University of Kentucky
Procurement Services

Appendix C
General Roles and Descriptions

IT Staff Augmentation Services
RFP UK-2634-27
Closing Date: December 18, 2026
Today's Date: November 19, 2026

These General Roles and Descriptions reflect a "general" definition and depending on the project it may require a more precise role that would fit the project. More detail, expanded duties and skill sets will be provided in the SOW.

No.	Role		Description
1	Clinical Application Analyst		Analyzes, configures, tests, implements, and supports clinical information systems and workflows. Works with clinical and technical stakeholders to troubleshoot issues, document requirements, maintain system integrity, and support safe, efficient use of applications.
2	Clinical Programmer Analyst and Application Programmer Analyst		Designs, develops, tests, implements, and maintains application software, interfaces, reports, and related technical components. Translates business or clinical requirements into reliable solutions, troubleshoots defects, documents changes, and follows development and change-control standards.
3	Business Intelligence Meta Data and Master Data Analyst		Defines, maintains, and governs business intelligence metadata and master data used for reporting and analytics. Establishes data definitions, mappings, hierarchies, quality rules, and stewardship processes while coordinating with business and technical teams to improve consistency and trust in data.

4	Project Manager		Plans and manages information technology projects from initiation through closure. Defines scope, schedule, budget, resources, risks, dependencies, communications, and deliverables; coordinates stakeholders and vendors; and monitors progress to achieve approved objectives.
5	Informaticist		Applies clinical, operational, and information science expertise to improve the collection, use, and interpretation of data. Evaluates workflows, supports system design and optimization, promotes data standards, and helps users adopt technology that improves decision-making and outcomes.
6	Education/Training Specialist		Assesses learning needs and develops, delivers, and evaluates training for technology, applications, workflows, and related processes. Creates instructional materials, conducts classroom or virtual sessions, supports end users, and updates training as systems and procedures change.
7	Implementation and Go-Live Support		Provides planning, coordination, testing, deployment, command-center, and end-user support during system implementation and go-live activities. Assists with readiness, issue triage, workflow validation, escalation, stabilization, and transition to ongoing operational support.
8	Database Administration Services		Installs, configures, secures, monitors, tunes, backs up, restores, upgrades, and supports database platforms. Maintains availability, performance, integrity, and recoverability; resolves incidents; automates routine administration; and supports application and data teams.
9	Integration Specialist		Designs, builds, tests, implements, monitors, and supports interfaces and integrations among applications, platforms, devices, and external services. Manages data transformation, messaging, error handling, security, documentation, and troubleshooting to ensure reliable information exchange.
10	Cyber Security Specialist and Risk Analyst		Assesses cybersecurity risks, controls, and compliance requirements across systems, processes, projects, and third parties. Performs risk analysis, documents findings, recommends mitigations, supports security reviews and incident activities, and helps maintain policies, standards, and risk records.
11	Cyber Security Engineer		Designs, implements, configures, and maintains cybersecurity technologies and technical controls. Supports secure architecture, vulnerability remediation, monitoring, incident response, automation, testing, and integration of security capabilities across infrastructure and applications
12	Cyber Security Analyst		Monitors and analyzes security events, vulnerabilities, alerts, and control effectiveness. Investigates potential incidents, performs initial triage and escalation, supports remediation, maintains documentation, and contributes to security reporting, awareness, and continuous improvement.

