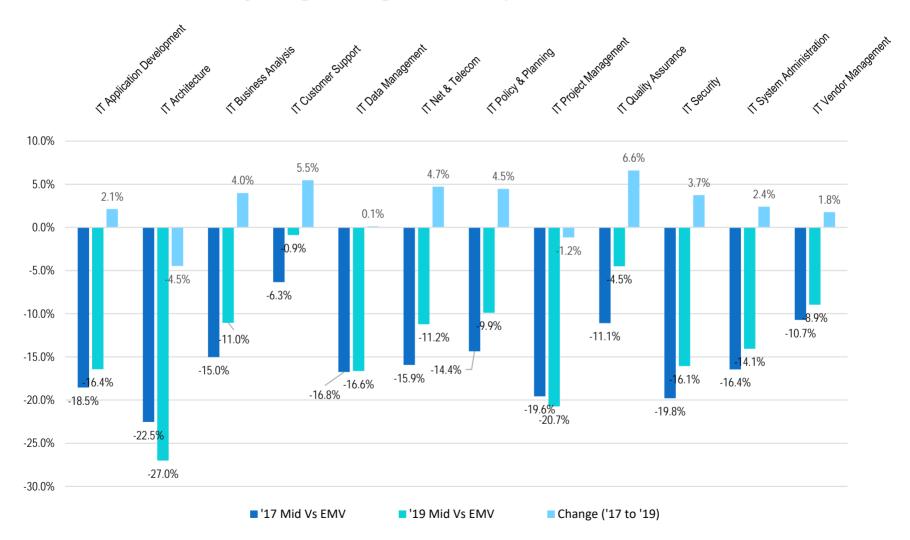
2019 vs. 2017 Estimated Market Value change by job family (rows) and job level (columns)

* "NA*" entries apply to job levels that do not exist, e.g. IT Architecture (Entry), IT Customer Support (Expert and Senior Manager), etc.. ** "NA**" entries apply to jobs without survey matches in 2017.

Lead/Lag of Midpoints by IT Family (2019 vs 2017)

The chart below shows the average change, by job family, in the State's midpoints versus estimated market values between 2017 and 2019. The "Change ('17 to '19)" values show the difference between 2017 and 2019. For example, the State's midpoints for Application Development jobs lagged the market by -18.5% in 2017, but increased approximately 2.1% in 2019 to -16.4%.

IT Job Family Average Lead/Lag Position of Midpoints vs EMVs (2017 to 2019)



The table below lists values found in the chart on the previous page.

Overall, the State's IT midpoints lag the market by -13.1% across all IT job families, which reflects a 2.5% increase over the -15.6% position in 2017.

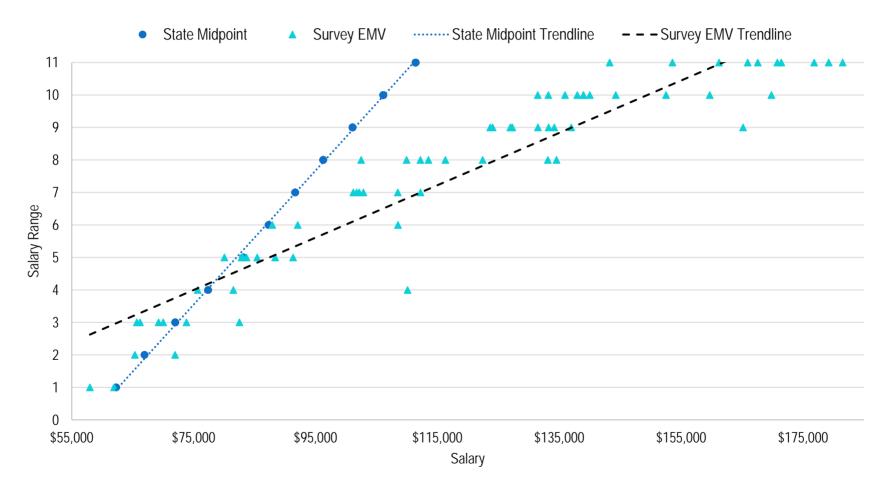
IT Job Family	2017 State Midpoint	2019 State Midpoint	Difference
	Lead/Lag	Lead/Lag	
IT Application Development	-18.5%	-16.4%	2.1%
IT Architecture	-22.5%	-27.0%	-4.5%
IT Business Analysis	-15.0%	-11.0%	4.0%
IT Customer Support	-6.3%	-0.9%	5.5%
IT Data Management	-16.8%	-16.6%	0.1%
IT Policy & Planning	-14.4%	-9.9%	4.5%
IT Network & Telecommunications	-15.9%	-11.2%	4.7%
IT Project Management	-19.6%	-20.7%	-1.2%
IT Quality Assurance	-11.1%	-4.5%	6.6%
IT Security	-19.8%	-16.1%	3.7%
IT System Administration	-16.4%	-14.1%	2.4%
IT Vendor Management	-10.7%	-8.9%	1.8%
Overall Average	-15.6%	-13.1%	2.5%

IT Job Family Average Lead/Lag Position of Midpoints vs EMVs (2017 to 2019)

IT EMVs & State IT Salary Range Midpoints

As a high-level gauge on the competitive position of the IT salary range structure, the chart below shows the State's midpoint values for each salary range in relation to each benchmark job's estimated market value.

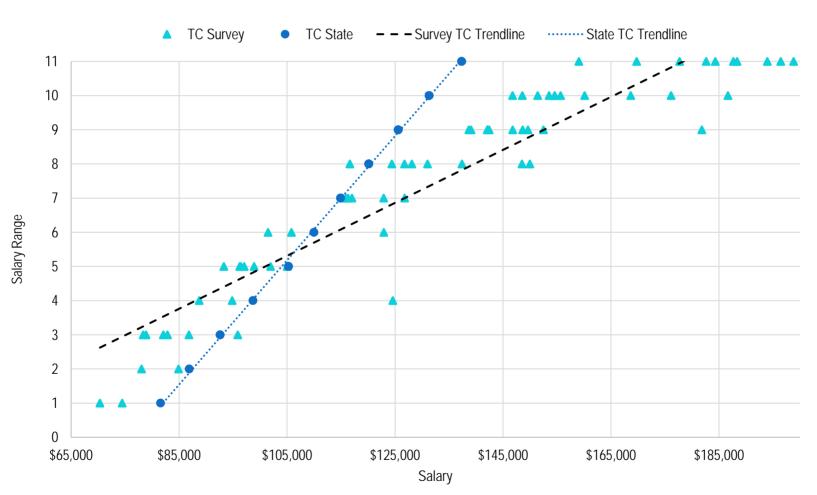
Similar to the 2017 study, the 2019 results suggest that the State provides reasonably competitive salary ranges at the lower portions of the IT compensation structure, but midpoints increase in their "lag" versus estimated market values in higher pay ranges.



IT Survey EMV vs. State Midpoints, 7/1/19

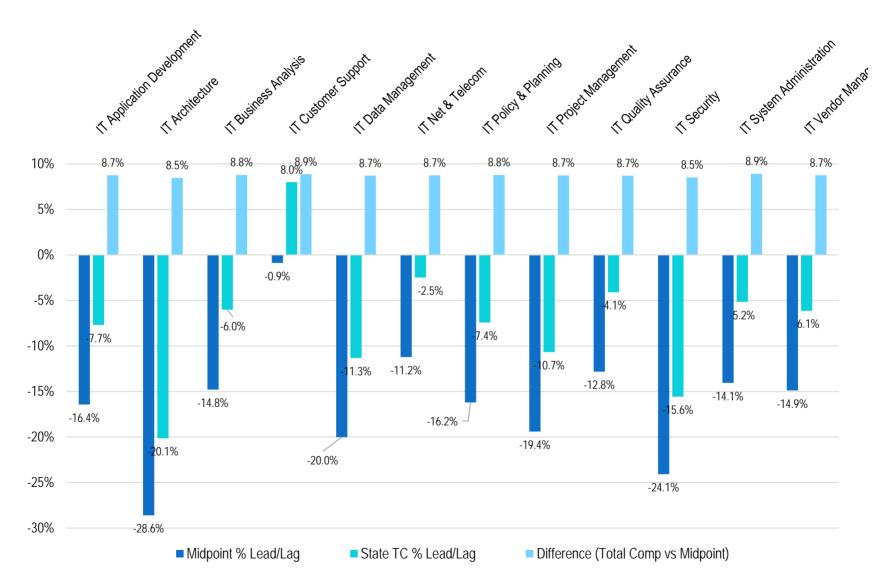
IT Total Compensation

Whereas the chart on the prior page reports on state midpoints vs. estimated market values, the chart below demonstrates the state's compensation practice increases in competitiveness when factoring in Total Compensation. Refer to the chart and table on the following pages for further detail regarding the state's IT Total Compensation position by IT job family. Please refer to the **Results by Benchmark Job** section for more information on how each benchmark job compares to the market for midpoints and total compensation.



IT Total Compensation (TC) Market Survey vs. State, 7/1/19

The "Difference (Total Comp vs Midpoint)" values in the chart below show a comparison between the state's lead/lag position versus the market for Total Compensation and midpoints. For example, the State's midpoints for Application Development jobs lags the market by - 16.4%, but lags the market by -7.7% while factoring in Total Compensation, which is an increase of 8.7%.



IT Job Family Average Lead/Lag Position of Midpoints vs EMVs (7/1/19)

The table below lists values found in the chart on the previous page. Whereas the state's IT midpoints across all IT job families lag the market by -16.5%, the state lags by -7.8% when factoring in Total Compensation for IT. The consistent difference in Total Compensation vs Midpoints observed across all IT job families is attributed to the consistent retirement and health care values used for published data sources.

IT Job Family Average Lead/Lag Position of Midpoints vs EMVs and Total Compensation (7/1/19)

IT Family	Average State Midpoint	Average EMV	Average Midpoint % Lead/Lag*	Average State Total Comp (TC)	Average Market Total Comp (TC)	Average State TC % Lead/Lag	TC vs Mid Lead/Lag Difference
IT Application Development	\$96,730	\$120,056	-16.4%	\$120,679	\$134,914	-7.7%	8.7%
IT Architecture	\$101,472	\$142,915	-28.6%	\$126,058	\$158,688	-20.1%	8.5%
IT Business Analysis	\$92,502	\$113,076	-14.8%	\$115,883	\$127,655	-6.0%	8.8%
IT Customer Support	\$78,411	\$80,899	-0.9%	\$99,899	\$94,191	8.0%	8.9%
IT Data Management	\$94,080	\$122,386	-20.0%	\$117,673	\$137,338	-11.3%	8.7%
IT Network & Telecommunications	\$93,388	\$110,089	-11.2%	\$116,888	\$124,548	-2.5%	8.7%
IT Policy & Planning	\$92,292	\$114,855	-16.2%	\$115,645	\$129,505	-7.4%	8.8%
IT Project Management	\$98,388	\$125,058	-19.4%	\$122,560	\$140,116	-10.7%	8.7%
IT Quality Assurance	\$91,700	\$110,972	-12.8%	\$114,973	\$125,467	-4.1%	8.7%
IT Security	\$100,809	\$136,858	-24.1%	\$125,305	\$152,389	-15.6%	8.5%
IT System Administration	\$89,650	\$107,245	-14.1%	\$112,647	\$121,591	-5.2%	8.9%
IT Vendor Management	\$89,760	\$112,198	-14.9%	\$112,773	\$126,742	-6.1%	8.7%
Overall Average	\$93,797	\$117,534	-16.5%	\$117,352	\$132,292	-7.8%	8.7%

*The "Average Midpoint % Lead/Lag" values differ from values found in prior tables due to new benchmark matches made in 2019.

Results by Benchmark Job

The infographics in this section show the total compensation findings for each IT benchmark job and the State's overall position to market, as well as Washington's state workforce.

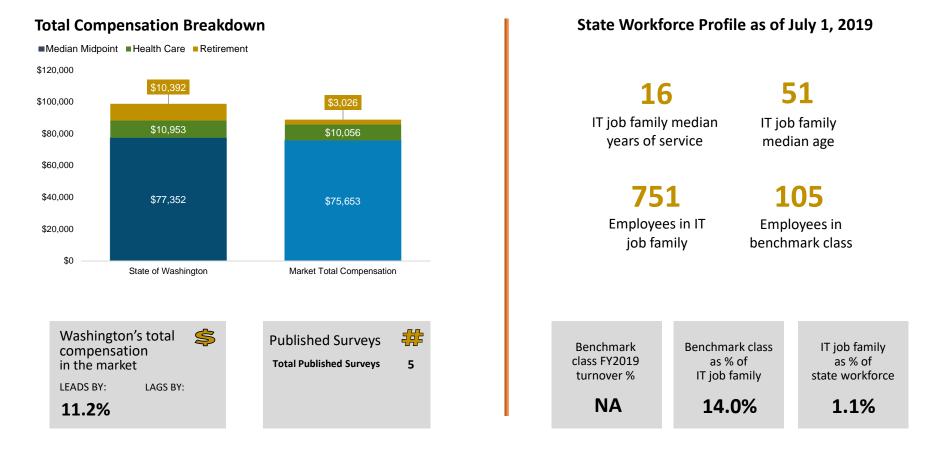
The findings are organized by job family, as listed below.

IT Job Family	Pages
IT Application Development	255 to 260
IT Architecture	261 to 265
IT Business Analysis	266 to 271
IT Customer Support	272 to 275
IT Data Management	276 to 281
IT Network & Telecommunications	282 to 287
IT Policy & Planning	288 to 293
IT Project Management	294 to 299
IT Quality Assurance	300 to 305
IT Security	306 to 310
IT System Administration	311 to 316
IT Vendor Management	317 to 322

IT APP DEVELOPMENT- ENTRY

Job Class: 482AD

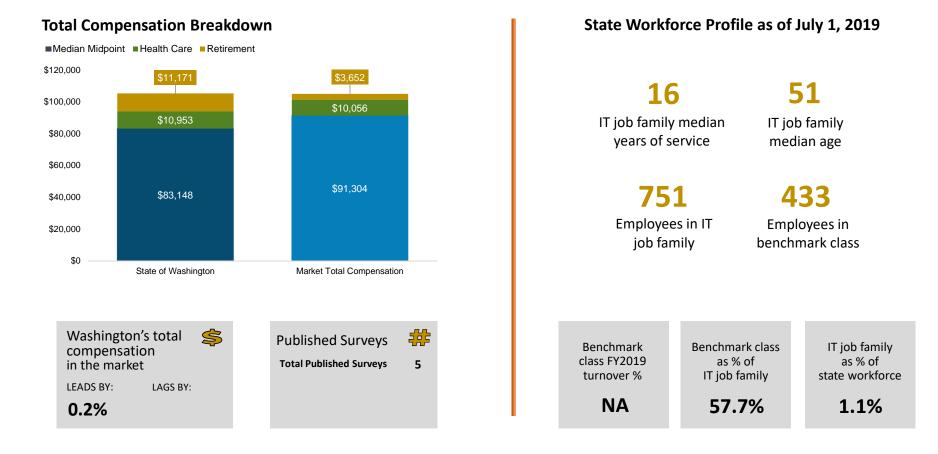
Performs work that involves the design, documentation, development, modification, testing, installation, implementation, maintenance and support of new or existing applications software. Sample Job-Level Competencies: Baseline understanding of principles and theory within area(s) of responsibility (gained through multiple years of progressive experience, training or formal education in area of assignment) and is developing depth of knowledge and practical application. Skilled in the diagnosis, troubleshooting and/or maintenance of IT systems. New technology (as applicable): Learn to operate and maintain new technology; assist in transitions. Resolves problems requiring analysis and the discernment of the most suitable solution(s)/processes(s) available.



IT APP DEVELOPMENT -JOURNEY

Job Class: 483AD

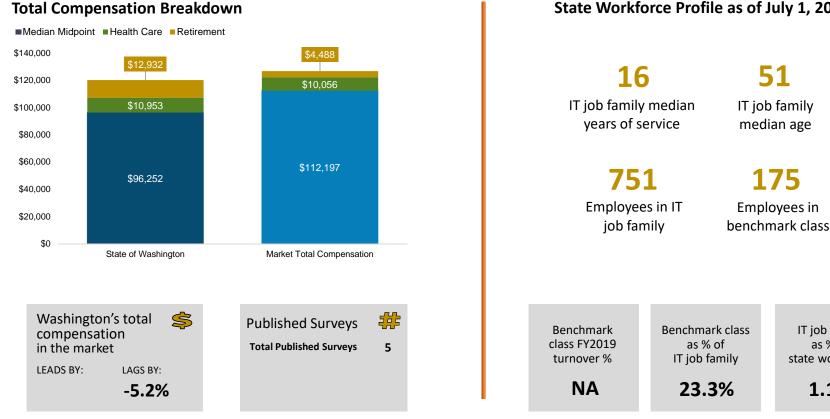
Performs work that involves the design, documentation, development, modification, testing, installation, implementation, maintenance and support of new or existing applications software. Sample Job-Level Competencies: Fully competent, professional working knowledge of the principles, concepts and methodology at a proficient level in area(s) of assignment which has been gained by job experience or relevant advanced education. Requires competence to work on the majority of assignments independently with the exception of the most complex. Work is primarily focused on the modification, development or maintenance of existing technology.



