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Dec 22, 2023

The Associated Press: Teresita Seeberger
Teresita Seeberger (Dec 23, 2023 19:40 CST)

Dec 23, 2023

News Media Guild: Kevin Keane
Kevin Keane (Dec 23, 2023 21:36 EST)

Dec 23, 2023

Article 11– WAGE MINIMA

An employee must be A+ and Network+ certified in order to be classified and paid as a technician or senior technician.

The Employer agrees to establish the following weekly minimum rates in the following classifications effective the start of the first payroll period following the date of ratification of this Agreement:

	TECHNICIANS	TECHNICAL SUPPORT SPECIALISTS		
Weekly	Through April 1, 2024	4/1/24	7/1/25	10/1/26
In the 1st Year	\$810.00	\$832.28	\$855.16	\$885.09
In the 2nd Year	\$956.55	\$982.86	\$1,009.88	\$1,045.23
In the 3rd Year	\$1,103.17	\$1,133.51	\$1,164.68	\$1,205.44
Annual				
In the 1st Year	\$42,120.00	\$43,278.30	\$44,468.45	\$46,024.85
In the 2nd Year	\$49,740.60	\$51,108.47	\$52,513.95	\$54,351.94
In the 3rd Year	\$57,364.84	\$58,942.37	\$60,563.29	\$62,683.00

TIER 1 PRODUCT SUPPORT SPECIALISTS

	Through April 1, 2024	4/1/24		
Weekly				
In the 1st Year	\$833.76	\$856.69		
In the 2nd Year	\$886.24	\$910.61		
In the 3rd Year	\$938.71	\$964.52		
Annual				
In the 1st Year	\$43,355.52	\$44,547.80		
In the 2nd Year	\$46,084.48	\$47,351.80		
In the 3rd Year	\$48,812.92	\$50,155.28		

The Employer agrees to pay Technical Support Specialists the following Economic Differentials:

Class A Bureaus –New York City, Washington D.C., Boston, Chicago, Los Angeles and San Francisco.

	Through April 1, 2024	4/1/2024	7/1/2025	10/1/2026
Class A Economic Differential	\$125.88	\$129.34	\$132.90	\$137.55

Seniority Differentials

Employees in all classifications shall receive as regular wages:

Seniority Differentials	Through April 1, 2024	4/1/24	7/1/25	10/1/26
After 2 Years	\$19.54	\$20.08	\$20.63	\$21.35
After 3 1/2 Years	\$25.66	\$26.37	\$27.09	\$28.04
After 5 Years	\$31.73	\$32.60	\$33.50	\$34.67

After 7 1/2 Years	\$35.75	\$36.73	\$37.74	\$39.06
After 10 Years	\$50.21	\$51.59	\$53.01	\$54.86
After 15 Years	\$56.60	\$58.16	\$59.76	\$61.85
After 20 Years	\$62.30	\$64.01	\$65.77	\$68.08
After 25 Years	\$72.86	\$74.86	\$76.92	\$79.61
After 30 Years	\$79.20	\$81.38	\$83.62	\$86.54
After 35 Years	\$84.48	\$86.80	\$89.19	\$92.31

Employees working three-fourths (3/4) or more of the full work week shall be entitled to full seniority differential. Employees working at least one-half (1/2) but less than three-fourths (3/4) of the full work week shall receive one-half (1/2) of the seniority differential.

Certified Technical Support Specialists

A Certified technical support specialist is a technical support specialist who has successfully completed all of the prescribed courses and tests as outlined below and will receive the specified differential.

Any technical support specialist who attains a Security+ certification, a Certified Video Engineer certification, a specified MAC certification, the Microsoft Office Specialist (MOS) Word 2010 Expert and Outlook 2010 certifications (both required for receipt of differential), and/or the MCITP/Enterprise Desktop Support Technician certifications shall receive a weekly differential of \$35.00 for each certification achieved, up to a maximum of \$175 per week for any and all certification differentials.

Any technical support specialist who attains a Web Systems certification (CIW Level 1), a specified Mac certification and/or Linux+ certifications shall receive a weekly differential of \$35.00 for certification achieved.

Employees must maintain such certification at the intervals required by the certification authority in order to continue to receive the certification differential.

Upon written request to and approval of the Director of Technical Support, employees, who otherwise meet the criteria for CIW, CEV, the MOS/Outlook & Word Expert, MCITP/Enterprise Desktop Support Technician, Linux+ certification, Security+ or MAC training and aspire to achieve CIW, CEV, MOS/Outlook & Word Expert, MCITP/ Enterprise Desktop Support Technician, Linux+ certification, Security+ or MAC certifications, will be afforded at least three (3) hours and up to five (5) hours per week for CBT and other training, operating conditions permitting. Any technical support specialist requesting such training who has been subject to any disciplinary action within the past 12 months will be disqualified for selection.