



**GENERAL SERVICES ADMINISTRATION
FEDERAL SUPPLY SERVICE
AUTHORIZED FEDERAL SUPPLY SCHEDULE PRICE LIST
SCHEDULE 70 - GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY
EQUIPMENT, SOFTWARE, AND SERVICES**

Special Item No. 132 51 Information Technology Professional Services

NOTE 1: ALL NON-PROFESSIONAL LABOR CATEGORIES MUST BE INCIDENTAL TO AND USED SOLELY TO SUPPORT HARDWARE, SOFTWARE AND/OR PROFESSIONAL SERVICES, AND CANNOT BE PURCHASED SEPARATELY

NOTE 2: OFFEROR'S AND AGENCIES ARE ADVISED THAT THE GROUP 70 - INFORMATION TECHNOLOGY SCHEDULE IS NOT TO BE USED AS A MEANS TO PROCURE SERVICES WHICH PROPERLY FALL UNDER THE BROOKS ACT. THESE SERVICES INCLUDE, BUT ARE NOT LIMITED TO, ARCHITECTURAL, ENGINEERING, MAPPING, CARTOGRAPHIC PRODUCTION, REMOTE SENSING, GEOGRAPHIC INFORMATION SYSTEMS, AND RELATED SERVICES. FAR 36.6 DISTINGUISHES BETWEEN MAPPING SERVICES OF AN A/E NATURE AND MAPPING SERVICES WHICH ARE NOT CONNECTED NOR INCIDENTAL TO THE TRADITIONALLY ACCEPTED A/E SERVICES.

NOTE 3: THIS SOLICITATION IS NOT INTENDED TO SOLICIT FOR THE RESELLING OF IT PROFESSIONAL SERVICES, EXCEPT FOR THE PROVISION OF IMPLEMENTATION, MAINTENANCE, INTEGRATION, OR TRAINING SERVICES IN DIRECT SUPPORT OF A PRODUCT. UNDER SUCH CIRCUMSTANCES, THE SERVICES MUST BE PERFORMED BY THE PUBLISHER OR MANUFACTURER OR ONE OF THEIR AUTHORIZED AGENTS

Special Item No. 70 500 Order-Level Materials (OLMs)

**APPLIED INSIGHT, LLC
1850 TOWERS CRESCENT PLAZA, SUITE 500
TYSONS, VA 22182
PHONE: 703-215-8142
<https://www.applied-insight.com>**

**Contract Administrator: Beth Caldera
Telephone: 703-215-8142
Email: ecaldera@applied-insight.com**

**Contract Number: GS-35F-0027U
Period Covered by Contract: October 11, 2007 through October 10, 2022
Price List Current as of MOD #51 Dated September 19, 2018**

Online access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA Advantage!®, a menu-driven database system. The internet address GSA Advantage!® is: GSAAdvantage.gov. For more information on ordering from Federal Supply Schedules, click on the FSS Schedules button at: fss.gsa.gov

INFORMATION FOR ORDERING ACTIVITIES APPLICABLE TO ALL SPECIAL ITEM NUMBERS

1a. AUTHORIZED SPECIAL ITEM NUMBERS (SINs):

	SIN	DESCRIPTION
Services	132 51	Information Technology Professional
	132 51 ST/LOC	
	132 51 RC	
	70 500	Order-Level Materials (OLMs)
	70 500 RC	

1b. LOWEST-PRICED MODEL NUMBER & PRICE FOR EACH SIN: See Price List

1c. SERVICES OFFERED: See Price List

2. MAXIMUM ORDER PER SIN:	132-51	\$500,000
	70-500	\$100,000

3. MINIMUM ORDER LIMITATION: \$100

4. GEOGRAPHIC COVERAGE (DELIVERY AREA):

SIN	SCOPE
All SINs	Domestic Delivery Only (the 48 contiguous states, Washington, D.C., Hawaii, Alaska & U.S. Territories. Domestic Delivery also includes a port of consolidation point, within the aforementioned areas, for orders received from overseas activities.

5. POINT OF PRODUCTION: United States

6. BASIC DISCOUNT: Prices listed are net, discounts have been deducted, and the Industrial Funding Fee has been added

7. QUANTITY DISCOUNT (applied to single Task Order values):

Quantity	Additional
\$2M – \$4M	.05%
\$5M – \$8M	.20%
\$9M – \$11M	.25%
\$12M- \$16M	.50%