IT APP DEVELOPMENT -SR/SPEC

484AD Job Class:

Performs work that involves the design, documentation, development, modification, testing, installation, implementation, maintenance and support of new or existing applications software. Sample Job-Level Competencies: Able to apply advanced knowledge of a wide range of principles, concepts and practices in the assigned area(s) gained through extensive experience and skill in applying this knowledge to complex work assignments. Independently works on all levels of an assignment (including most complex) and provides guidance to lower level staff on complex issues. Devises methods and processes to analyze/evaluate problems.



State Workforce Profile as of July 1, 2019

IT job family

as % of

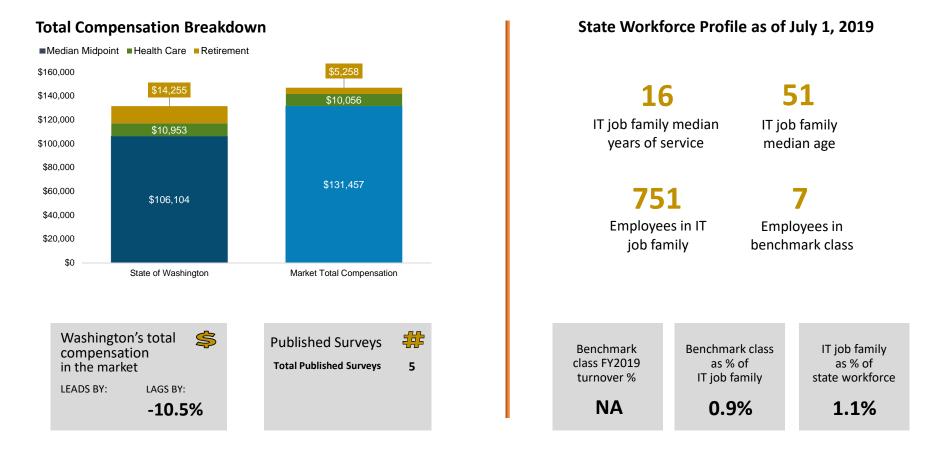
state workforce

1.1%

IT APP DEVELOPMENT -EXPERT

Job Class: 485AD

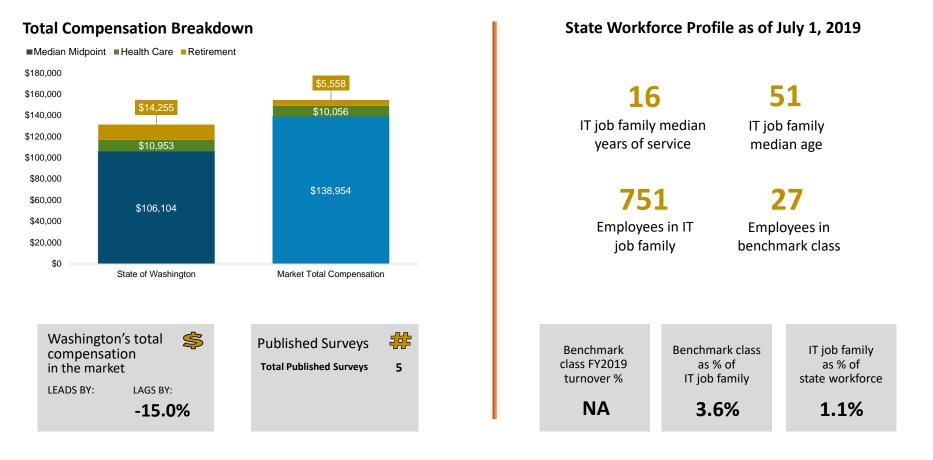
Performs work that involves the design, documentation, development, modification, testing, installation, implementation, maintenance and support of new or existing applications software. Sample Job-Level Competencies: Demonstrates mastery of a professional field. Consistently applies strategic expertise with comprehensive knowledge and understanding of assigned area(s). Research, recommend and guide the integration of new technology. Problems require the development of creative/innovative solutions, including new methods/procedures/approaches. Demonstrates knowledge of trends in field.



IT APP DEVELOPMENT- MGR

Job Class: 486AD

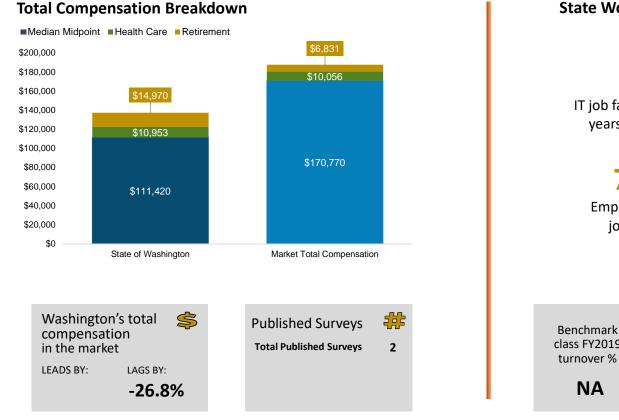
Performs work that involves the design, documentation, development, modification, testing, installation, implementation, maintenance and support of new or existing applications software. Sample Job-Level Competencies: Manages designated IT activities involving one or more specialized IT job families within an assigned area of responsibility. Applies and manages IT resources effectively to meet client's business needs. Consults and provides expert technical guidance and advice to assigned IT staff. Applies new technology, make recommendations and work with IT staff to resolve complex technical IT issues.



IT APP DEVELOPMENT -SR MGR

Job Class: 487AD

Performs work that involves the design, documentation, development, modification, testing, installation, implementation, maintenance and support of new or existing applications software. Sample Job-Level Competencies: Provides senior management involvement for IT services, involving multiple IT job family specialties and integrating new technology. Analyzes practical situations and applies knowledge of the IT job family disciplines to meet the specialized needs of the organization. Provides the highest level of technical IT expertise and guidance to organization administrators. Communicates using non-technical terms to administrators regarding IT services and functions.



State Workforce Profile as of July 1, 2019

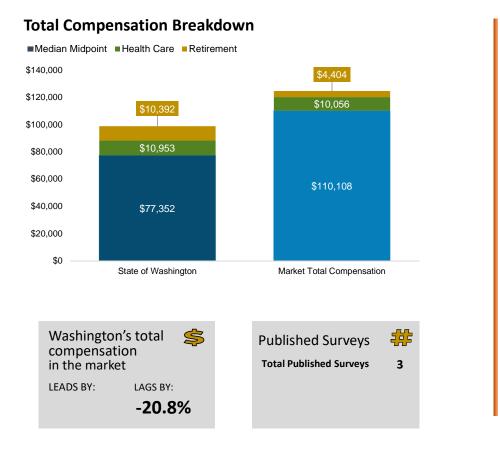
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bb family median ears of service		b family lian age
es in IT		4 loyees in mark class
as %	of amily	IT job family as % of state workforce 1.1%
	service 1 es in IT mily Benchma as %	service med 1 es in IT Emp

IT ARCHITECTURE -JOURNEY

Job Class: 483A

Performs work that involves the analysis, planning, design, implementation, documentation, assessment, governance and management of the structural and decision making framework to align IT strategy, plans and systems with the mission, goals, structure and processes of the organization. Sample Job-Level Competencies: Fully competent, professional working knowledge of the principles, concepts and methodology at a proficient level in area(s) of assignment which has been gained by job experience or relevant advanced education. Requires competence to work on the majority of assignments independently with the exception of the most complex. Work is primarily focused on the modification, development or maintenance of existing technology.



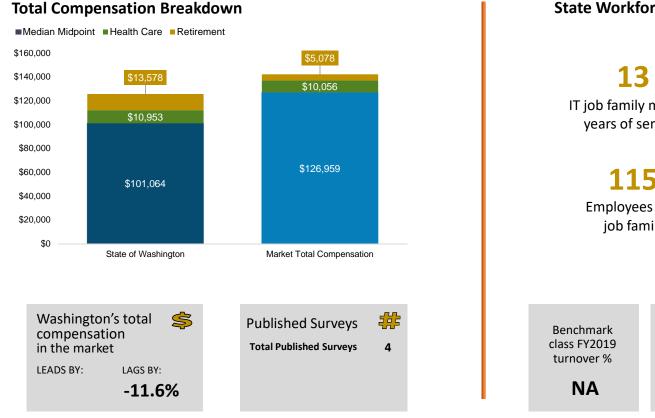
State Workforce Profile as of July 1, 2019

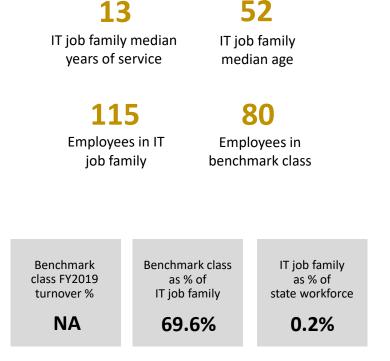
52 13 IT job family median IT job family years of service median age 115 6 **Employees in IT Employees** in job family benchmark class Benchmark class Benchmark IT job family class FY2019 as % of as % of turnover % IT job family state workforce NA 5.2% 0.2%

IT ARCHITECTURE -SR/SPEC

Job Class: 484A

Performs work that involves the analysis, planning, design, implementation, documentation, assessment, governance and management of the structural and decision making framework to align IT strategy, plans and systems with the mission, goals, structure and processes of the organization. Sample Job-Level Competencies: Able to apply advanced knowledge of a wide range of principles, concepts and practices in the assigned area(s) gained through extensive experience and skill in applying this knowledge to complex work assignments. Independently works on all levels of an assignment (including most complex) and provides guidance to lower level staff on complex issues. Devises methods and processes to analyze/evaluate problems. Able to translate complex nuances to others.

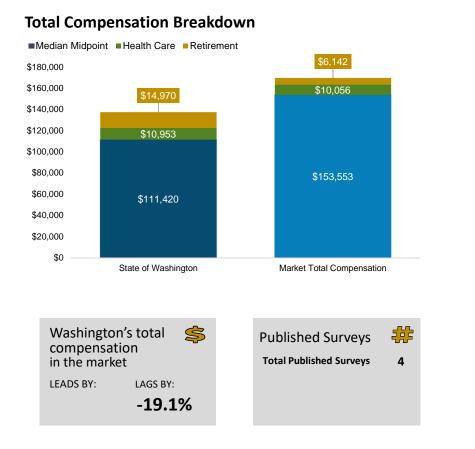




IT ARCHITECTURE - EXPERT

Job Class: 485A

Performs work that involves the analysis, planning, design, implementation, documentation, assessment, governance and management of the structural and decision making framework to align IT strategy, plans and systems with the mission, goals, structure and processes of the organization. Sample Job-Level Competencies: Demonstrates mastery of a professional field. Consistently applies strategic expertise with comprehensive knowledge and understanding of assigned area(s). Research, recommend and guide the integration of new technology. Problems require the development of creative/innovative solutions, including new methods/procedures/approaches. Demonstrates knowledge of trends in field.



State Workforce Profile as of July 1, 2019

52 13 IT job family median IT job family years of service median age 115 6 **Employees in IT Employees** in job family benchmark class Benchmark class Benchmark IT job family class FY2019 as % of as % of turnover % IT job family state workforce

5.2%

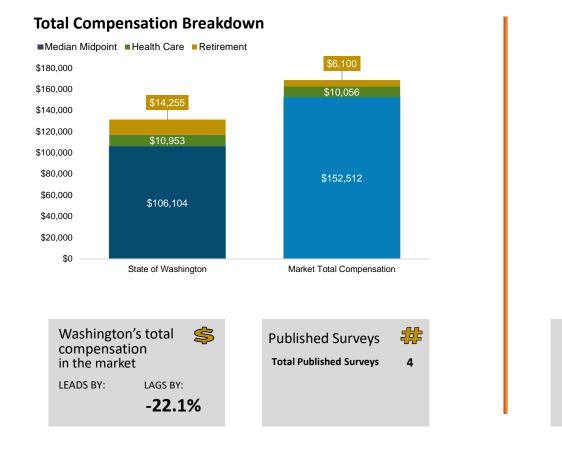
NA

0.2%

IT ARCHITECTURE- MGR

Job Class: 486A

Performs work that involves the analysis, planning, design, implementation, documentation, assessment, governance and management of the structural and decision making framework to align IT strategy, plans and systems with the mission, goals, structure and processes of the organization. Sample Job-Level Competencies: Manages designated IT activities involving one or more specialized IT job families within an assigned area of responsibility. Applies and manages IT resources effectively to meet client's business needs. Consults and provides expert technical guidance and advice to assigned IT staff. Applies new technology, make recommendations and work with IT staff to resolve complex technical IT issues.



State Workforce Profile as of July 1, 2019

1352IT job family median
years of serviceIT job family
median age11518Employees in IT
job familyEmployees in
benchmark classBenchmarkBenchmark class

as % of

IT job family

15.7%

class FY2019

turnover %

NA

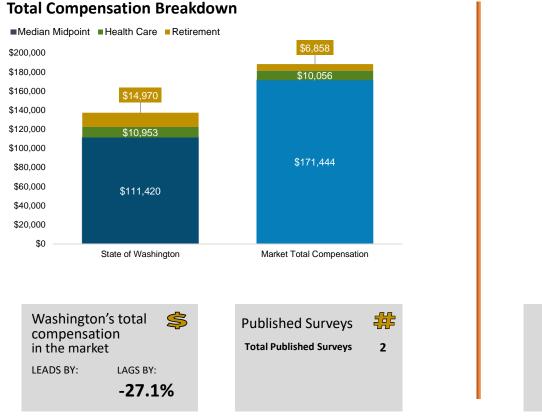
IT job family as % of state workforce

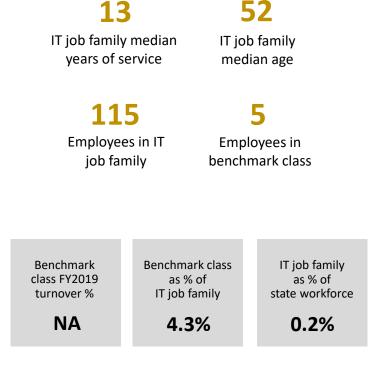
0.2%

IT ARCHITECTURE -SR MGR

Job Class: 487A

Performs work that involves the analysis, planning, design, implementation, documentation, assessment, governance and management of the structural and decision making framework to align IT strategy, plans and systems with the mission, goals, structure and processes of the organization. Sample Job-Level Competencies: Provides senior management involvement for IT services, involving multiple IT job family specialties and integrating new technology. Analyzes practical situations and applies knowledge of the IT job family disciplines to meet the specialized needs of the organization. Provides the highest level of technical IT expertise and guidance to organization administrators. Communicates using non-technical terms to administrators regarding IT services and functions.

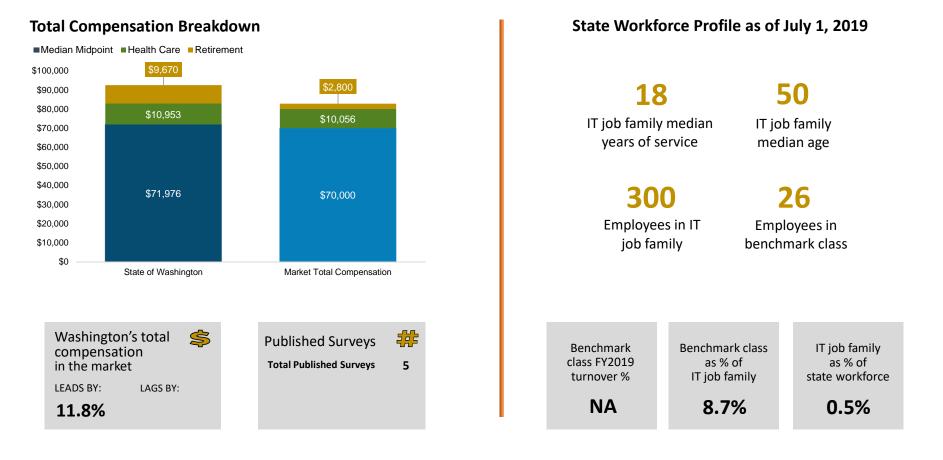




IT BUSINESS ANALYST -ENTRY

Job Class: 482BA

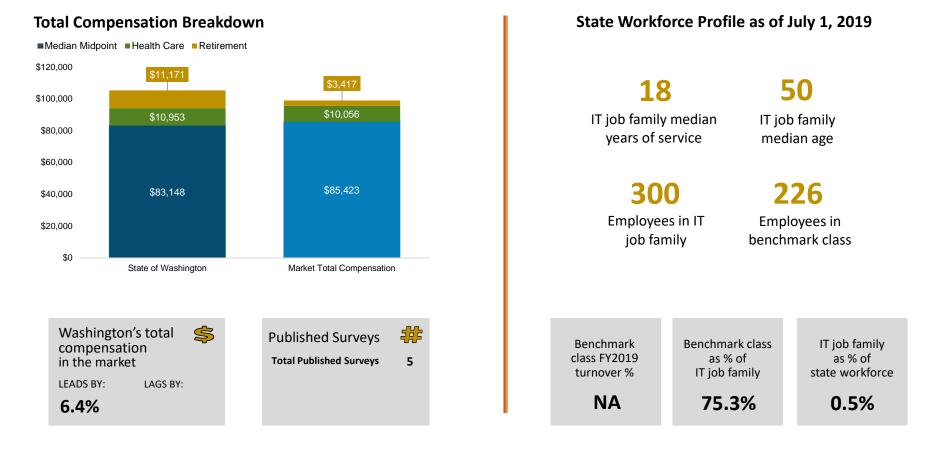
Performs work that involves applying analytical processes to the planning, design and implementation of IT systems to meet the business requirements of customer organizations. Also includes the work of translating business needs to technical requirements. These activities apply to establishing new IT systems as well as improving existing IT systems. Sample Job-Level Competencies: Baseline understanding of principles and theory within area(s) of responsibility (gained through multiple years of progressive experience, training or formal education in area of assignment) and is developing depth of knowledge and practical application. Skilled in the diagnosis, troubleshooting and/or maintenance of IT systems. New technology (as applicable): Learn to operate and maintain new technology; assist in transitions.