13	Epic Security Analyst		Administers and supports security within Epic applications, including user access, roles, templates, security classes, and provisioning processes. Reviews requests, applies least-privilege principles, tests changes, troubleshoots access issues, and supports audits and compliance activities.
14	Technical Services and Desktop Support		Provides installation, configuration, maintenance, troubleshooting, and user support for desktops, laptops, peripherals, operating systems, software, and related technical services. Resolves incidents and requests, manages device lifecycle activities, documents work, and escalates complex issues.
15	Citrix, Storage, Data Center, Windows, AV Support		Provides administration, maintenance, monitoring, troubleshooting, and operational support for Citrix environments, enterprise storage, data center infrastructure, Windows servers and services, and audiovisual technologies. Supports system availability, performance, security, upgrades, incident resolution, documentation, capacity planning, and coordination with technical teams and vendors.
16	Software Developer		Designs, codes, tests, deploys, documents, and maintains software applications and services. Collaborates on requirements and architecture, reviews code, resolves defects, improves performance and security, and supports applications throughout the development lifecycle.
17	Program Manager		Provides coordinated oversight of related projects and initiatives to achieve strategic business and technology outcomes. Manages program roadmaps, governance, budgets, resources, dependencies, risks, benefits, stakeholder communications, and the work of project teams and vendors.
18	Network Engineering and Architecture Services		Designs, implements, documents, optimizes, and supports enterprise network architecture and services. Evaluates capacity and resiliency, configures network technologies, troubleshoots complex connectivity issues, applies security standards, and develops technical roadmaps and designs.
19	Wireless Network Engineer		Designs, deploys, configures, surveys, monitors, optimizes, and supports wireless network infrastructure. Performs coverage and capacity analysis, resolves connectivity and interference issues, maintains security and documentation, and coordinates upgrades and expansions.
20	Unified Communications (UC)/Collaboration Engineer		Designs, implements, integrates, and supports unified communications and collaboration services such as voice, video, messaging, conferencing, and contact-center technologies. Troubleshoots service issues, manages configurations and upgrades, and promotes secure, reliable user experiences.

21	Business Analyst		Elicits, analyzes, validates, and documents business needs, processes, requirements, and acceptance criteria. Facilitates stakeholder discussions, evaluates solution options, supports testing and implementation, manages requirement traceability, and helps align technology solutions with business objectives.
22	Cloud Solutions Architect		Develops cloud architecture, standards, patterns, and roadmaps that meet business, security, reliability, performance, and cost requirements. Guides cloud adoption and migration, evaluates services, designs integrations and governance controls, and supports implementation teams.
23	Site Reliability Engineer		Improves the reliability, availability, scalability, performance, and operability of production services through engineering and automation. Establishes monitoring and service objectives, responds to incidents, analyzes root causes, reduces repetitive work, and strengthens deployment and recovery practices.
24	Security Architect		Develops enterprise security architectures, principles, standards, patterns, and roadmaps. Reviews solutions and designs, identifies threats and control requirements, recommends risk treatments, and partners with technology teams to embed security into systems, networks, applications, data, and cloud services.
25	IAM Analyst		Administers and supports identity and access management processes and technologies, including account lifecycle, authentication, authorization, access reviews, and role-based access. Analyzes requests and issues, enforces least privilege, supports integrations, and maintains audit and compliance records.
26	SOC Analyst		Monitors security tools and information sources for threats and suspicious activity. Triages and investigates alerts, documents findings, escalates incidents, supports containment and recovery, and contributes to detection tuning, threat intelligence, reporting, and continuous improvement of security operations.
27	Data Governance Analyst		Supports the policies, standards, roles, processes, and controls used to manage organizational data. Maintains data definitions and inventories, coordinates stewardship, assesses data quality and usage, supports privacy and compliance requirements, and helps resolve data ownership and classification issues.
28	Platform Engineer		Builds, automates, operates, and improves shared technology platforms used by application and product teams. Develops infrastructure and deployment capabilities, standardizes environments, integrates monitoring and security, troubleshoots platform issues, and improves scalability, reliability, and developer experience.

29	Organizational Change Management Specialist		Plans and executes the people-focused activities needed for successful organizational and technology change. Assesses impacts and readiness, identifies stakeholders, develops communications and adoption plans, coordinates training, manages resistance, and measures adoption and reinforcement.
30	AI Solutions Architect		Designs secure, scalable, and responsible artificial intelligence solutions that align with business needs and enterprise architecture. Evaluates models and platforms, defines data and integration patterns, addresses governance and risk, guides implementation, and supports testing, deployment, monitoring, and lifecycle management.