- 8. PROMPT PAYMENT TERMS:** Net 30
- 9a. GOVERNMENT PURCHASE CARDS ARE ACCEPTED UP TO THE MICRO-PURCHASE THRESHOLD.**
- 9b. GOVERNMENT PURCHASE CARDS ARE ACCEPTED ABOVE THE MICRO-PURCHASE THRESHOLD.**
- 10. FOREIGN ITEMS:** None
- 11a. TIME OF DELIVERY:**
- | | |
|------------|---------------|
| SIN | SCOPE |
| All SINs | As Negotiated |
- 11b. EXPEDITED DELIVERY:** TBD with the Ordering Agency
- 11c. OVERNIGHT AND 2-DAY DELIVERY:** TBD with the Ordering Agency
- 11d. URGENT REQUIREMENTS:** TBD with the Ordering Agency
- 12. F.O.B. POINT:** Destination
- 13a. ORDERING ADDRESS:**
- Applied Insight, LLC
19980 Highland Vista Drive, Suite 175B
Ashburn, VA 20147
- 13b. ORDERING PROCEDURES:** For supplies and services, the ordering procedures and information on Blanket Purchase Agreements (BPAs) are found in Federal Acquisition Regulation (FAR) 8.405-3.
- 14. PAYMENT ADDRESS:**
- Applied Insight, LLC
19980 Highland Vista Drive, Suite 175B
Ashburn, VA 20147
- 15. WARRANTY PROVISION:** Not Applicable
- 16. EXPORT PACKING CHARGES:** Not Applicable
- 17. TERMS AND CONDITIONS OF GOVERNMENT PURCHASE CARD ACCEPTANCE:** No special Terms and Conditions are applied
- 18. TERMS AND CONDITIONS OF RENTAL:** Not Applicable

19. **TERMS AND CONDITIONS OF INSTALLATION:** Not Applicable
20. **TERMS AND CONDITIONS OF REPAIR PARTS:** Not Applicable
21. **TERMS AND CONDITIONS FOR ANY OTHER SERVICES:** Not Applicable
22. **LIST OF SERVICE AND DISTRIBUTION POINTS:** Not Applicable
23. **LIST OF PARTICIPATING DEALERS:** None
24. **PREVENTIVE MAINTENANCE:** Not Applicable
25. **SPECIAL ATTRIBUTES:** Not Applicable
26. **SECTION 508 COMPLIANCE INFORMATION:**
The EIT Standards can be found at:
www.section508.gov/ Information can be found at:
www.applied-insight.com
27. **DATA UNIVERSAL NUMBER SYSTEM (DUNS) NUMBER:** 095250895
28. **CONTRACTOR HAS REGISTERED IN THE SYSTEM FOR AWARD MANAGEMENT (SAM) DATABASE.**
CAGE Code: 1VZN4

**TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY
PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER
132-51)**

1. SCOPE

- a. The prices, terms and conditions stated under Special Item Number 132-51 Information Technology Professional Services apply exclusively to IT Professional Services within the scope of this Information Technology Schedule.
- b. The Contractor shall provide services at the Contractor's facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

2. PERFORMANCE INCENTIVES I-FSS-60 Performance Incentives (April 2000)

- a. Performance incentives may be agreed upon between the Contractor and the ordering activity on individual fixed price orders or Blanket Purchase Agreements under this contract.
- b. The ordering activity must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.
- c. Incentives should be designed to relate results achieved by the contractor to specified targets. To the maximum extent practicable, ordering activities shall consider establishing incentives where performance is critical to the ordering activity's mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable tasks.

3. ORDER

- a. Agencies may use written orders, EDI orders, blanket purchase agreements, individual purchase orders, or task orders for ordering services under this contract. Blanket Purchase Agreements shall not extend beyond the end of the contract period; all services and delivery shall be made and the contract terms and conditions shall continue in effect until the completion of the order. Orders for tasks which extend beyond the fiscal year for which funds are available shall include FAR 52.232-19 (Deviation – May 2003) Availability of Funds for the Next Fiscal Year. The purchase order shall specify the availability of funds and the period for which funds are available.

- b. All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take precedence.

4. PERFORMANCE OF SERVICES

- a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.
- b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.
- c. The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.
- d. Any Contractor travel required in the performance of IT Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

5. STOP-WORK ORDER (FAR 52.242-15) (AUG 1989)

- a. The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop-work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. Within a period of 90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either-
 - 1) Cancel the stop-work order; or
 - 2) Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.
- b. If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable

adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if-

- 1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and
- 2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.

c. If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.

d. If a stop-work order is not canceled and the work covered by the order is terminated for default, the Contracting Officer shall allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop-work order.

6. INSPECTION OF SERVICES

The Inspection of Services-Fixed Price (AUG 1996) (Deviation 1 - May 2003) clause at FAR 52.246-4 applies to firm-fixed price orders placed under this contract. The Inspection-Time and Materials and Labor-Hour (May 2001) (Deviation 1 - May 2003) clause at FAR 52.246-6 applies to time and materials and labor -hour orders placed under this contract.

7. RESPONSIBILITIES OF THE CONTRACTOR

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227-14 (Dec 2007) Rights in Data - General, may apply.

8. RESPONSIBILITIES OF THE ORDERING ACTIVITY

Subject to security regulations, the ordering activity shall permit Contractor access to all facilities necessary to perform the requisite IT Professional Services.

9. INDEPENDENT CONTRACTOR

All IT Professional Services performed by the Contractor under the terms of this contract shall be as an independent Contractor, and not as an agent or employee of the ordering activity.