IT BUSINESS ANALYST -JOURNEY

Job Class: 483BA

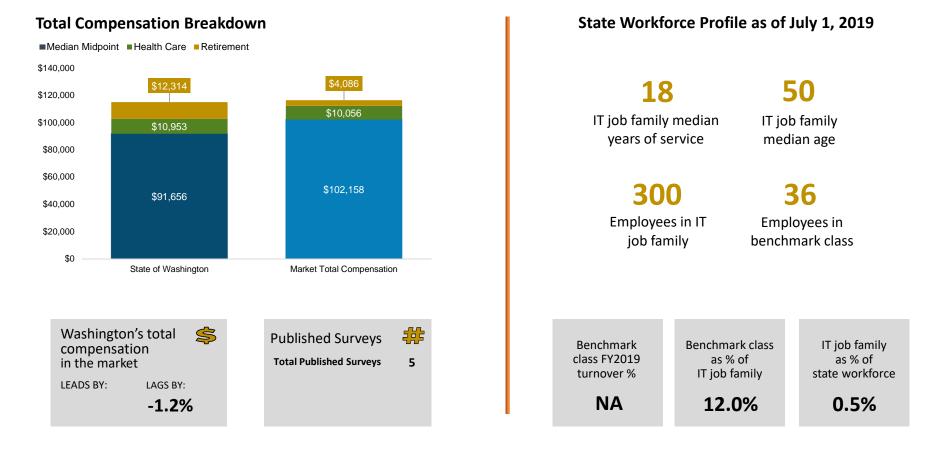
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IT BUSINESS ANALYST- SR/SPEC

Job Class: 484BA

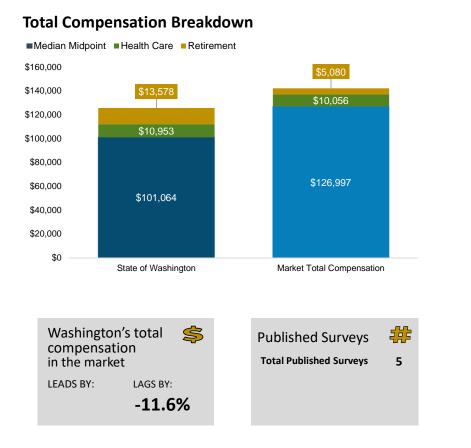
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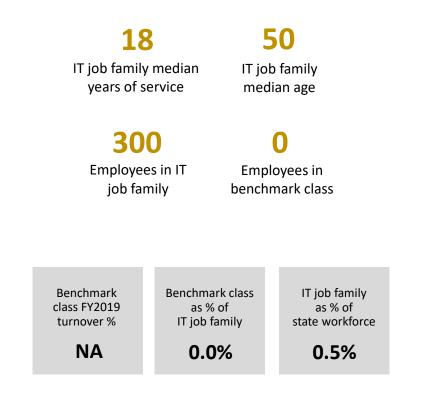


IT BUSINESS ANALYST - EXPERT

Job Class: 485BA

Performs work that involves applying analytical processes to the planning, design and implementation of IT systems to meet the business requirements of customer organizations. Also includes the work of translating business needs to technical requirements. These activities apply to establishing new IT systems as well as improving existing IT systems. Sample Job-Level Competencies: Demonstrates mastery of a professional field. Consistently applies strategic expertise with comprehensive knowledge and understanding of assigned area(s). Research, recommend and guide the integration of new technology. Problems require the development of creative/innovative solutions, including new methods/procedures/approaches. Demonstrates knowledge of trends in field. Takes the lead in developing new processes to address business needs.

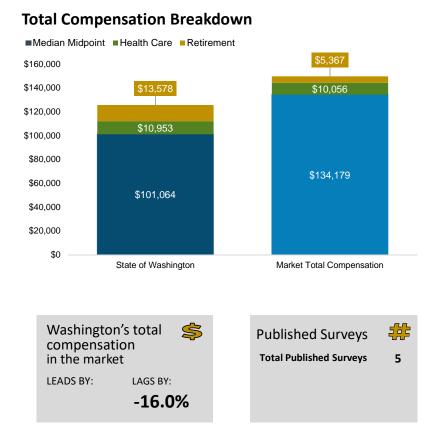




IT BUSINESS ANALYST- MGR

Job Class: 486BA

Performs work that involves applying analytical processes to the planning, design and implementation of IT systems to meet the business requirements of customer organizations. Also includes the work of translating business needs to technical requirements. These activities apply to establishing new IT systems as well as improving existing IT systems. Sample Job-Level Competencies: Manages designated IT activities involving one or more specialized IT job families within an assigned area of responsibility. Applies and manages IT resources effectively to meet client's business needs. Consults and provides expert technical guidance and advice to assigned IT staff. Applies new technology, make recommendations and work with IT staff to resolve complex technical IT issues. Applies project management principles, methods and practices to assigned projects or initiatives.

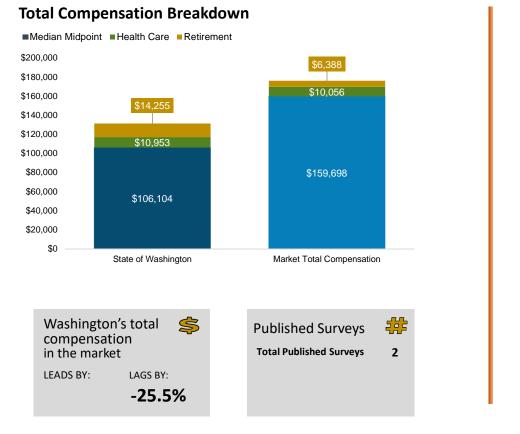


18 IT job family years of s	median IT jo	50 Ib family dian age
30 Employee job far	es in IT Emp	11 ployees in amark class
Benchmark class FY2019 turnover % NA	Benchmark class as % of IT job family 3.7%	IT job family as % of state workforce 0.5%

IT BUSINESS ANALYST -SR MGR

Job Class: 487BA

Performs work that involves applying analytical processes to the planning, design and implementation of IT systems to meet the business requirements of customer organizations. Also includes the work of translating business needs to technical requirements. These activities apply to establishing new IT systems as well as improving existing IT systems. Sample Job-Level Competencies: Provides senior management involvement for IT services, involving multiple IT job family specialties and integrating new technology. Analyzes practical situations and applies knowledge of the IT job family disciplines to meet the specialized needs of the organization. Provides the highest level of technical IT expertise and guidance to organization administrators. Communicates using non-technical terms to administrators regarding IT service

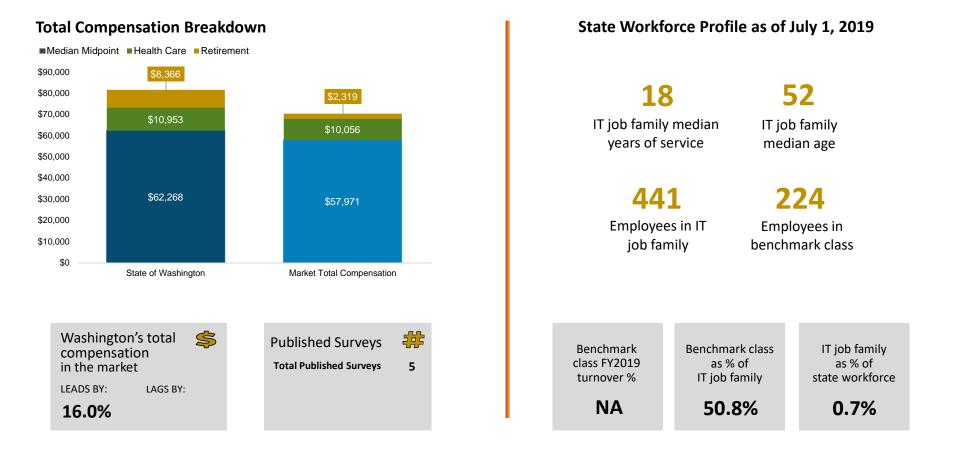


18 IT job family years of se	median l'	50 IT job family median age	
30(Employee job fam	s in IT E	•	1 byees in hark class
Benchmark class FY2019 turnover %	Benchmark class as % of IT job family 0.3%		IT job family as % of state workforce 0.5%

IT CUSTOMER SUPPORT - ENTRY

Job Class: 482CS

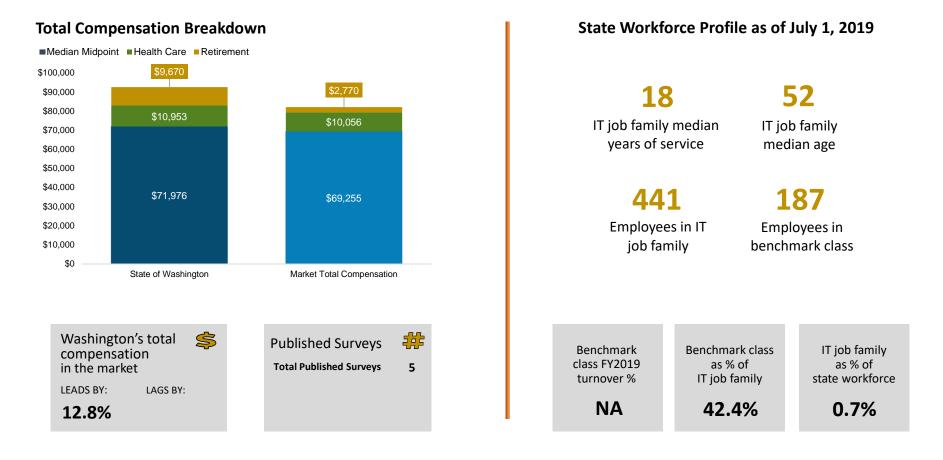
Performs work that involves the planning and delivery of customer support services, including installation, configuration, troubleshooting and customer assistance for customer technology. For example: desktop computers, phone, laptops, email accounts and video conferencing. Sample Job-Level Competencies: Baseline understanding of principles and theory within area(s) of responsibility (gained through multiple years of progressive experience, training or formal education in area of assignment) and is developing depth of knowledge and practical application. Skilled in the diagnosis, troubleshooting and/or maintenance of IT systems. New technology (as applicable): Learn to operate and maintain new technology; assist in transitions.



IT CUSTOMER SUPPORT -JOURNEY

Job Class: 483CS

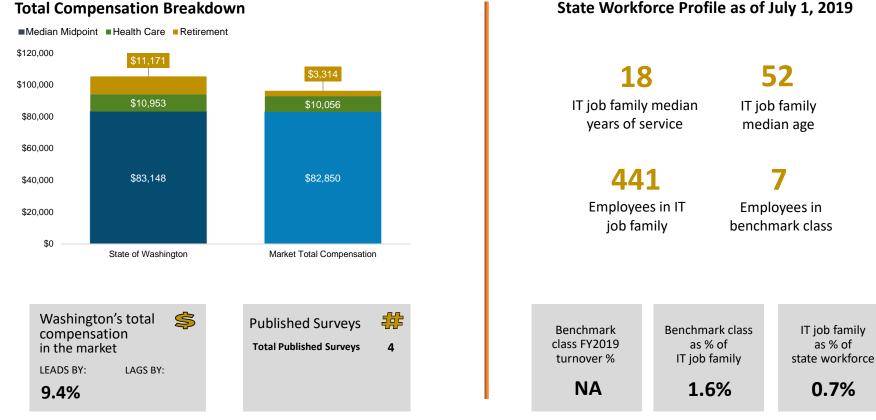
Performs work that involves the planning and delivery of customer support services, including installation, configuration, troubleshooting and customer assistance for customer technology. For example: desktop computers, phone, laptops, email accounts and video conferencing. Sample Job-Level Competencies: Fully competent, professional working knowledge of the principles, concepts and methodology at a proficient level in area(s) of assignment which has been gained by job experience or relevant advanced education. Requires competence to work on the majority of assignments independently with the exception of the most complex. Work is primarily focused on the modification, development or maintenance of existing technology.



IT CUSTOMER SUPPORT -SR/SPEC

484CS Job Class:

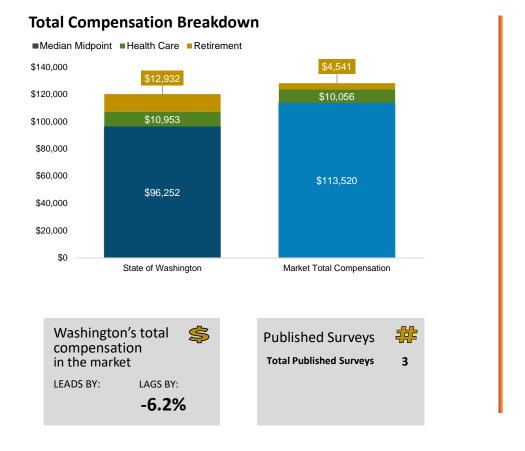
Performs work that involves the planning and delivery of customer support services, including installation, configuration, troubleshooting and customer assistance for customer technology. For example: desktop computers, phone, laptops, email accounts and video conferencing. Sample Job-Level Competencies: Able to apply advanced knowledge of a wide range of principles, concepts and practices in the assigned area(s) gained through extensive experience and skill in applying this knowledge to complex work assignments. Independently works on all levels of an assignment (including most complex) and provides guidance to lower level staff on complex issues. Devises methods and processes to analyze/evaluate problems.

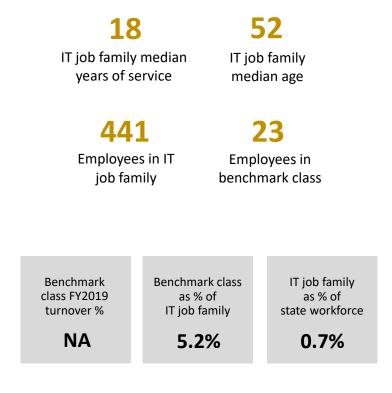


IT CUSTOMER SUPPORT -MGR

Job Class: 486CS

Performs work that involves the planning and delivery of customer support services, including installation, configuration, troubleshooting and customer assistance for customer technology. For example: desktop computers, phone, laptops, email accounts and video conferencing. Sample Job-Level Competencies: Manages designated IT activities involving one or more specialized IT job families within an assigned area of responsibility. Applies and manages IT resources effectively to meet client's business needs. Consults and provides expert technical guidance and advice to assigned IT staff. Applies new technology, make recommendations and work with IT staff to resolve complex technical IT issues.

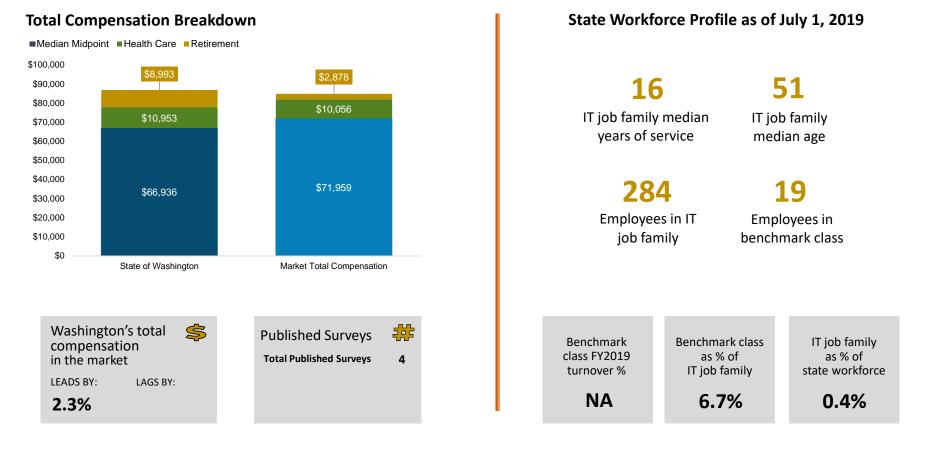




IT DATA MANAGEMENT -ENTRY

Job Class: 482DM

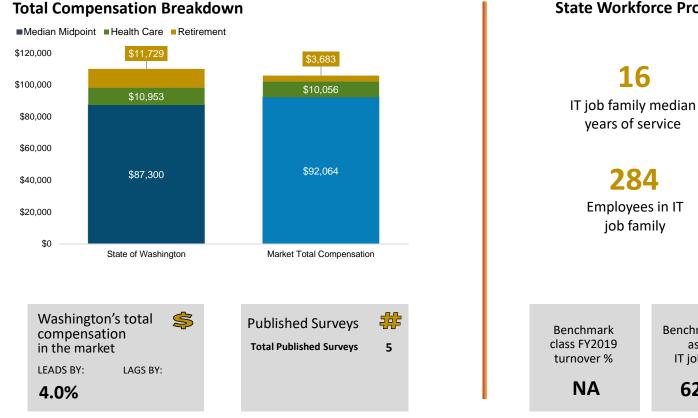
Performs work that involves the planning, development, implementation, designing and administration of IT systems for the acquisition, storage and retrieval of data. This does not include business users such as research and business analyst that use data systems to compile data for analysis. Sample Job-Level Competencies: Baseline understanding of principles and theory within area(s) of responsibility (gained through multiple years of progressive experience, training or formal education in area of assignment) and is developing depth of knowledge and practical application. Skilled in the diagnosis, troubleshooting and/or maintenance of IT systems. New technology (as applicable): Learn to operate and maintain new technology; assist in transitions.



IT DATA MANAGEMENT- JOURNEY

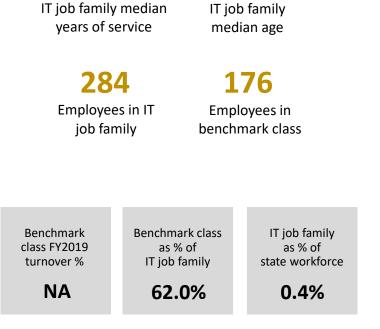
Job Class: 483DM

Performs work that involves the planning, development, implementation, designing and administration of IT systems for the acquisition, storage and retrieval of data. This does not include business users such as research and business analyst that use data systems to compile data for analysis. Sample Job-Level Competencies: Fully competent, professional working knowledge of the principles, concepts and methodology at a proficient level in area(s) of assignment which has been gained by job experience or relevant advanced education. Requires competence to work on the majority of assignments independently with the exception of the most complex. Work is primarily focused on the modification, development or maintenance of existing technology.



State Workforce Profile as of July 1, 2019

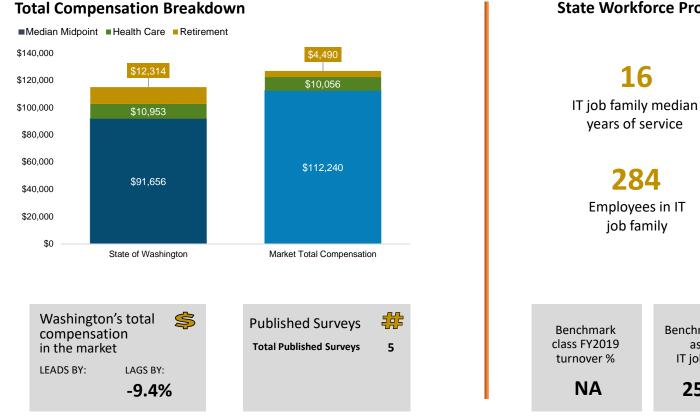
51



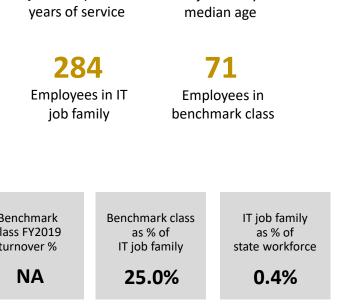
IT DATA MANAGEMENT -SR/SPEC

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State Workforce Profile as of July 1, 2019



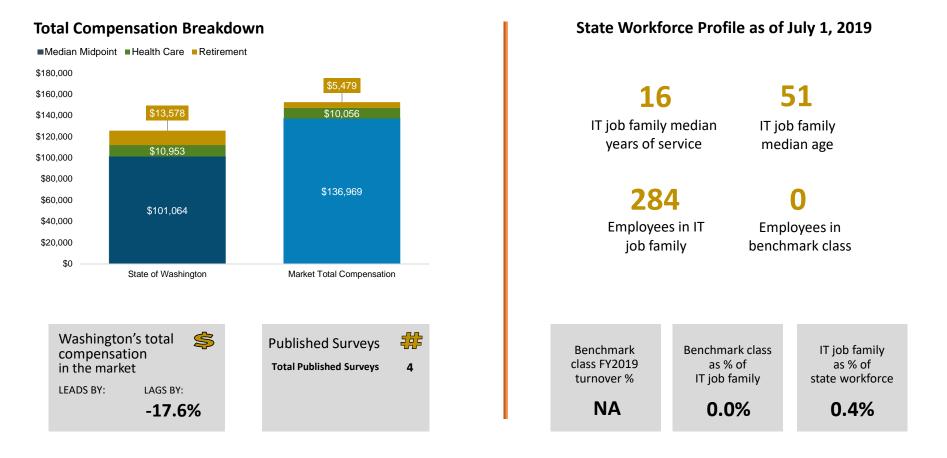
51

IT job family

IT DATA MANAGEMENT -EXPERT

Job Class: 485DM

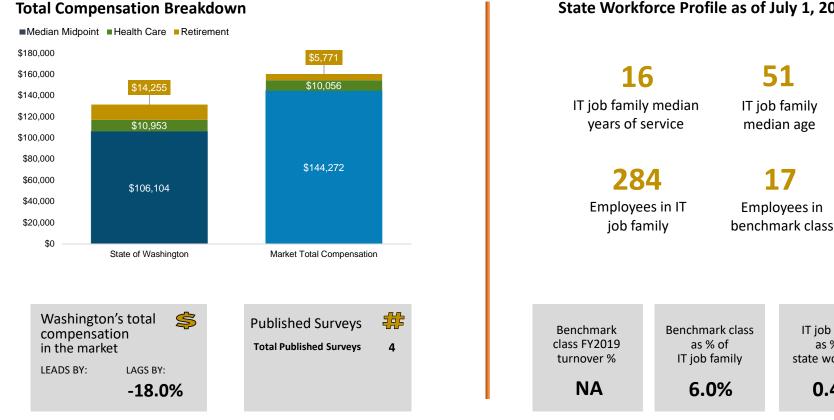
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IT DATA MANAGEMENT -MGR

486DM Job Class:

Performs work that involves the planning, development, implementation, designing and administration of IT systems for the acquisition, storage and retrieval of data. This does not include business users such as research and business analyst that use data systems to compile data for analysis. Sample Job-Level Competencies: Manages designated IT activities involving one or more specialized IT job families within an assigned area of responsibility. Applies and manages IT resources effectively to meet client's business needs. Consults and provides expert technical guidance and advice to assigned IT staff. Applies new technology, make recommendations and work with IT staff to resolve complex technical IT issues.



State Workforce Profile as of July 1, 2019

IT job family

as % of

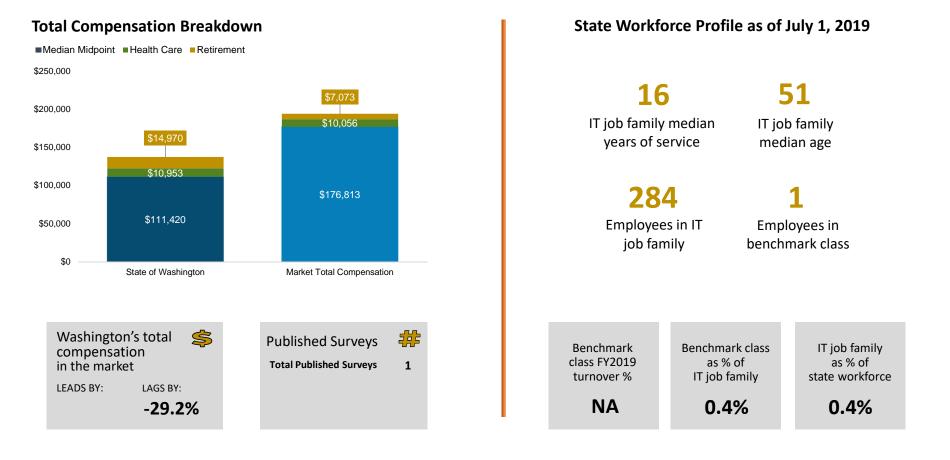
state workforce

0.4%

IT DATA MANAGEMENT -SR MGR

Job Class: 487DM

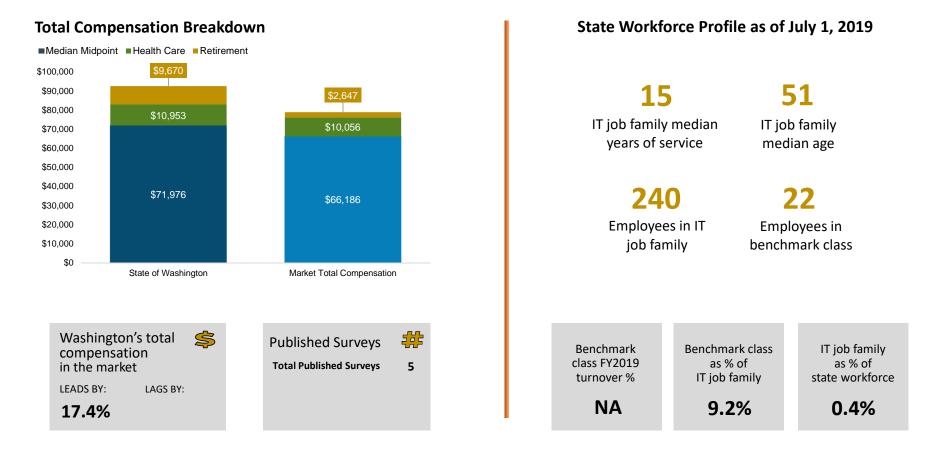
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IT NETWORK & TELECOMS -ENTRY

Job Class: 482NT

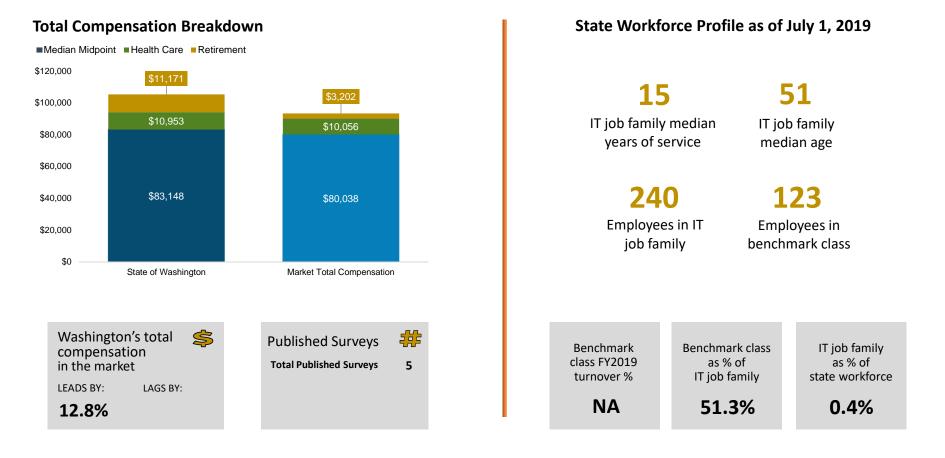
Performs work that involves the planning, analysis, design, development, testing, configuration, installation, implementation, integration, maintenance and/or management of networked systems used for the transmission of information in voice, data and/or video formats. Sample Job-Level Competencies: Baseline understanding of principles and theory within area(s) of responsibility (gained through multiple years of progressive experience, training or formal education in area of assignment) and is developing depth of knowledge and practical application. Skilled in the diagnosis, troubleshooting and/or maintenance of IT systems. New technology (as applicable): Learn to operate and maintain new technology; assist in transitions.



IT NETWORK & TELECOMS -JOURNEY

Job Class: 483NT

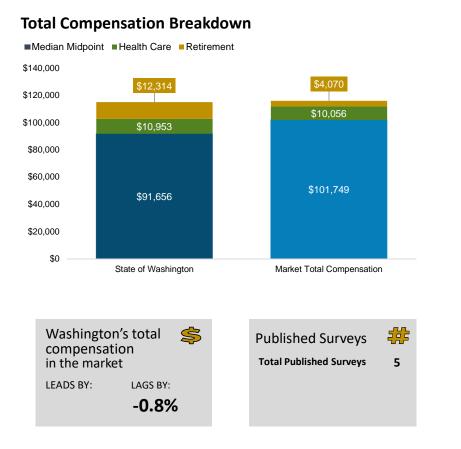
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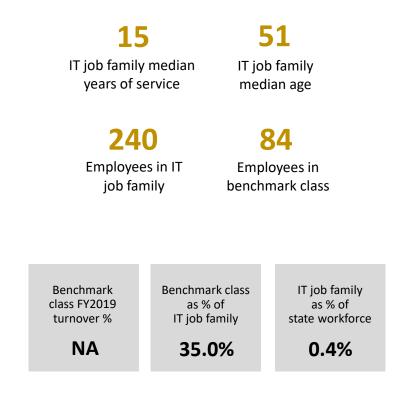


IT NETWORK & TELECOMS -SR/SPEC

Job Class: 484NT

Performs work that involves the planning, analysis, design, development, testing, configuration, installation, implementation, integration, maintenance and/or management of networked systems used for the transmission of information in voice, data and/or video formats. Sample Job-Level Competencies: Able to apply advanced knowledge of a wide range of principles, concepts and practices in the assigned area(s) gained through extensive experience and skill in applying this knowledge to complex work assignments. Independently works on all levels of an assignment (including most complex) and provides guidance to lower level staff on complex issues. Devises methods and processes to analyze/evaluate problems.

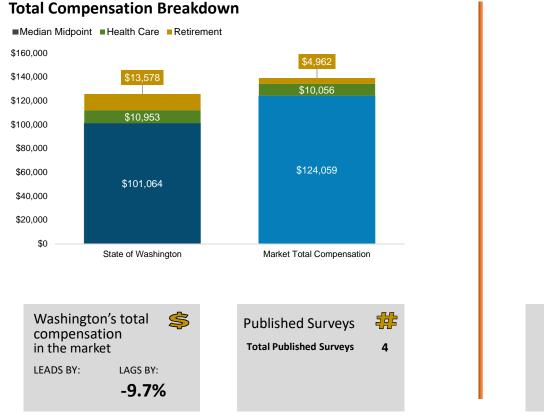




IT NETWORK & TELECOMS -EXPERT

Job Class: 485NT

Performs work that involves the planning, analysis, design, development, testing, configuration, installation, implementation, integration, maintenance and/or management of networked systems used for the transmission of information in voice, data and/or video formats. Sample Job-Level Competencies: Demonstrates mastery of a professional field. Consistently applies strategic expertise with comprehensive knowledge and understanding of assigned area(s). Research, recommend and guide the integration of new technology. Problems require the development of creative/innovative solutions, including new methods/procedures/approaches. Demonstrates knowledge of trends in field.



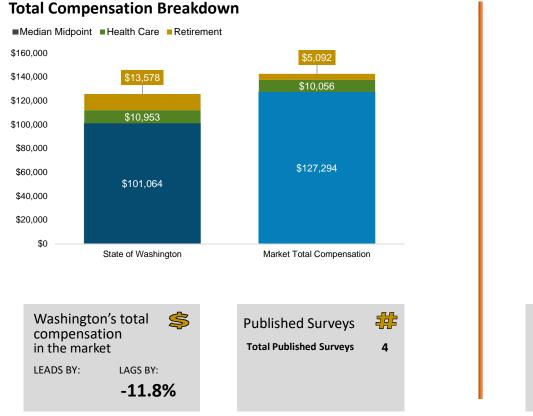
State Workforce Profile as of July 1, 2019

1!	5	5	51
IT job famil years of s		IT job family median age	
24 Employe job fa	es in IT	•	O oyees in nark class
Benchmark class FY2019 turnover %	Benchma as % IT job fa	of	IT job family as % of state workforce

IT NETWORK & TELECOMS -MGR

Job Class: 486NT

Performs work that involves the planning, analysis, design, development, testing, configuration, installation, implementation, integration, maintenance and/or management of networked systems used for the transmission of information in voice, data and/or video formats. Sample Job-Level Competencies: Manages designated IT activities involving one or more specialized IT job families within an assigned area of responsibility. Applies and manages IT resources effectively to meet client's business needs. Consults and provides expert technical guidance and advice to assigned IT staff. Applies new technology, make recommendations and work with IT staff to resolve complex technical IT issues.