10. ORGANIZATIONAL CONFLICTS OF INTEREST

a. Definitions

“Contractor” means the person, firm, unincorporated association, joint venture, partnership, or corporation that is a party to this contract. “Contractor and its affiliates” and “Contractor or its affiliates” refers to the Contractor, its chief executives, directors, officers, subsidiaries, affiliates, subcontractors at any tier, and consultants and any joint venture involving the Contractor, any entity into or with which the Contractor subsequently merges or affiliates, or any other successor or assignee of the Contractor. An “Organizational conflict of interest” exists when the nature of the work to be performed under a proposed ordering activity contract, without some restriction on ordering activities by the Contractor and its affiliates, may either (i) result in an unfair competitive advantage to the Contractor or its affiliates or (ii) impair the Contractor’s or its affiliates’ objectivity in performing contract work.

b. To avoid an organizational or financial conflict of interest and to avoid prejudicing the best interests of the ordering activity, ordering activities may place restrictions on the Contractors, its affiliates, chief executives, directors, subsidiaries and subcontractors at any tier when placing orders against schedule contracts. Such restrictions shall be consistent with FAR 9.505 and shall be designed to avoid, neutralize, or mitigate organizational conflicts of interest that might otherwise exist in situations related to individual orders placed against the schedule contract. Examples of situations, which may require restrictions, are provided at FAR 9.508.

11. INVOICES

The Contractor, upon completion of the work ordered, shall submit invoices for IT Professional services. Progress payments may be authorized by the ordering activity on individual orders if appropriate. Progress payments shall be based upon completion of defined milestones or interim products. Invoices shall be submitted monthly for recurring services performed during the preceding month.

12. PAYMENTS

For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time and materials orders, the

Payments under Time and Materials and Labor Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to time and materials orders placed under this contract. For labor hour orders, the Payment under Time and Materials and Labor Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to labor hour orders placed under this contract. 52.216-31(Feb 2007) Time-and-Materials/Labor-Hour Proposal Requirements—Commercial Item Acquisition. As prescribed in 16.601(e)(3), insert the following provision:

- a. The Government contemplates award of a Time-and-Materials or Labor-Hour type of contract resulting from this solicitation.
- b. The offeror must specify fixed hourly rates in its offer that include wages, overhead, general and administrative expenses, and profit. The offeror must specify whether the fixed hourly rate for each labor category applies to labor performed by—
 - 1) The offeror;
 - 2) Subcontractors; and/or
 - 3) Divisions, subsidiaries, or affiliates of the offeror under a common control.

13. RESUMES

Resumes shall be provided to the GSA Contracting Officer or the Ordering Activity upon request.

14. INCIDENTAL SUPPORT COSTS

Incidental support costs are available outside the scope of this contract. The costs will be negotiated separately with the ordering activity in accordance with the guidelines set forth in the FAR.

15. APPROVAL OF SUBCONTRACTS

The ordering activity may require that the Contractor receive, from the ordering activity's Contracting Officer, written consent before placing any subcontract for furnishing any of the work called for in a task order.

LABOR CATEGORY TITLE	GSA APPROVED HOURLY RATES
BPM Developer	\$122.31
DB Analyst / Sr. Programmer	\$130.79
Junior Analyst – Help Desk	\$40.65
Junior Analyst – Help Desk Lead	\$44.52
Junior Applications Developer	\$69.62
Mid-Level Analyst	\$119.89
Mid-Level Programmer	\$82.14
Senior Analyst	\$134.70
Senior Analyst III	\$138.76
Senior Application Architect	\$124.11
Senior Application Developer	\$134.70
Senior Systems Engineer	\$130.79
Senior Systems Engineer II	\$134.70
Senior Systems Engineer III	\$139.52
Senior Systems Engineer, Developer III	\$138.76
SharePoint Analyst	\$81.61
Software Architect	\$140.92
Tester	\$32.70
Program Manager III	\$126.59
Administrative Support, Specialized	\$66.20
Program Manager	\$170.91
Sr. Program Manager	\$236.99
Project Administrator	\$69.54
Project Specialist	\$104.29
Technical Project	\$160.76
Sr. Technical Project Lead	\$217.25
Management Analyst	\$60.95
Management Analyst - Senior	\$88.95
Management Analyst - Principal	\$121.64
Management Analyst - SME	\$132.76
Engineer	\$95.60
Sr. Engineer	\$149.20
Network Engineer	\$94.36
Network Engineer - Senior	\$108.85
Network Engineer - Principal	\$160.62
Network Engineer - SME	\$211.71
Systems Engineer	\$124.57
Systems Engineer - SME	\$198.22