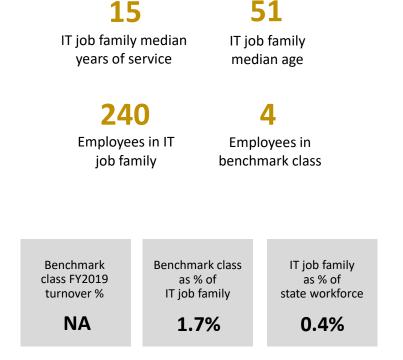
15	15		51
• •	IT job family median years of service		o family ian age
24 Employee job far	es in IT	•	7 oyees in mark class
Benchmark class FY2019 turnover %	Benchma as % IT job f 2.9	of amily	IT job family as % of state workforce 0.4%

IT NETWORK & TELECOMS- SR MGR

Job Class: 487NT

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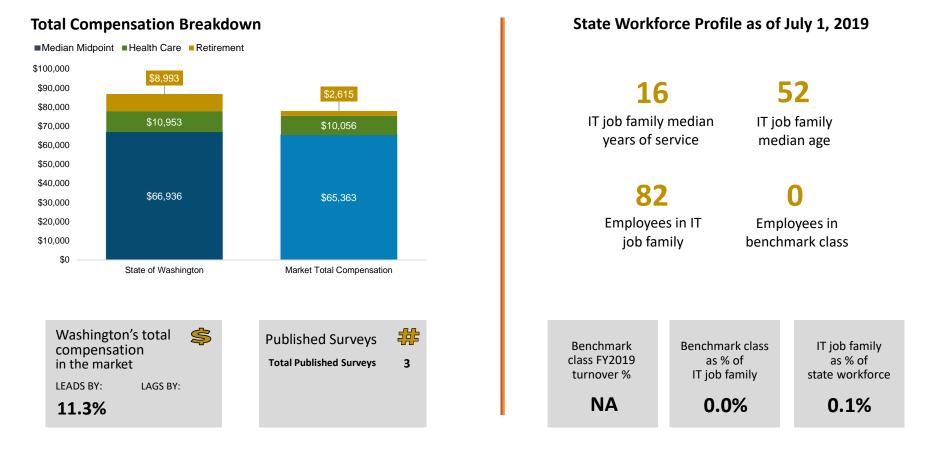




IT POLICY & PLANNING -ENTRY

Job Class: 482PP

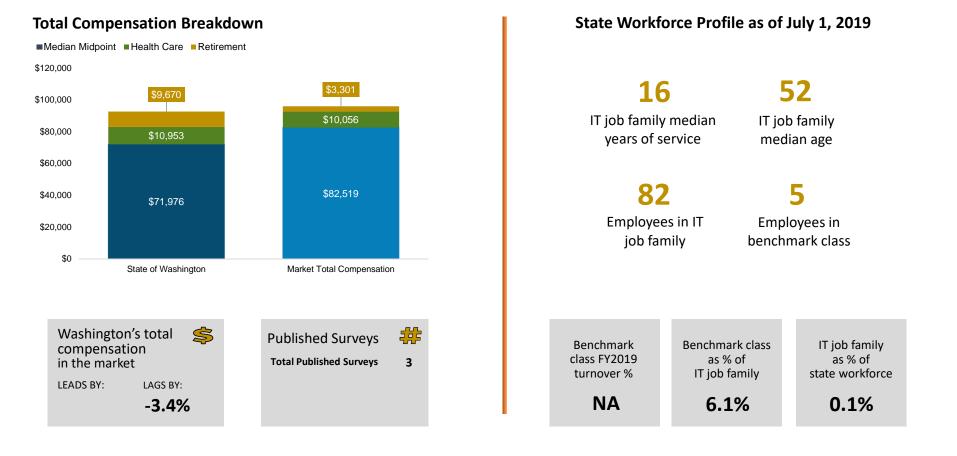
Performs work that involves a wide range of IT management activities that typically extend and apply to an entire organization or major components of an organization. This includes strategic planning, capital planning and investment control, workforce planning, policy and standards development, resource management, knowledge management and auditing. Sample Job-Level Competencies: Baseline understanding of principles and theory within area(s) of responsibility (gained through multiple years of progressive experience, training or formal education in area of assignment) and is developing depth of knowledge and practical application. Skilled in the diagnosis, troubleshooting and/or maintenance of IT systems. New technology (as applicable): Learn to operate and maintain new technology; assist in transitions.



IT POLICY & PLANNING -JOURNEY

Job Class: 483PP

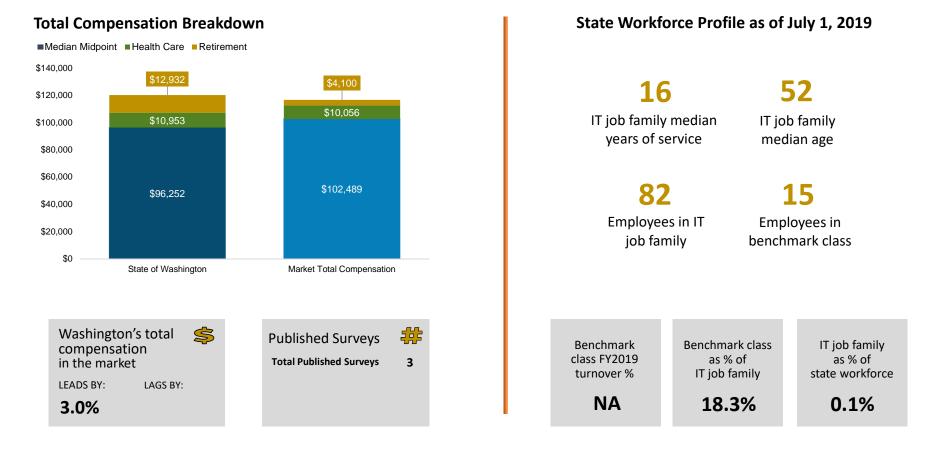
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IT POLICY & PLANNING -SR/SPEC

Job Class: 484PP

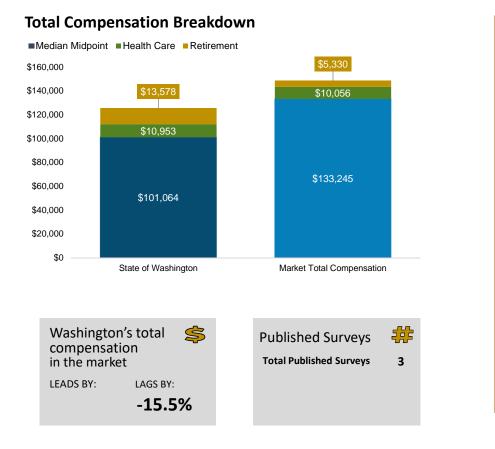
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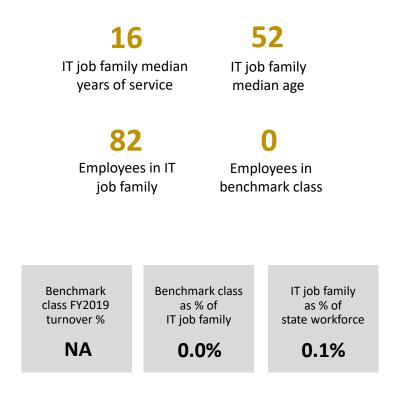


IT POLICY & PLANNING- EXPERT

Job Class: 485PP

Performs work that involves a wide range of IT management activities that typically extend and apply to an entire organization or major components of an organization. This includes strategic planning, capital planning and investment control, workforce planning, policy and standards development, resource management, knowledge management and auditing. Sample Job-Level Competencies: Demonstrates mastery of a professional field. Consistently applies strategic expertise with comprehensive knowledge and understanding of assigned area(s). Research, recommend and guide the integration of new technology. Problems require the development of creative/innovative solutions, including new methods/procedures/approaches. Demonstrates knowledge of trends in field.

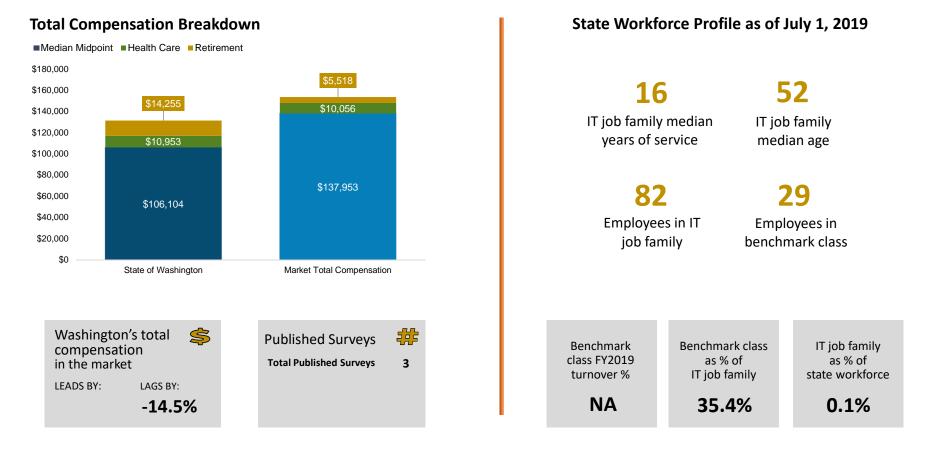




IT POLICY & PLANNING -MGR

Job Class: 486PP

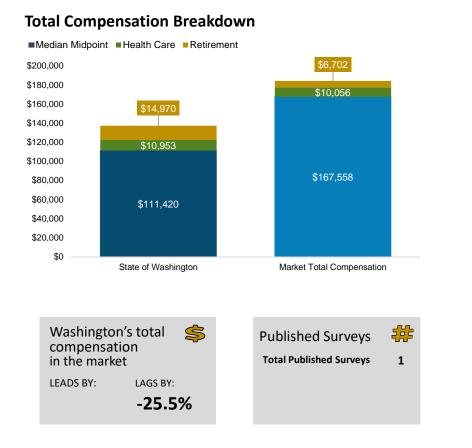
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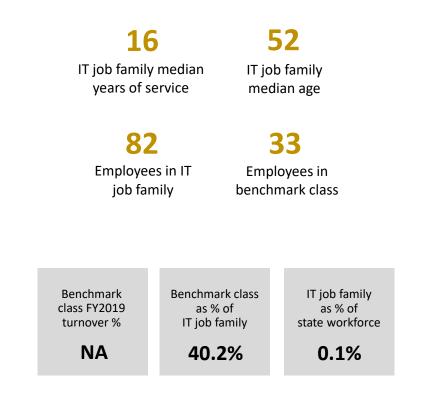


IT POLICY & PLANNING -SR MGR

Job Class: 487PP

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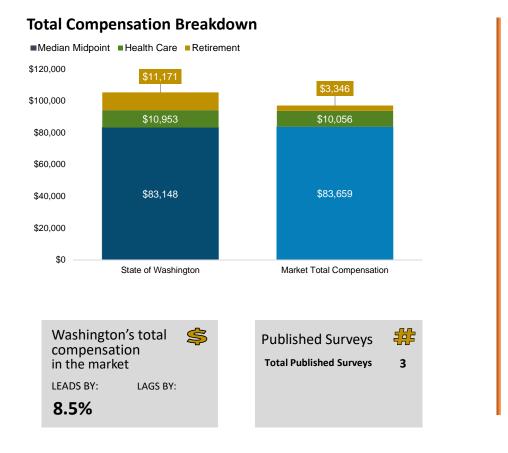


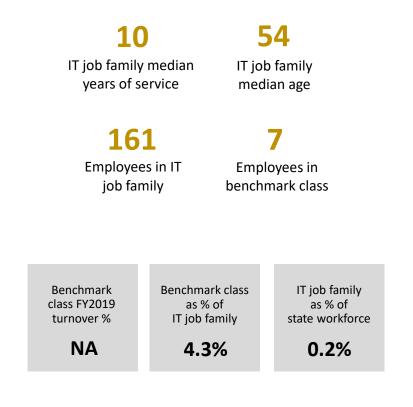


IT PROJECT MANAGEMENT -ENTRY

Job Class: 482PM

Performs work that involves the monitoring or management of technology projects using standard project management techniques. Includes creating projects estimates, reporting, resource and capacity planning. Sample Job-Level Competencies: Baseline understanding of principles and theory within area(s) of responsibility (gained through multiple years of progressive experience, training or formal education in area of assignment) and is developing depth of knowledge and practical application. Skilled in the diagnosis, troubleshooting and/or maintenance of IT systems. New technology (as applicable): Learn to operate and maintain new technology; assist in transitions.

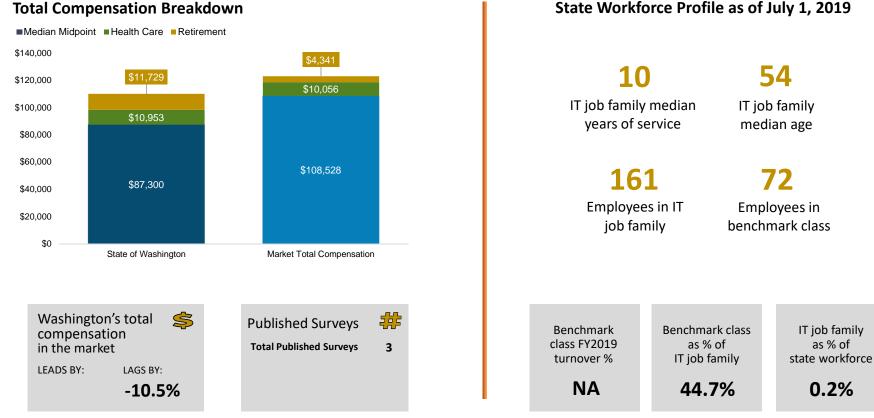




IT PROJECT MANAGEMENT -JOURNEY

483PM Job Class:

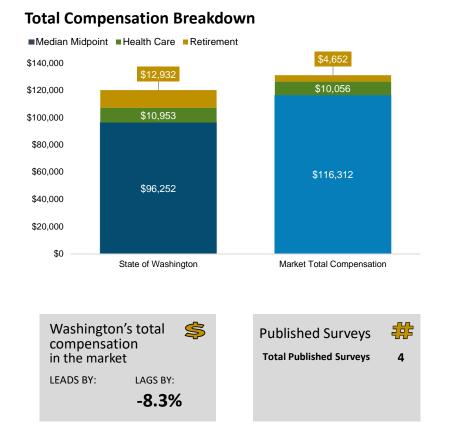
Performs work that involves the monitoring or management of technology projects using standard project management techniques. Includes creating projects estimates, reporting, resource and capacity planning. Sample Job-Level Competencies: Fully competent, professional working knowledge of the principles, concepts and methodology at a proficient level in area(s) of assignment which has been gained by job experience or relevant advanced education. Requires competence to work on the majority of assignments independently with the exception of the most complex. Work is primarily focused on the modification, development or maintenance of existing technology.

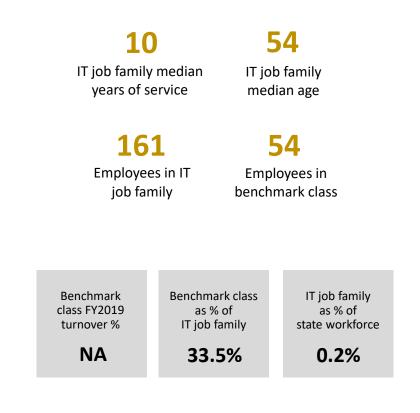


IT PROJECT MGMT -SR/SPEC

Job Class: 484PM

Performs work that involves the monitoring or management of technology projects using standard project management techniques. Includes creating projects estimates, reporting, resource and capacity planning. Sample Job-Level Competencies: Able to apply advanced knowledge of a wide range of principles, concepts and practices in the assigned area(s) gained through extensive experience and skill in applying this knowledge to complex work assignments. Independently works on all levels of an assignment (including most complex) and provides guidance to lower level staff on complex issues. Devises methods and processes to analyze/evaluate problems.

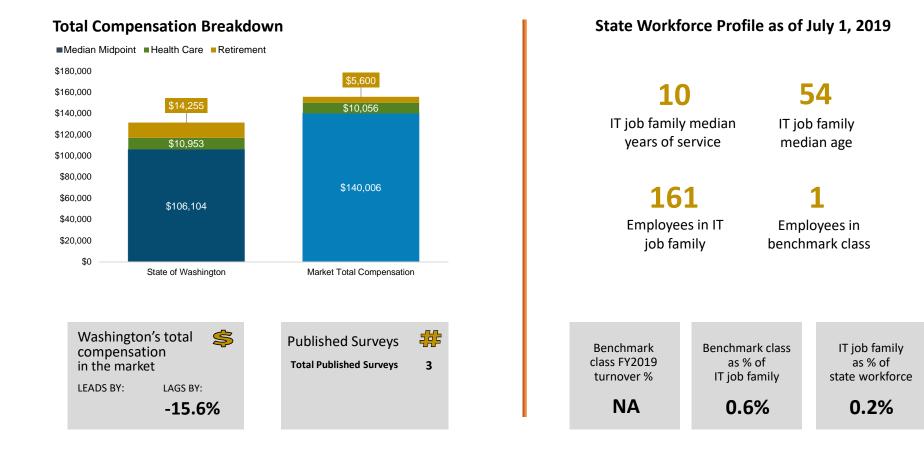




IT PROJECT MANAGEMENT - EXPERT

Job Class: 485PM

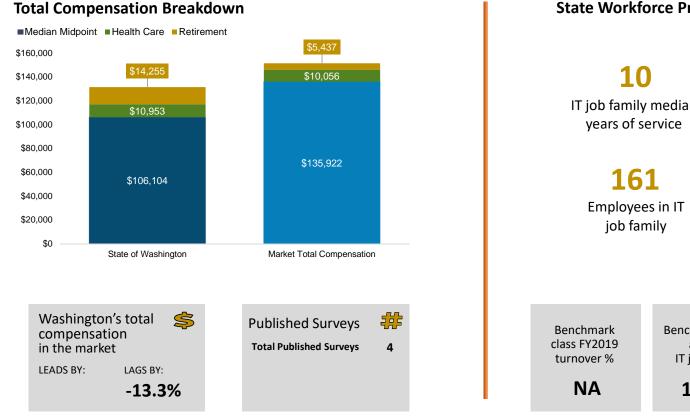
Performs work that involves the monitoring or management of technology projects using standard project management techniques. Includes creating projects estimates, reporting, resource and capacity planning. Sample Job-Level Competencies: Demonstrates mastery of a professional field. Consistently applies strategic expertise with comprehensive knowledge and understanding of assigned area(s). Research, recommend and guide the integration of new technology. Problems require the development of creative/innovative solutions, including new methods/procedures/approaches. Demonstrates knowledge of trends in field.



IT PROJECT MANAGEMENT -MGR

Job Class: 486PM

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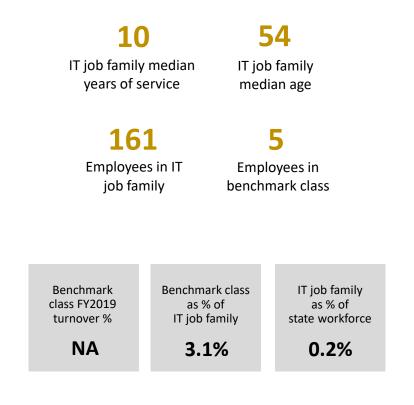
			b family lian age	
16 Employee job far	es in IT	Emp	22 loyees in mark class	
Benchmark class FY2019 turnover %	Benchmark class as % of IT job family 13.7%		IT job family as % of state workforce 0.2%	

IT PROJECT MANAGEMENT -SR MGR

Job Class: 487PM

Performs work that involves the monitoring or management of technology projects using standard project management techniques. Includes creating projects estimates, reporting, resource and capacity planning. Sample Job-Level Competencies: Provides senior management involvement for IT services, involving multiple IT job family specialties and integrating new technology. Analyzes practical situations and applies knowledge of the IT job family disciplines to meet the specialized needs of the organization. Provides the highest level of technical IT expertise and guidance to organization administrators. Communicates using non-technical terms to administrators regarding IT service

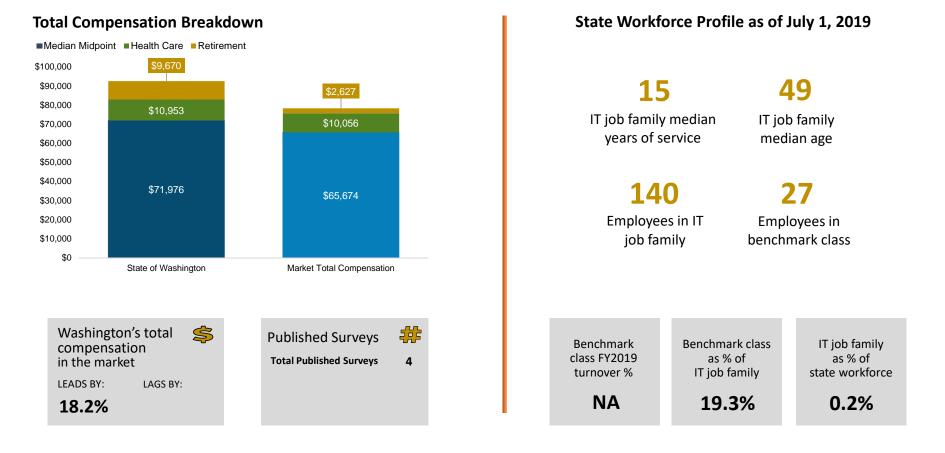




IT QUALITY ASSURANCE -ENTRY

Job Class: 482QA

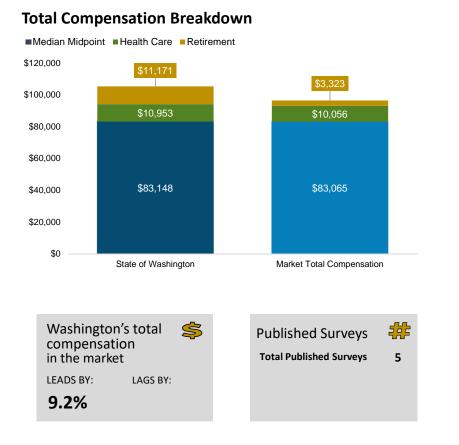
Performs work that involves monitoring the software engineering processes and methods used to ensure quality. QA encompasses the entire software development process, which includes process such as requirements definition, software design, coding, source code control, code reviews, software configuration management, testing, release management and product integration. Sample Job-Level Competencies: Baseline understanding of principles and theory within area(s) of responsibility (gained through multiple years of progressive experience, training or formal education in area of assignment) and is developing depth of knowledge and practical application. Skilled in the diagnosis, troubleshooting and/or maintenance of IT systems. Learn to operate and maintain new technology; assist in transitions.



IT QUALITY ASSURANCE -JOURNEY

Job Class: 483QA

Performs work that involves monitoring the software engineering processes and methods used to ensure quality. QA encompasses the entire software development process, which includes process such as requirements definition, software design, coding, source code control, code reviews, software configuration management, testing, release management and product integration. Sample Job-Level Competencies: Fully competent, professional working knowledge of the principles, concepts and methodology at a proficient level in area(s) of assignment which has been gained by job experience or relevant advanced education. Requires competence to work on the majority of assignments independently with the exception of the most complex. Work is primarily focused on the modification, development or maintenance of existing technology.

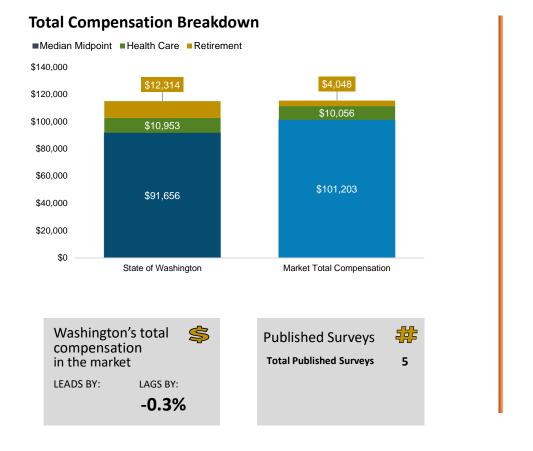


IT job family	15 o family median ars of service		9 family ian age
14 Employee job far	es in IT	Empl	00 oyees in nark class
Benchmark class FY2019 turnover %	Benchmark class as % of IT job family 71.4%		IT job family as % of state workforce 0.2%

IT QUALITY ASSURANCE -SR/SPEC

Job Class: 484QA

Performs work that involves monitoring the software engineering processes and methods used to ensure quality. QA encompasses the entire software development process, which includes process such as requirements definition, software design, coding, source code control, code reviews, software configuration management, testing, release management and product integration. Sample Job-Level Competencies: Able to apply advanced knowledge of a wide range of principles, concepts and practices in the assigned area(s) gained through extensive experience and skill in applying this knowledge to complex work assignments. Independently works on all levels of an assignment (including most complex) and provides guidance to lower level staff on complex issues. Devises methods and processes to analyze/evaluate problems.

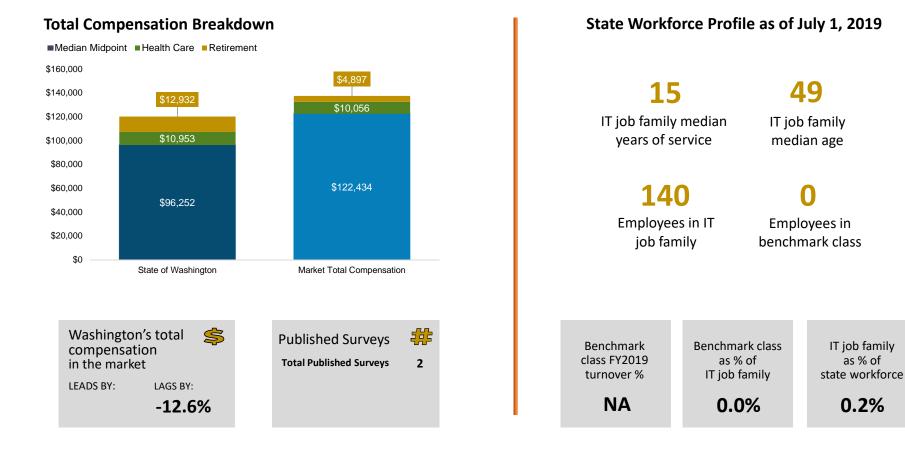


15 IT job family	median	49 IT job family		•
years of se		median age		-
140		10		
Employees in IT job family		Employees in benchmark class		
Benchmark class FY2019 turnover %	Benchmark class as % of IT job family			IT job family as % of state workforce
NA	7.1%			0.2%

IT QUALITY ASSURANCE - EXPERT

Job Class: 485QA

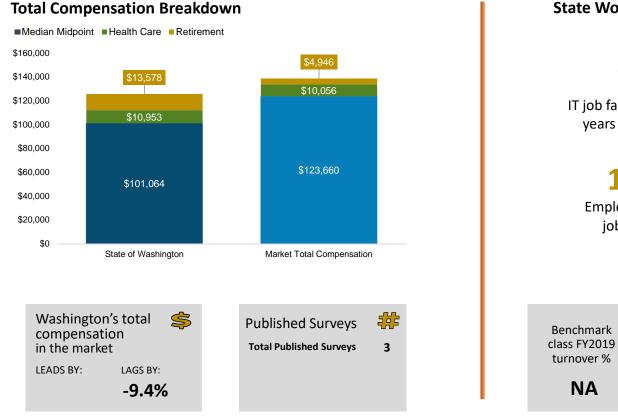
Performs work that involves monitoring the software engineering processes and methods used to ensure quality. QA encompasses the entire software development process, which includes process such as requirements definition, software design, coding, source code control, code reviews, software configuration management, testing, release management and product integration. Sample Job-Level Competencies: Demonstrates mastery of a professional field. Consistently applies strategic expertise with comprehensive knowledge and understanding of assigned area(s). Research, recommend and guide the integration of new technology. Problems require the development of creative/innovative solutions, including new methods/procedures/approaches. Demonstrates knowledge of trends in field.



IT QUALITY ASSURANCE- MGR

Job Class: 486QA

Performs work that involves monitoring the software engineering processes and methods used to ensure quality. QA encompasses the entire software development process, which includes process such as requirements definition, software design, coding, source code control, code reviews, software configuration management, testing, release management and product integration. Sample Job-Level Competencies: Manages designated IT activities involving one or more specialized IT job families within an assigned area of responsibility. Applies and manages IT resources effectively to meet client's business needs. Consults and provides expert technical guidance and advice to assigned IT staff. Applies new technology, make recommendations and work with IT staff to resolve complex technical IT issues.

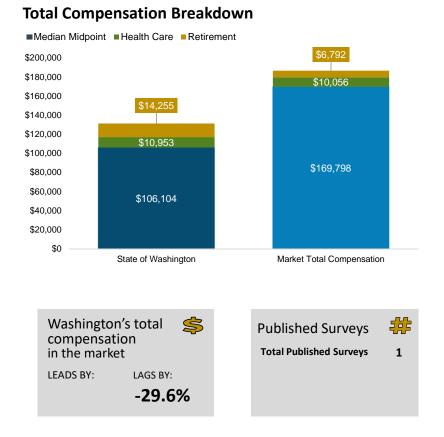


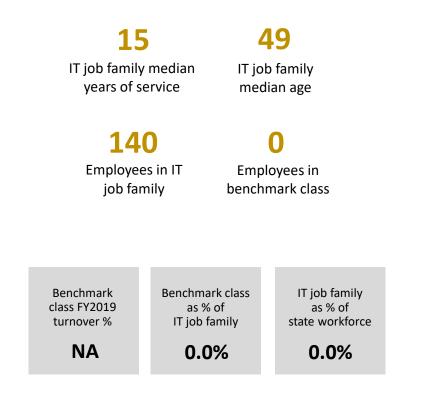
15		49		
IT job family years of se	•	IT job family median age		
14 Employee job fan	es in IT Emj	3 Employees in benchmark class		
Benchmark class FY2019 turnover %	Benchmark class as % of IT job family	IT job family as % of state workforce		
NA	2.1%	0.2%		

IT QUALITY ASSURANCE- SR MGR

Job Class: 487QA

Performs work that involves monitoring the software engineering processes and methods used to ensure quality. QA is a supporting process that has to provide the independent assurance in which all the work products, activities and processes comply with the predefined plans. The methods by which this is accomplished are varied and may include ensuring conformance to one or more standards such as ISO 9000 or a model such as CMMI. Sample Job-Level Competencies: Provides senior management involvement for IT services, involving multiple IT job family specialties and integrating new technology. Analyzes practical situations and applies knowledge of the IT job family disciplines to meet the specialized needs of the organization. Provides the highest level of technical IT expertise and guidance to organization administrators. Communicates using non-technical terms to administrators regarding IT services and functions.

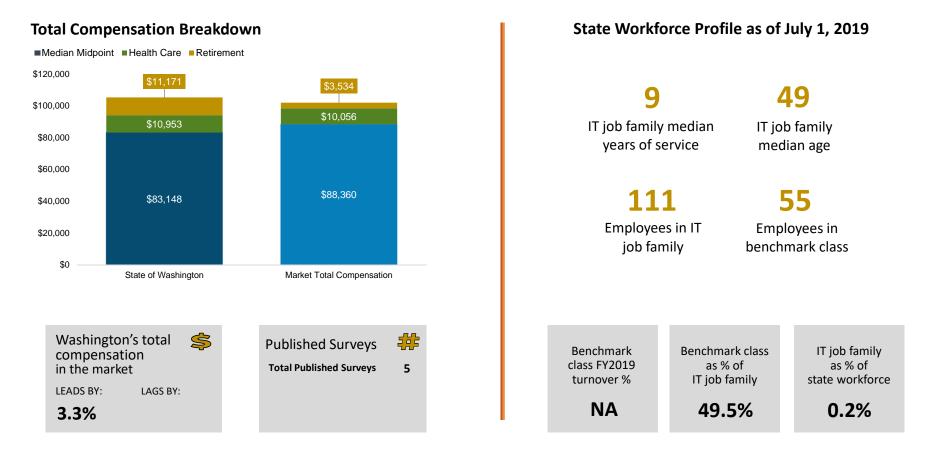




IT SECURITY -JOURNEY

Job Class: 483S

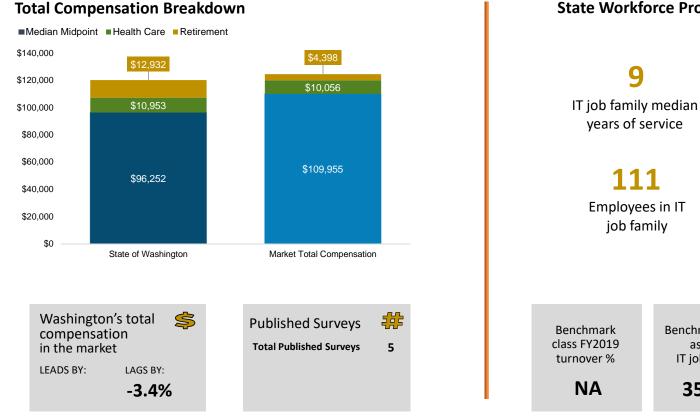
Performs work that involves ensuring the confidentiality, integrity, and availability of systems, networks, and data through the planning, analysis, development, implementation, maintenance and enhancement of information systems security programs, policies, procedures and tools. Sample Job-Level Competencies: Fully competent, professional working knowledge of the principles, concepts and methodology at a proficient level in area(s) of assignment which has been gained by job experience or relevant advanced education. Requires competence to work on the majority of assignments independently with the exception of the most complex. Work is primarily focused on the modification, development or maintenance of existing technology.



IT SECURITY -SR/SPEC

Job Class: 484S

Performs work that involves ensuring the confidentiality, integrity, and availability of systems, networks, and data through the planning, analysis, development, implementation, maintenance and enhancement of information systems security programs, policies, procedures and tools. Sample Job-Level Competencies: Able to apply advanced knowledge of a wide range of principles, concepts and practices in the assigned area(s) gained through extensive experience and skill in applying this knowledge to complex work assignments. Independently works on all levels of an assignment (including most complex) and provides guidance to lower level staff on complex issues. Devises methods and processes to analyze/evaluate problems.



State Workforce Profile as of July 1, 2019

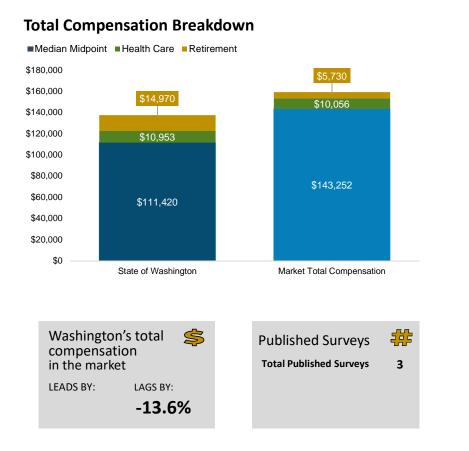
years of se	ervice med	ian age	
11: Employee job fam	s in IT Emp	39 ployees in amark class	
Benchmark class FY2019 turnover %	Benchmark class as % of IT job family 35.1%	IT job family as % of state workforce 0.2%	

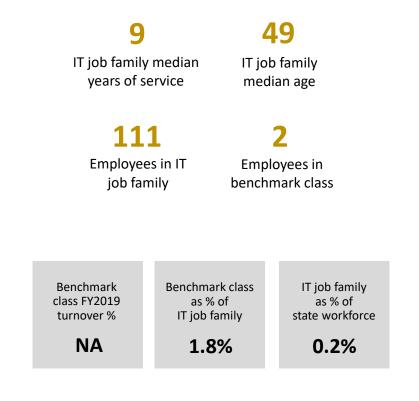
IT job family

IT SECURITY - EXPERT

Job Class: 485S

Performs work that involves ensuring the confidentiality, integrity, and availability of systems, networks, and data through the planning, analysis, development, implementation, maintenance and enhancement of information systems security programs, policies, procedures and tools. Sample Job-Level Competencies: Demonstrates mastery of a professional field. Consistently applies strategic expertise with comprehensive knowledge and understanding of assigned area(s). Research, recommend and guide the integration of new technology. Problems require the development of creative/innovative solutions, including new methods/procedures/approaches. Demonstrates knowledge of trends in field.