LABOR CATEGORY TITLE	GSA APPROVED HOURLY RATES
Sr. Systems Engineer	\$178.17
Sr. Information Engineer	\$107.27
Principal Information Engineer	\$150.56
Principal Systems Architect	\$160.83
Functional Analyst	\$98.66
Sr. Functional Analyst	\$117.33
Enterprise Architect	\$108.10
Enterprise Architect - Senior	\$155.13
Enterprise Architect - Principal	\$194.26
Enterprise Architect - SME	\$276.45
Identity Management Architect	\$125.40
Identity Management Architect - Senior	\$202.55
Identity Management Architect -	\$259.53
Identity Management Architect - SME	\$306.22
Network Architect	\$108.89
Network Architect - Senior	\$161.88
Network Architect - Principal	\$219.07
Network Architect - SME	\$264.25
Quality Assurance Manager	\$105.51
Quality Assurance Analyst	\$84.96
Configuration Management (CM)	\$79.41
Configuration Management (CM) - Sr.	\$94.64
Configuration Management (CM) -	\$108.14
Jr. Information Security Analyst	\$93.27
Information Security Analyst	\$113.67
Information Security Analyst - SME	\$179.37
Sr. Information Security Analyst	\$157.57
Systems Security Architect	\$103.94
Systems Security Architect - Senior	\$150.19
Systems Security Architect - Principal	\$183.61
Systems Security Architect - SME	\$236.55
Cyber Security Engineer	\$82.65
Cyber Security Engineer - Senior	\$113.00
Cyber Security - Principal	\$163.78
Cyber Security - SME	\$199.73
Systems Administrator	\$82.55
Data Entry Clerk	\$36.62
Data Entry Specialist	\$45.07
Jr. Database Administrator	\$84.59

LABOR CATEGORY TITLE	GSA APPROVED HOURLY RATES
Database Administrator	\$94.87
Sr. Database Administrator	\$113.85
Database Warehousing/Mining	\$76.33
Database Warehousing/Mining	\$104.05
Database Warehousing/Mining	\$137.53
Database Warehousing/Mining	\$169.49
Jr. Programmer	\$70.51
Programmer	\$83.33
Programmer - Principal	\$135.87
Programmer - SME	\$161.96
Sr. Programmer	\$106.98
Sr. Programmer Specialist	\$121.79
Systems Analyst	\$97.46
Sr. Systems Analyst	\$110.99
Sr. Applications Programmer	\$198.41
Software Engineer	\$69.46
Software Engineer - Senior	\$114.75
Software Engineer - Principal	\$144.60
Software Engineer - SME	\$183.61
Software Tester	\$57.87
Software Tester - Senior	\$68.14
Software Tester - Principal	\$102.85
Intermediate Communications Analyst	\$124.57
Sr. Communications Analyst	\$126.40
Data Communications Manager	\$170.91
Voice Communications Manager	\$153.59
Unified Communications Engineer	\$94.94
Unified Communications Engineer -	\$118.54
Unified Communications Engineer -	\$178.80
Unified Communications Engineer -	\$248.67
Help Desk Service Specialist	\$55.59
Help Desk Specialist - Senior	\$65.93
Help Desk Specialist - Principal	\$86.03
Help Desk Service Manager	\$71.46
Help Desk Manager - Senior	\$110.87
Help Desk Manager - Principal	\$138.48
Network Technician	\$73.15
Sr. Network Technician	\$102.42
Hardware Installation Technician	\$63.12

LABOR CATEGORY TITLE	GSA APPROVED HOURLY RATES
Sr. Hardware Installation Technician	\$75.23
Hardware Specialist	\$82.52
Computer Operator	\$42.75
Computer Operator - Senior	\$63.54
Computer Operator - Principal	\$83.86
Web Designer	\$116.69
Web Software Developer	\$83.56
Web Software Developer - Senior	\$110.82
Web Software Developer - Principal	\$134.46
Web Software Developer - SME	\$171.91
Graphics Specialist	\$58.18
Graphics Specialist - Senior	\$85.90
Documentation Specialist	\$65.47
Technical Writer - Jr	\$56.25
Technical Writer - Mid	\$64.81
Technical Writer - Senior	\$86.08
Business Processes Analyst - Sr.	\$100.69
Business Processes Analyst - Principal	\$131.87
Information Technology Training	\$72.03
Sr. Information Technology Training	\$79.41
Training Specialist - Principal	\$104.71
Business Process Reengineering	\$96.80
Business Process Reengineering	\$144.97
Business Process Reengineering	\$179.37
Business Process Reengineering	\$254.84
Technical Consultant	\$257.82
Sr. Consultant	\$304.19
Sr. Technical Consultant	\$548.65
Sr. Information Security Consultant	\$320.66
Consultant Software Category III	\$285.29
Consultant Software Category II	\$318.97
Consultant Software Category I	\$351.12

LABOR CATEGORY DESCRIPTIONS

BPM Developer

Duties/Responsibilities: Member of the development team responsible for developing system components of an application. Can be involved in analysis, design, installation, testing and maintenance functions.

Education: BS Degree in Computer Science or related field

Experience: 7 years' experience in related field

Acceptable Substitution:

Education	Years' Experience
High School	11
Associate's	9
Master's	5

DB Analyst / Sr. Programmer

Duties/Responsibilities: Able to install, maintain, upgrade and administrate full-featured database management systems such and related tools. Able to address system administration issues related operating systems (UNIX, DOS, Windows NT, etc.). Able to plan, design, develop, and modify databases structures, and database administration tools using products and programming languages such as PL/SQL, Visual Basic, or ORACLE Forms. Able to work with other senior technical and user staff to complete projects. Able to provide assistance and guidance to less experienced technical staff.

Education: BS Degree in Computer Science or related field

Experience: 7 years' experience in HTML and browser compatibility baselines. Knowledge of section 508 user accessibility guidelines and database design and database driven web development.

Certification: Certification specific to the Labor Category may replace Secondary Degree requirements.

Acceptable Substitution:

Education	Years' Experience
High School	11
Associate's	9
Master's	5

Junior Analyst – Help Desk

Duties/Responsibilities: Responsible Under the supervision of a Task Manager provide help desk activity for purposes of resolving end-users hardware and software problem through telephone assistance for application software.

Education: High School Diploma

Experience: 0 years' experience

Certification: Certification specific to the Labor Category may replace Secondary Degree requirements.

Acceptable Substitution:

Education	Years' Experience
Associate's	0
Bachelor's	0
Master's	0

Junior Analyst - Help Desk Lead

Duties/Responsibilities: Under the supervision of a Task Manager provide help desk activity for purposes of resolving end-users hardware and software problem through telephone assistance for application software.

Education: High School Diploma

Experience: 2 years' experience

Certification: Certification specific to the Labor Category may replace Secondary Degree requirements.

Acceptable Substitution:

Education	Years' Experience
Associate's	0
Bachelor's	0
Master's	0

Junior Applications Developer

Duties/Responsibilities: Programmer with in interface design, database access technology and client- server or stand-alone application development. Ability to work independently on subroutines, small applications or database updates and modifications. Responsible for keeping abreast of current application development and database technology. Attends project meetings and contributes advice on the design of the application. Reports to the project leader on progress, obstacles encountered and solution alternatives.

Education: BS Degree in Computer Science or related field

Experience: 3 years' experience in help desk support

Certification: Certification specific to the Labor Category may replace Secondary Degree requirements.

Acceptable Substitution:

Education	Years' Experience
High School	7
Associate's	5

Master's	1
----------	---

Mid-Level Analyst

Duties/Responsibilities: 5 years' experience in providing analytical and administrative services in support of advanced technology and automation resource management programs.

Education: BS Degree in Computer Science or related field

Experience: 5 years' experience in providing analytical and administrative services in support of advanced technology and automation resource management programs.

Certification: Certification specific to the Labor Category may replace Secondary Degree requirements.

Acceptable Substitution:

Education	Years' Experience
High School	9
Associate's	7
Master's	3

Mid-Level Programmer

Duties/Responsibilities: Applies joint application design methodologies, rapid prototyping techniques, and computer aided software engineering tools. Requires specialized subject matter expertise in operating systems and related software for computers in a multi-user environment.

Education: BS Degree in Computer Science or related field

Experience: 5 years' experience in life cycle systems analysis and development

Certification: Certification specific to the Labor Category may replace Secondary Degree requirements.

Acceptable Substitution

Education	Years' Experience
High School	9
Associate's	7
Master's	3

Senior Analyst

Duties/Responsibilities: Requires specialized subject matter expertise in operating systems and related software for computers in a multi-user environment. Applies the concept of operations set of principles for planning, analysis, design and construction of information systems across a major sector of the organization. Applies business process improvement practices to re-engineer methodologies/principles and business modernization projects.

Education: BS Degree in Computer Science or related field

Experience: 9 years in the design, development, and implementation of systems software and/or business application systems for computer system using advanced programming languages.

Certification: Certification specific to the Labor Category may replace Secondary Degree requirements.

Acceptable Substitution:

Education	Years' Experience
High School	13
Associate's	11
Master's	7

Senior Analyst III

Duties/Responsibilities: Requires specialized subject matter expertise in operating systems and related software for computers in a multi-user environment. Applies the concept of operations set of principles for planning, analysis, design and construction of information systems across a major sector of the organization. Applies business process improvement practices to re-engineer methodologies/principles and business modernization projects.

Education: BS Degree in Computer Science or related field

Experience: 10 years' experience

Certification: Certification specific to the Labor Category may replace Secondary Degree requirements.

Acceptable Substitution:

Education	Years' Experience
High School	14
Associate's	2
Master's	8

Senior Application Architect

Duties/Responsibilities: Requires specialized subject matter expertise in the principles and techniques of systems design, programming, and project management as well as extensive, directly related and progressive experience. Knowledge is applied to research and evaluation involving innovative solutions and alternatives. Make decisions of critical consequence impacting administration and management of major, broad organizational services and long-range goals. Has first level supervisory responsibility for managing several project teams with subordinate professional supervisors.

Education: BS Degree in Computer Science or related field

Experience: 9 years' experience

Certification: Certification specific to the Labor Category may replace Secondary Degree requirements.

Acceptable Substitution:

Education	Years' Experience
High School	12
Associate's	11
Master's	7

Senior Application Developer

Duties/Responsibilities: Requires subject matter expertise in the design and development of new software applications or major enhancements to existing applications. Contributes to large development teams in design of highly complex software systems. Requires the highest level of technical expert, problem solving of system integration, compatibility, and multiple platforms.