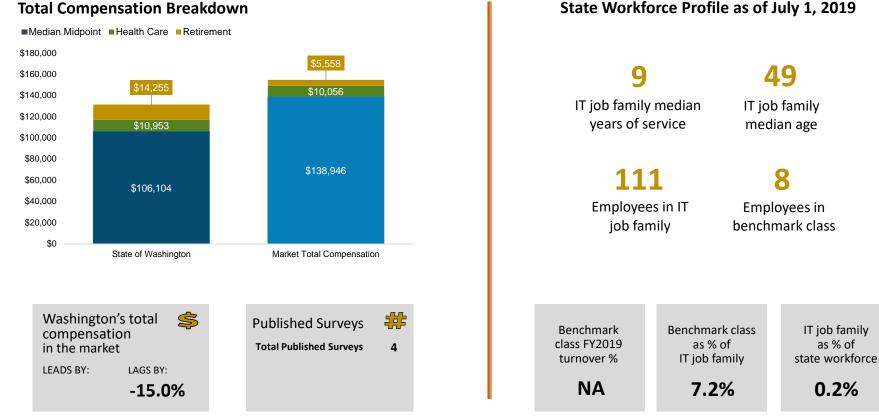




IT SECURITY - MGR

486S Job Class:

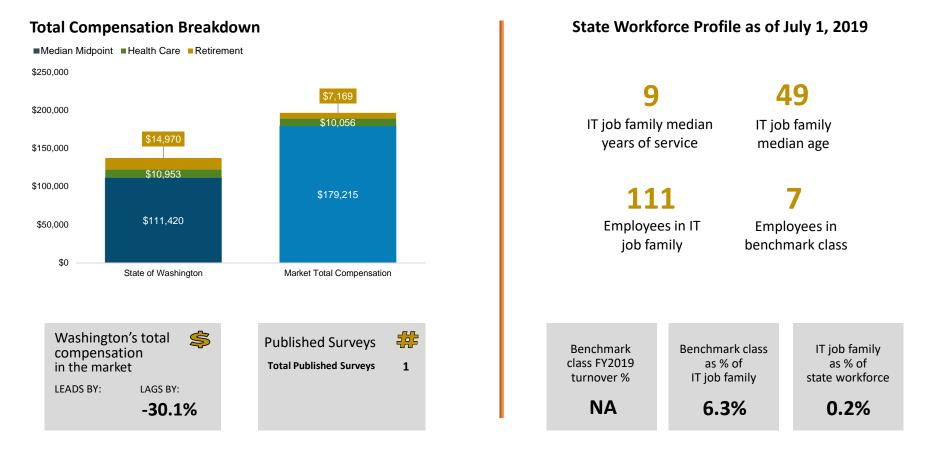
Performs work that involves ensuring the confidentiality, integrity, and availability of systems, networks, and data through the planning, analysis, development, implementation, maintenance and enhancement of information systems security programs, policies, procedures and tools. Sample Job-Level Competencies: Manages designated IT activities involving one or more specialized IT job families within an assigned area of responsibility. Applies and manages IT resources effectively to meet client's business needs. Consults and provides expert technical guidance and advice to assigned IT staff. Applies new technology, make recommendations and work with IT staff to resolve complex technical IT issues.



IT SECURITY -SR MGR

Job Class: 487S

Performs work that involves ensuring the confidentiality, integrity, and availability of systems, networks, and data through the planning, analysis, development, implementation, maintenance and enhancement of information systems security programs, policies, procedures and tools. Sample Job-Level Competencies: Provides senior management involvement for IT services, involving multiple IT job family specialties and integrating new technology. Analyzes practical situations and applies knowledge of the IT job family disciplines to meet the specialized needs of the organization. Provides the highest level of technical IT expertise and guidance to organization administrators. Communicates using non-technical terms to administrators regarding IT service



IT SYSTEM ADMIN -ENTRY

Job Class: 482SA

Performs work that involves planning and coordinating the installation, testing, operation, troubleshooting and maintenance of hardware, software systems and systems environment. Includes defining or coordinating common processes or procedures to support IT operations. Sample Job-Level Competencies: Baseline understanding of principles and theory within area(s) of responsibility (gained through multiple years of progressive experience, training or formal education in area of assignment) and is developing depth of knowledge and practical application. Skilled in the diagnosis, troubleshooting and/or maintenance of IT systems. Learn to operate and maintain new technology; assist in transitions.



State Workforce Profile as of July 1, 2019

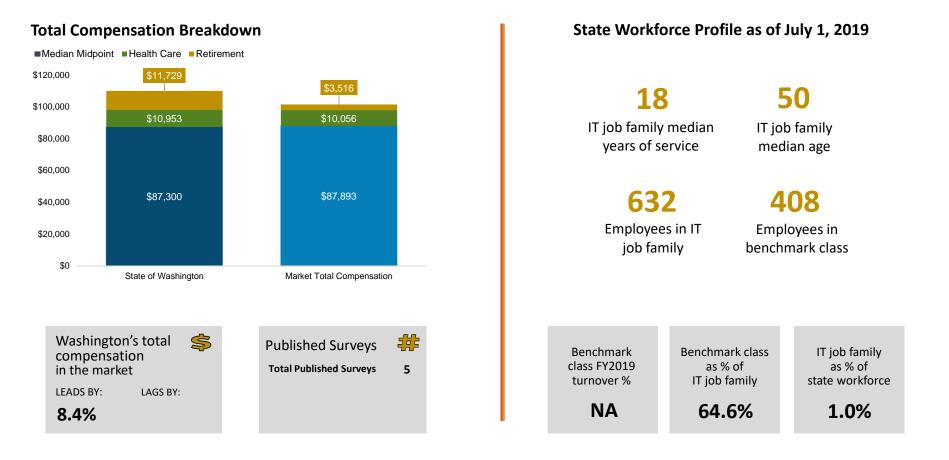
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• •			b family dian age	
63 Employee job far	es in IT	Emp	81 Noyees in Imark class	
Benchmark class FY2019 turnover %	Benchma as % IT job f 12.8	of amily	IT job family as % of state workforce 1.0%	

IT SYSTEM ADMIN -JOURNEY

Job Class: 483SA

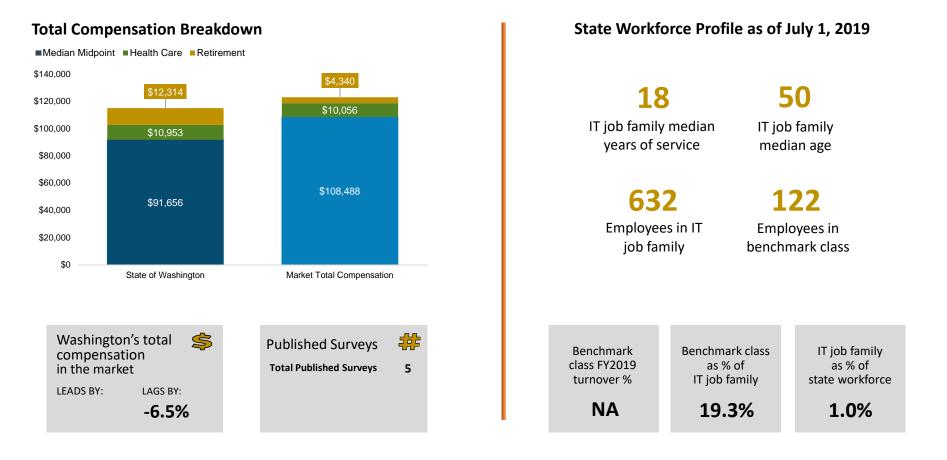
Performs work that involves planning and coordinating the installation, testing, operation, troubleshooting and maintenance of hardware, software systems and systems environment. Includes defining or coordinating common processes or procedures to support IT operations. Sample Job-Level Competencies: Fully competent, professional working knowledge of the principles, concepts and methodology at a proficient level in area(s) of assignment which has been gained by job experience or relevant advanced education. Requires competence to work on the majority of assignments independently with the exception of the most complex. Work is primarily focused on the modification, development or maintenance of existing technology.



IT SYSTEM ADMIN -SR/SPEC

Job Class: 484SA

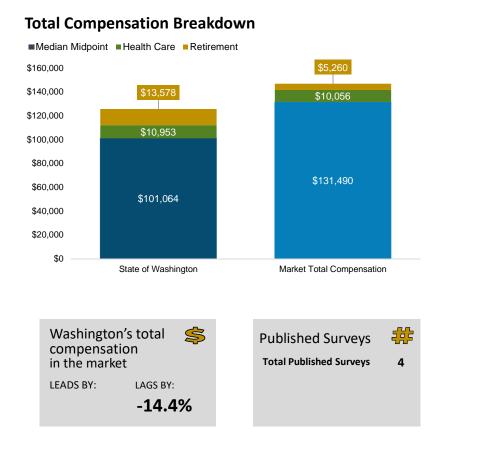
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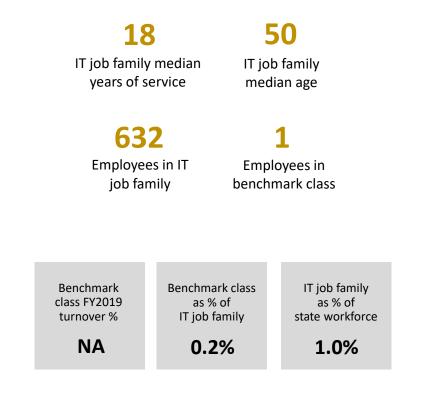


IT SYSTEM ADMIN - EXPERT

Job Class: 485SA

Performs work that involves planning and coordinating the installation, testing, operation, troubleshooting and maintenance of hardware, software systems and systems environment. Includes defining or coordinating common processes or procedures to support IT operations. Sample Job-Level Competencies: Demonstrates mastery of a professional field. Consistently applies strategic expertise with comprehensive knowledge and understanding of assigned area(s). Research, recommend and guide the integration of new technology. Problems require the development of creative/innovative solutions, including new methods/procedures/approaches. Demonstrates knowledge of trends in field.

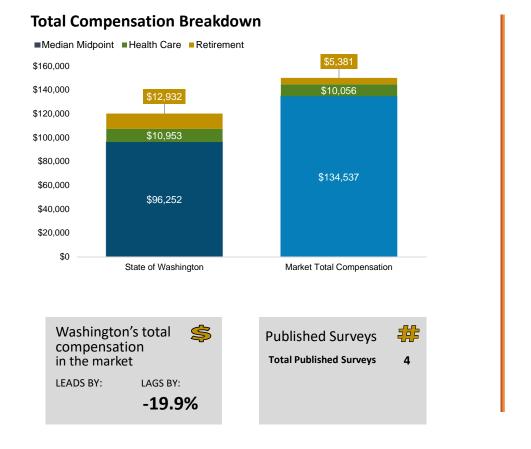


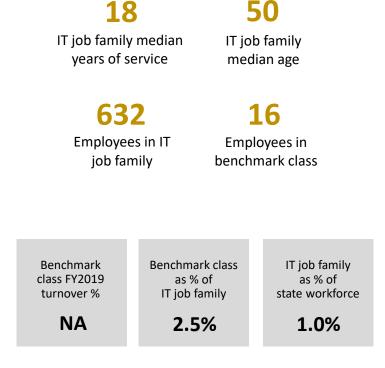


IT SYSTEM ADMIN- MGR

Job Class: 486SA

Performs work that involves planning and coordinating the installation, testing, operation, troubleshooting and maintenance of hardware, software systems and systems environment. Includes defining or coordinating common processes or procedures to support IT operations. Sample Job-Level Competencies: Manages designated IT activities involving one or more specialized IT job families within an assigned area of responsibility. Applies and manages IT resources effectively to meet client's business needs. Consults and provides expert technical guidance and advice to assigned IT staff. Applies new technology, make recommendations and work with IT staff to resolve complex technical IT issues.

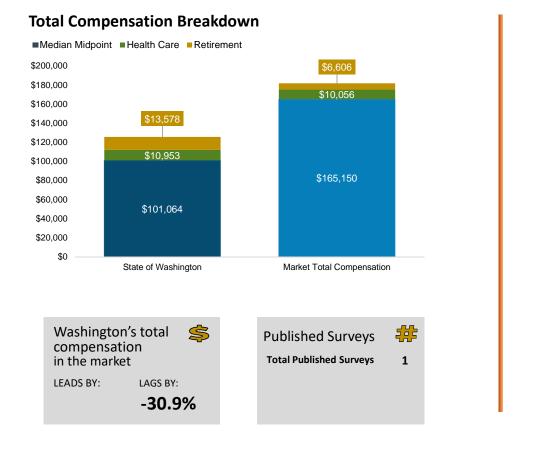


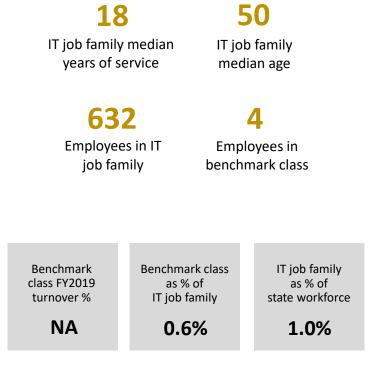


IT SYSTEM ADMIN -SR MGR

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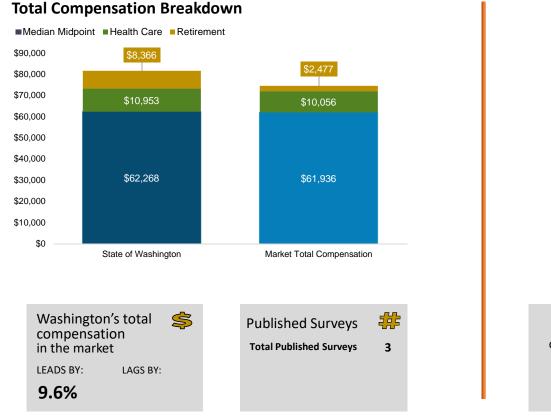


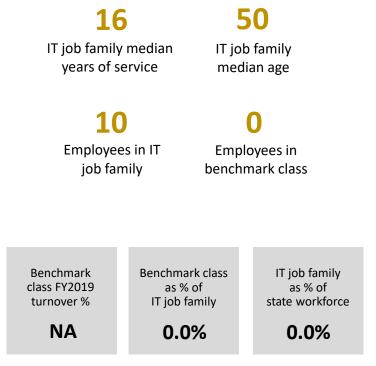


IT VENDOR MANAGEMENT- ENTRY

Job Class: 482VM

Performs work that manages IT vendors and ensures that all service level agreements (SLAs) or underpinning contracts for IT services across the organization are delivered according to specifications. work also includes working with IT, business units, and contract managers in identifying and evaluating technology services providers that are consistent with the organizations business strategy and architecture. Sample Job-Level Competencies: Baseline understanding of principles and theory within area(s) of responsibility (gained through multiple years of progressive experience, training or formal education in area of assignment) and is developing depth of knowledge and practical application. Skilled in the diagnosis, troubleshooting and/or maintenance of IT systems. Learn to operate and maintain new technology; assist in transitions.

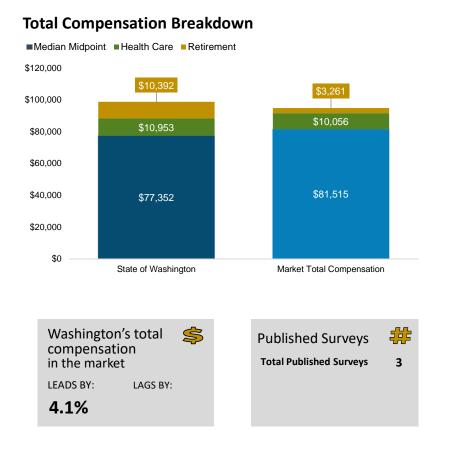


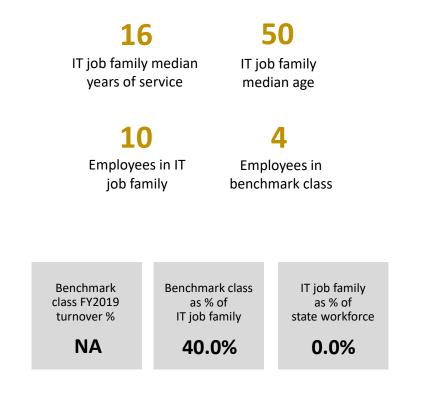


IT VENDOR MANAGEMENT -JOURNEY

Job Class: 483VM

Performs work that manages IT vendors and ensures that all service level agreements (SLAs) or underpinning contracts for IT services across the organization are delivered according to specifications. work also includes working with IT, business units, and contract managers in identifying and evaluating technology services providers that are consistent with the organizations business strategy and architecture. Sample Job-Level Competencies: Fully competent, professional working knowledge of the principles, concepts and methodology at a proficient level in area(s) of assignment which has been gained by job experience or relevant advanced education. Requires competence to work on the majority of assignments independently with the exception of the most complex. Work is primarily focused on the modification, development or maintenance of existing technology.

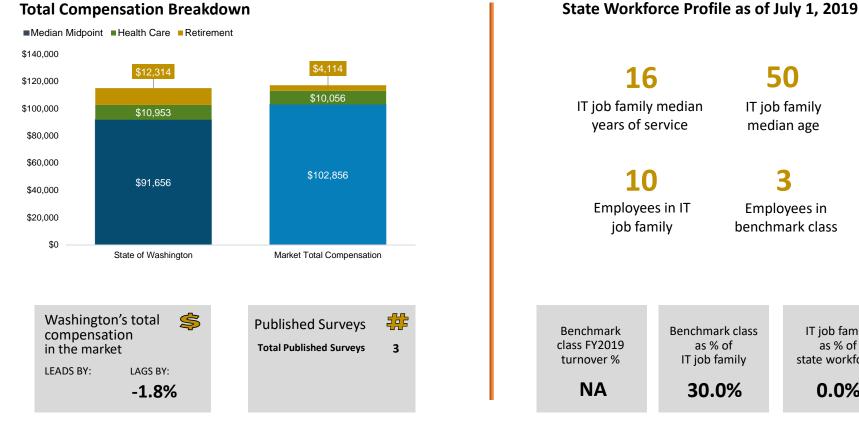




IT VENDOR MANAGEMENT -SR/SPEC

484VM Job Class:

Performs work that manages IT vendors and ensures that all service level agreements (SLAs) or underpinning contracts for IT services across the organization are delivered according to specifications. work also includes working with IT, business units, and contract managers in identifying and evaluating technology services providers that are consistent with the organizations business strategy and architecture. Sample Job-Level Competencies: Able to apply advanced knowledge of a wide range of principles, concepts and practices in the assigned area(s) gained through extensive experience and skill in applying this knowledge to complex work assignments. Independently works on all levels of an assignment (including most complex) and provides guidance to lower level staff on complex issues. Devises methods and processes to analyze/evaluate problems.



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3

IT job family

as % of

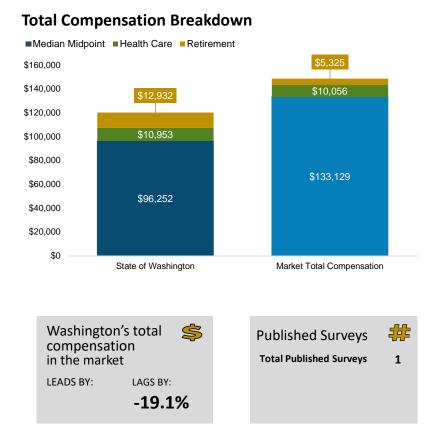
state workforce

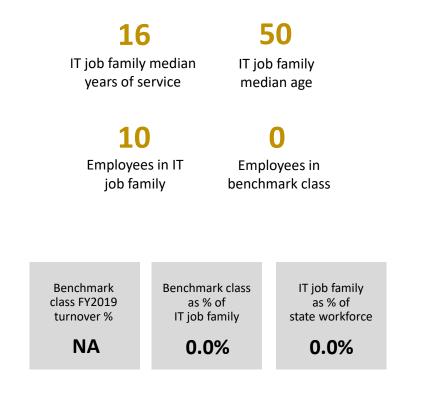
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IT VENDOR MANAGEMENT - EXPERT

Job Class: 485VM

Performs work that manages IT vendors and ensures that all service level agreements (SLAs) or underpinning contracts for IT services across the organization are delivered according to specifications. work also includes working with IT, business units, and contract managers in identifying and evaluating technology services providers that are consistent with the organizations business strategy and architecture. Sample Job-Level Competencies: Demonstrates mastery of a professional field. Consistently applies strategic expertise with comprehensive knowledge and understanding of assigned area(s). Research, recommend and guide the integration of new technology. Problems require the development of creative/innovative solutions, including new methods/procedures/approaches. Demonstrates knowledge of trends in field. Takes the lead in developing new processes to address business

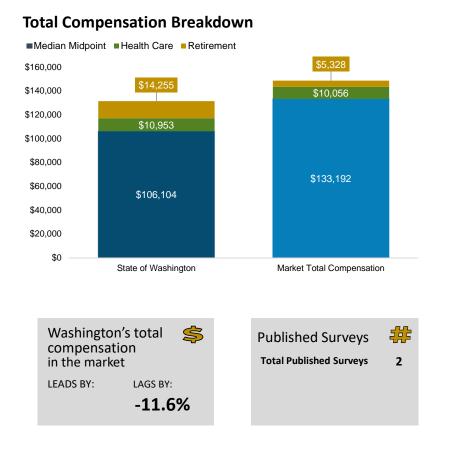


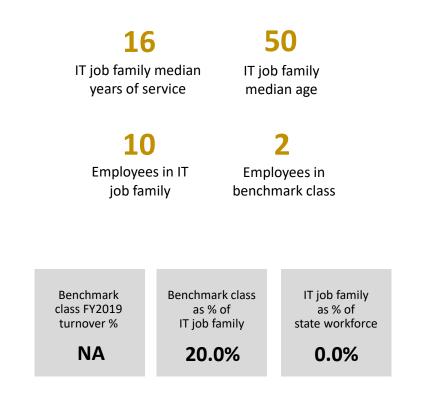


IT VENDOR MANAGEMENT- MGR

Job Class: 486VM

Performs work that manages IT vendors and ensures that all service level agreements (SLAs) or underpinning contracts for IT services across the organization are delivered according to specifications. work also includes working with IT, business units, and contract managers in identifying and evaluating technology services providers that are consistent with the organizations business strategy and architecture. Sample Job-Level Competencies: Manages designated IT activities involving one or more specialized IT job families within an assigned area of responsibility. Applies and manages IT resources effectively to meet client's business needs. Consults and provides expert technical guidance and advice to assigned IT staff. Applies new technology, make recommendations and work with IT staff to resolve complex technical IT issues.

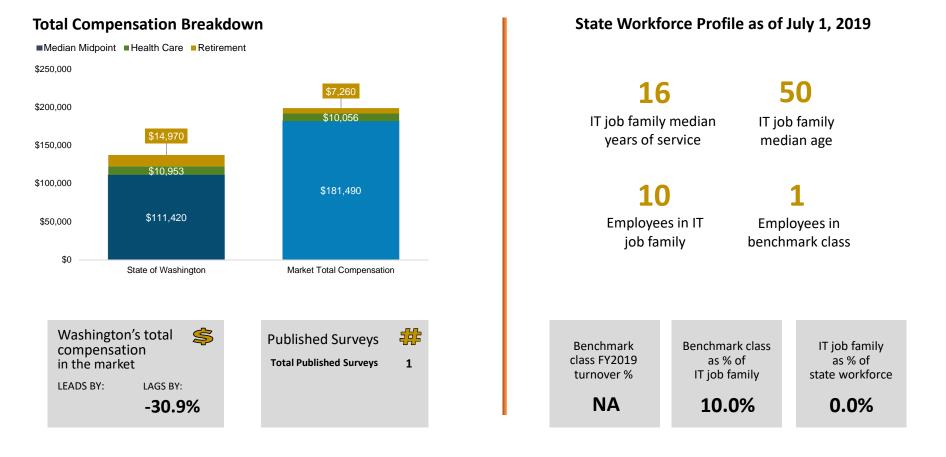




IT VENDOR MANAGEMENT -SR MGR

Job Class: 487VM

Performs work that manages IT vendors and ensures that all service level agreements (SLAs) or underpinning contracts for IT services across the organization are delivered according to specifications. work also includes working with IT, business units, and contract managers in identifying and evaluating technology services providers that are consistent with the organizations business strategy and architecture. Sample Job-Level Competencies: Provides senior management involvement for IT services, involving multiple IT job family specialties and integrating new technology. Analyzes practical situations and applies knowledge of the IT job family disciplines to meet the specialized needs of the organization. Provides the highest level of technical IT expertise and guidance to organization administrators. Communicates using non-technical terms to administrators regarding IT service



Section 4—Study Methodology

Definitions of Terms

#-Number of survey responses

% responses - Ratio of number of responses/total number of survey participants

Defined-benefit plan – An employer-sponsored retirement plan where employee benefits are computed using a formula that considers several factors, such as length of employment and salary history. The employer administers portfolio management and investment risk for the plan. There are also restrictions on when and by what method an employee can withdraw funds without penalties. Benefits paid are typically guaranteed for life and rise slightly to account for increased cost of living.

Defined-contribution plan – A type of retirement plan in which the employer, employee or both contribute on a regular basis. Individual accounts are set up for participants and benefits are based on the amounts credited to these accounts through employee contributions and, if applicable, employer contributions, plus any investment earnings on the money in the account.

Hybrid plan – Any retirement plan that combines some elements of a traditional defined benefit pension plan and a defined contribution plan with an individual retirement savings account to which the employee and employer contribute money.

In-state private sector - Refers to published survey data.

In-state public sector participants - Refers to all in-state Washington participants who submitted responses to the custom survey.

Market – Refers to the combination of in-state public sector participant responses, other state government participant responses and instate private sector data. See benchmark result calculations and total compensation calculations **below** for additional information.

Mean – The value obtained by adding a set of numbers and then dividing the sum by the number of items in the set.

Median – The middle value in a set of ranked data points, i.e., half the data points are below this level.

Nonrepresented - Responses related to employees who are not represented by a labor organization.

Other state governments - Refers to state governments who submitted responses to the custom survey.

Total compensation – Base compensation plus the employer-provided dollar value of health care and retirement benefits. See total compensation calculations **below** for additional information.

Union - Responses related to employees represented by a labor organization.

Survey Sources

Custom surveys were used to gather public sector market data. Two custom survey instruments were created:

- In-State Public Sector: Survey invites were sent to public sector organizations within the State of Washington. Participants were surveyed on salary range information for the full list of 185 benchmark jobs, and a comprehensive range of benefits and pay practices.
- Other State Governments: Survey invites were sent to a selected list of state government organizations. Participants were surveyed on salary range information for a condensed list of 92 benchmark jobs, and a comprehensive range of benefits.

For private sector market data, published survey sources were identified and approved in accordance with the following criteria:

- Survey is conducted by a reputable salary survey firm.
- Survey data is not self-reported.
- Survey is conducted on a continual basis instead of a one-time event.
- Survey reports its data sources, the effective date of the data, and was tested to ensure accurate matches and data.

For the 2020 State Salary survey, these published data sources were used to represent in-state private sector employers:

- Economic Research Institute 2019 Salary Assessor
- Milliman 2019 Northwest Benefits Survey
- Milliman 2019 Northwest Engineering/Scientific/Project Management Survey
- Milliman 2019 Northwest Financial Industry Compensation Survey
- Milliman 2019 Northwest Healthcare Compensation Survey
- Milliman 2019 Northwest Management and Professional Survey
- Milliman 2019 Northwest Utilities Salary and Wage Survey
- Milliman 2019 Puget Sound Regional Salary Survey
- PayFactors 2019 Compensation Database
- Salary.com 2019 CompAnalyst Database

For the 2020 IT Professional Structure Survey, these published data sources were used to represent in-state private sector employers:

- Economic Research Institute 2019 Salary Assessor
- Mercer/Gartner 2019 Information Technology Survey
- Milliman 2019 Northwest Technology Survey
- PayFactors 2019 Compensation Database
- Salary.com 2019 CompAnalyst Database

State Governments Selection

Other state governments provide data for jobs only found in state government or when salary information cannot be obtained from the Washington labor market.

- All states that fall within one standard deviation (+/-) of Washington's figure for the identified economic criteria
- States within the western continental states region

Economic criteria:

- 1. 2018 population from Census Bureau midyear population estimate via Bureau of Economic Analysis SA1 tables
- 2. 2017 state government employment from BEA SA25N tables
- 3. 2016 regional price parities from BEA Regional Price Parities all items index

Data Adjustments

Geographic Adjustments

State government data used in the survey were geographically adjusted using the May 2017 Regional Price Parities³. RPPs measure geographic differences in the price levels of consumption goods and services relative to the national average. RPPs are expressed as a percentage of the overall national price level for each year, which is equal to 100.

Aging Factors

No aging factor was applied to the custom survey data as the effective date of the survey was July 1, 2019. All in-state private (published) market salary data were aged to a common effective date, July 1, 2019, using the state of Washington private sector market trend from the 2019-2020 WorldatWork Salary Budget Survey. The prevailing state of Washington private sector market trend for general wage increases is 3% per year for salary ranges. In other words, 3% is the adjusted percentage change in wage rates to reflect movement in the market place.

Data Calculations

Benchmark Result Calculations

The following aggregate statistical summaries were calculated for salary range data:

Annual salary range midpoint: Represents the estimated market value. Refer to the calculation methodology provided below.

Salary range midpoint for each respondent: (Salary range minimum + salary range maximum)/2

Estimated market value—2020 State Salary Survey

An overall estimated market value was calculated using the aggregated salary data from each market sector surveyed. Benchmark EMVs were calculated using the following approach:

- 1. In-state public sector: Median of the calculated range midpoint values for all benchmark jobs.
- 2. Other state governments: Median of the calculated range midpoint values for all benchmark jobs.
- 3. In-state private sector: Market median (50th percentile) of actual salary values for all benchmark jobs.

The in-state public sector, other state governments and in-state private sector aggregates were combined and averaged to calculate the overall market information. This value is referenced as the estimated market value.

Estimated market value—2020 IT Professional Structure Survey

Available survey medial salary values were collected and analyzed from available salary surveys for all benchmark jobs. An overall estimated market value was calculated using an average market median values across survey matches.

Data Sufficiency

We followed the Federal Trade Commission and the U.S. Department of Labor guidelines that five matches should exist per job or benefit questions to draw reliable conclusions. Therefore, we did not calculate statistics (means, medians, etc.) for benchmark jobs or pay practice questions with fewer than five data points. For prevalence and yes/no survey questions, however, we have included results regardless of the number of responses.

Total Compensation Calculations

RCW <u>41.06.160</u> requires the Office of Financial Management to conduct a salary and fringe benefits survey for use in considering classification and salary schedules. The Washington State Classified Compensation Survey includes the prevailing rates in other public employment and private employment in the state of Washington, and comparisons related to total compensation. For the 2020 State Survey, total compensation was calculated by benchmark job and comprises three components.

Total compensation calculation: estimated market value + health care value + retirement value

Health care is subject to collective bargaining for most represented employee groups as part of a coalition of unions instead of with each exclusive representative. While retirement benefits in Washington are not subject to collective bargaining for most employees, these benefits are valuable components of total compensation and provide important context when comparing Washington's compensation practices with those of other public or private employees.

1. Estimated market value

The estimated market value component reflects base compensation as defined in the benchmark results calculations section above.

2. Health care value

The health care value component reflects the employer's share of total costs for medical coverage. State HR used the overall database figure from the Willis Towers Watson High Performance Insights in Health Care survey for total compensation calculations.

3. Retirement value

The retirement value was calculated for survey participants based on a model developed in partnership with the Office of the State Actuary. This framework calculates the lump-sum present value for the retirement benefit earned, regardless of various participants' plan designs, e.g., defined-contribution, or DC; defined-benefit, or DB; or hybrid plans (see definitions **above**).

The median retirement value by benchmark job was used for total compensation calculations.

Survey participants were asked to report on their most populated retirement plan offered to new hires, including DB, DC and hybrid plans. The framework's calculations use the following considerations/assumptions:

Calculation method 1, DC plan

The lump-sum present value of a DC benefit provided by the employer is the amount contributed into the retirement account by the employer in a given year. DC calculation methods were applied to the in-state private sector actual salary values, as described in the benchmark result calculations section above. Private sector retirement data for DC plans were gathered from the Milliman Northwest Benefits survey and applied, as appropriate.

Calculation method 2, DB plan:

- 1. A single-life annuity⁴ accrued for a single and current year of service was calculated. A typical DB plan is based on salary and a multiplier. For example, an EMV of \$50,000 accrues a \$1,000 single-life annuity under the Washington's Plan 2 formula for a single year of service credit. For example, \$50,000 x 2% x 1 year = \$1,000.
- 2. Determine the portion of that single-life annuity paid by the employer based on the plan's cost-sharing policy. Multiply the dollar value of the accrued single-life annuity by the employer cost-sharing percentage. This product represents the amount of the annuity paid for by the employer. Washington's Plan 2 formula's provides that the employer pay for half of the annuity. For example, \$1,000 * 50% = \$500.
- 3. Multiply the employer-funded dollar amount of the single life annuity calculated in step 2 by the relevant annuity factor.⁵ Annuity factors are simply values used in this method to determine the present value amount and are developed and certified by the Office of the State Actuary according to actuarial standards. For example, \$500 x Annuity factor of 13.435282 = \$6,718.
 - a. The Annuity factor is determined from various inputs:
 - i. Survey participants' typical cost of living adjustment percentage, i.e., the typical percentage increase in a retiree's postretirement pension benefit per year
 - ii. Survey participants' normal retirement age
 - iii. A current age assumption of 47 years
 - iv. An assumed investment rate of return with a 3% risk-free assumption⁶

Calculation method 3, hybrid plan: In the case of a hybrid plan, the DC amount from calculation method 1 is added to the DB amount from calculation method 2.

⁴ A single-life annuity is a periodic benefit payment paid over the life of a plan member.

⁵ An annuity factor can estimate the value of a lifetime benefit in today's dollars. It requires assumptions such as how long the benefit will be paid and how investment income will be earned each year in order to make all future payments. In short, annuity factors represent how much money is needed today to pay \$1.00 per year for the rest of a member's life, starting at the normal retirement age, if all the assumptions are realized.

⁶ Derived from the returns of a 30-year U.S. treasury bond. While this rate fluctuates, the Office of State Actuary believes 3% to be a reasonable current proxy for a risk-free rate of return when the returns for the past 10 years are considered.