Education: BS Degree in Computer Science or related field

Experience: 9 years' experience

Certification: Certification specific to the Labor Category may replace Secondary Degree requirements.

Acceptable Substitution:

Education	Years' Experience
High School	13
Associate's	11
Master's	7

Senior Systems Engineer

Duties/Responsibilities: Contributes to the development and implementation of system methods, procedures, and standards necessary to maintain the integrity, reliability, and maintainability of systems. Apply structured methodology to the planning, oversight, and status communication of a project with an understanding of object-oriented technologies for project management. Proficient with the principles of risk assessment and requirements specification. Understanding of requirements from clients and how to identify project risks. Familiarity with techniques used on each stage of development and understanding of how decisions are made at each stage affect the life cycle of the project.

Education: BS Degree in Computer Science or related field

Experience: 9 years' experience

Certification: Certification specific to the Labor Category may replace Secondary Degree requirements.

Acceptable Substitution:

Education	Years' Experience
High School	13
Associate's	11

Master's	7
----------	---

Senior Systems Engineer II

Duties/Responsibilities: Contributes to the development and implementation of system methods, procedures, and standards necessary to maintain the integrity, reliability, and maintainability of systems. Apply structured methodology to the planning, oversight, and status communication of a project with an understanding of object-oriented technologies for project management. Proficient with the principles of risk assessment and requirements specification. Understanding of requirements from clients and how to identify project risks. Familiarity with techniques used on each stage of development and understanding of how decisions are made at each stage affect the life cycle of the project.

Education: BS Degree in Computer Science or related field

Experience: 11 years' experience

Certification: Certification specific to the Labor Category may replace Secondary Degree requirements.

Acceptable Substitution:

Education	Years' Experience
High School	15
Associate's	13
Master's	9

Senior Systems Engineer III

Duties/Responsibilities: Contributes to the development and implementation of system methods, procedures, and standards necessary to maintain the integrity, reliability, and maintainability of systems. Apply structured methodology to the planning, oversight, and status communication of a project with an understanding of object-oriented technologies for project management. Proficient with the principles of risk assessment and requirements specification. Understanding of requirements from clients and how to identify project risks. Familiarity with techniques used on each stage of development and understanding of how decisions are made at each stage affect the life cycle of the project. Supervises lower level engineers and meets with client executives.

Education: BS Degree in Computer Science or related field

Experience: 13 years' experience

Certification: Certification specific to the Labor Category may replace Secondary Degree requirements.

Acceptable Substitution:

Education	Years' Experience
High School	17
Associate's	15
Master's	11

Senior Systems Engineer, Developer III

Duties/Responsibilities: Craft innovative technical solutions combining hardware and software to solve customer problems. Provide market feedback and projections to engineering staff to help direct ongoing product development. Conduct technical reviews, contribute to product architecture and module designs.

Education: Master's degree in Computer Science. Degrees in other engineering fields will be considered with demonstrated years of related experience.

Experience: 7 years' experience

Certification: Certification specific to the Labor Category may replace Secondary Degree requirements.

Acceptable Substitution:

Education	Years' Experience
High School	13
Associate's	11
Bachelor's	9

SharePoint Analyst

Duties/Responsibilities: Plan, install, configure, monitor, and maintain Microsoft Office SharePoint Server (MOSS) infrastructure. Position requires expert knowledge of MOSS Architecture and capabilities coupled with a strong working knowledge of related technologies such as: Windows Server administration, Windows Architecture, SQL Server 200x, Internet Information Server, Active Directory, Kerberos, and Microsoft Office desktop application integration with SharePoint.

Education: BS Degree in Computer Science or related field

Experience: 5 years' experience

Certification: Certification specific to the Labor Category may replace Secondary Degree requirements.

Acceptable Substitution:

Education	Years' Experience
High School	9
Associate's	7
Master's	3

Software Architect

Duties/Responsibilities: Position requires superior analytical, problem solving, and communications skills, and the ability to coordinate closely with other software engineers on large AI software systems design, development, testing, implementation, verification, and validation tasks.

Education: BS Degree in Computer Science or related field

Experience: 7 years' experience

Certification: Certification specific to the Labor Category may replace Secondary Degree requirements.

Acceptable Substitution:

Education	Years' Experience
High School	11
Associate's	9
Master's	5

Tester

Duties/Responsibilities: Requires specialized subject matter expertise in operating systems and related system software for computers in a multi-user environment; the characteristics, capabilities, and uses operating system components related to software packages. Knowledge is applied to research and evaluation significant impact or consequence involving technical areas recommendations and development of new policies, procedures and services.

Education: High School Diploma

Experience: 0 year experience

Certification: Certification specific to the Labor Category may replace Secondary Degree requirements.

Acceptable Substitution:

Education	Years' Experience
Associate's	0
Bachelor's	0
Master's	0

Program Manager III

Duties/Responsibilities: The Program Manager's duties involve managing program budgets, overall management of the specific task order(s) and insuring that the technical solutions are implemented within budget in a timely manner. A Program Manager is an expert in program management tools, methods and familiar with utilizing PMP standard practices. The Program Manager will ensure that quality assurance and total quality management practices are implemented with regard to the overall contract.

Education: BS or MS Technical Degree or MBA or equivalent experience

Experience: 7 years' experience within information system project-oriented environments

Certification: Certification specific to the Labor Category may replace Secondary Degree requirements.

Acceptable Substitution:

Education	Years' Experience
High School	11

Associate's	9
Master's	5

Administrative Support, Specialized

Functional Responsibility: **Provide administrative support to technical and management level personnel. This includes, but is not limited to, general office support, project administration, event planning and administration, office relocation planning, executive secretarial support, etc. May perform other duties as assigned.**

Minimum Education / Minimum Experience: **High school diploma or GED or other equivalent degree program. Five (5)+ years of experience.**

Program Manager

Functional Responsibility: **Plan, organize and direct the efforts of a program team, serve as on-site focal point for technical and administrative matters ensures all data submittals are complete correct and in accordance with contract prior to submittal and track financial data of individual tasks. The Project Manager possesses significant related management experience. Senior executive focal points for all projects within the program responsible for all contractual, staffing, financial, performance and delivery issues.**

Minimum Education / Minimum Experience: **Bachelor's Degree and 10 years of experience leading teams or projects.**

Senior Program Manager

Functional Responsibility: **Responsible for integrating multiple IT projects into a coherent overall Program Plan. Ensure that quality assurance and total quality management practices are implemented with regard to the overall contract. Responsible for the financial accountability of the program/contract. Must possess significant related management experience over multiple projects and at least twelve years of relevant industry experience. Senior executive focal point for all projects within the program. Responsible for all contractual, staffing, financial, performance and delivery issues.**

Minimum Education / Minimum Experience: **Bachelor's Degree and twelve years of experience leading teams or projects.**

Project Administrator

Functional Responsibility: **Generate documents and spreadsheets utilized in status reports, trip reports, briefings, etc. Perform contract deliverable tracking, resource movement tracking, and travel administration. Assist the Project Management staff on tasks related to the administration of the task/delivery order. Experienced in the development and administration of**

project plans and schedules through the use of computer based scheduling software.

Minimum Education / Minimum Experience: **Bachelor's Degree and two (2) years related work experience.**

Project Specialist

Functional Responsibility: **Proficient in writing style, punctuation, grammar and format. Experience in creating technical documents using appropriate computer based software desktop publishing packages including but not limited to Excel, Adobe PageMaker, Ventura, Quark, etc. Train client personnel in subject matter related to information technology. May develop IT course materials. Provide support to data processing and service functions including; 1) documenting IT programs and processes; 2) processing, collecting, testing, maintaining and distributing program and systems documentation; 3) analyzing software code and anomalies; 4) collecting raw information, preparing flow charts, and coding in program languages and 5) word processing support of technical writers and engineers in the preparation of program documentation. Prepare documentation and reports either in standard textual format and/or using commercial software packages to prepare multimedia documents.**

Minimum Education / Minimum Experience: **Bachelor's degree and at least one (1) year of experience in technical writing/multimedia or specialized training in said field.**

Technical Project Manager

Functional Responsibility: **Lead the design, development and maintenance of IT projects including developing layout and detailed drawings, preparing written specifications, performing design calculations and developing cost estimates. Plan, design, develop, modify, test and support software applications/interfaces as well as translate design and program specifications into functioning software code. Coordinate project needs with other design disciplines. Investigate project design alternatives as identified by the Senior Design Engineer. Perform research for identification of acceptable materials or equipment. Perform on-site inspection of projects. Senior technical focal point for all projects within the program responsible for all contractual, staffing, financial, performance and delivery issues.**

Minimum Education / Minimum Experience: **Bachelor's Degree in an engineering discipline or four (4) years related work experience in such disciplines as Oracle, C++, PowerBuilder, Visual Basic or similar.**

Senior Technical Project Lead

Functional Responsibility: **Possess exceptional expertise in an IT discipline/technology or specific functional area related to IT (environmental**

compliance for example). Possess a thorough knowledge of design requirements and operational procedures for IT systems, applications and relational databases. Assist the Program/Project Manager in identifying all required system/software/design changes to be incorporated into project documents as well as configuration management databases. Provide oversight and technical review of project tasks and provides functional analysis in order to achieve optimal design configurations. Interpret various regulations, policies and other constraints and assess their impact on project costs.

Minimum Education / Minimum Experience: **Bachelor's Degree in an engineering discipline or related area such as mathematics, environmental sciences, statistics etc. Degree requirements can be substituted for seven (7) years-related work experience.**

Management Analyst

Functional Responsibility: **Analyze various aspects of Information Technology organizational functioning, including management, processes, structure, culture, and performance of information technology projects. Conduct organizational or process analysis, utilizing qualitative and quantitative analysis tools and techniques for engineering, operations and security IT programs. Identify sources of problems, make recommendations for solutions, including designing and implementing appropriate organizational interventions for these IT projects. Apply organizational and management theory and principles to understand and improve organizational effectiveness and efficiency in achieving business goals as it relates to Information Technology projects. Work with all levels of the organization, from leadership and senior management to the workforce; interactions may include coaching, interviewing, workshop facilitation, training, and surveys. Focus is on understanding why and how effectively an organization, program, process or group of people, function in the present manner; how function or performance could be improved; and what should be done to bring about the improvement in effectiveness and/or efficiency of engineering, operations or security IT projects.**

Minimum Education / Minimum Experience: **Bachelors (or equivalent) and one (1) year of experience.**

Management Analyst – Senior

Functional Responsibility: **Under general direction analyze various aspects of organizational functioning, including management, processes, structure, culture, and performance of information technology projects. Conduct organizational or process analysis, utilizing qualitative and quantitative analysis tools and techniques for engineering, operations and security IT programs. Identify sources of problems, make recommendations for solutions, including designing and implementing appropriate organizational**

interventions. Apply organizational and management theory and principles to understand and improve organizational effectiveness and efficiency in achieving business goals for these IT Programs. Work with all levels of the organization, from leadership and senior management to the workforce; interactions may include coaching, interviewing, workshop facilitation, IT training, and surveys. Focus is on understanding why and how effectively an organization, program, process or group of people, function in the present manner; how function or performance could be improved; and what should be done to bring about the improvement in effectiveness and/or efficiency. Develop practical and workable solutions to clients' technical and business problems for engineering, operations and security IT programs. Analyze requirements and potential solutions for technical and economic feasibility. Work on multiple phases of complex IT projects independently. Coordinate activities with superiors and client personnel to resolve technical and/or business issues and ensures the successful delivery of the project requirements.
Minimum Education / Minimum Experience: **Bachelors (or equivalent) + two (2) years of experience**

Management Analyst – Principal

Functional Responsibility: **Provide technical leadership in analyzing various aspects of organizational functioning, including management, processes, structure, culture, and performance of information technology projects. Conduct organizational or process analysis, utilizing qualitative and quantitative analysis tools and techniques for engineering, operations and security IT programs. Identify sources of problems; make recommendations for solutions, including designing and implementing appropriate organizational interventions. Apply organizational and management theory and principles to understand and improve organizational effectiveness and efficiency in achieving business goals as it relates to these IT Programs. Work with all levels of the organization, from leadership and senior management to the workforce; interactions may include coaching, interviewing, workshop facilitation, training, and surveys. Focus is on understanding why and how effectively an organization, program, process or group of people, function in the present manner; how function or performance could be improved; and what should be done to bring about the improvement in effectiveness and/or efficiency in IT Programs. Apply this leadership in any phase of the system development life cycle support as task requirements dictate and may have a high level of expertise in one area. Plan, recommend, and perform changes. Utilize an accomplished knowledge of multiple technical disciplines, unique applications, and business management practices to develop technical and/or business solutions to client problems for engineering, operations and security IT programs. Assist clients in planning and developing objectives and goals. Support client objectives while conforming to the client's operating practices.**

Minimum Education / Minimum Experience: **Bachelors + five (5) years of experience**

Management Analyst - Subject Matter Expert (SME)

Functional Responsibility: **Recognized technical expert in analyzing various aspects of organizational functioning, including management, processes, structure, culture, and performance of information technology projects. Conduct organizational or process analysis, utilizing qualitative and quantitative analysis tools and techniques for engineering, operations and security IT programs. Identify sources of problems, make recommendations for solutions, including designing and implementing appropriate organizational interventions as it relates to these IT Programs. Apply organizational and management theory and principles to understand and improve organizational effectiveness and efficiency in achieving business goals for engineering, operations and security IT programs. Work with all levels of the organization, from leadership and senior management to the workforce; interactions may include coaching, interviewing, workshop facilitation, training, and surveys. Focus is on understanding why and how effectively an organization, program, process or group of people, function in the present manner; how function or performance could be improved; and what should be done to bring about the improvement in effectiveness and/or efficiency for engineering, operations and security IT programs. Highest-level individual contributor in at least one IT technical area. Utilize expertise in business management practices, industry requirements and information technology disciplines to develop technical and/or business solutions to client IT problems. High level of diverse technical and industry experience related to a specific skill set in Information Technology. Typically has specialization in a particular IT technology or business application. Keep abreast of technological developments and industry trends in the Information Technology field.**

Minimum Education / Minimum Experience: **Bachelors + eight (8) years of experience**

Engineer

Functional Responsibility: **Under supervision, perform a variety of network engineering tasks related to the design and implementation of integrated networks, including hardware, software, equipment and/or personnel. Plan and perform network engineering research, design development, and other assignments in conformance with network design, engineering and customer specifications. Responsible for the technical part of a major project or a project of lesser complexity and importance than those assigned to a high-level engineer.**

Minimum Education / Minimum Experience: **Bachelor's degree in Computer Science, Information Systems, Engineering or a related field with four (4) years**

general experience. Six (6) years of general experience is considered equivalent to a Bachelor's degree.

Senior Engineer

Functional Responsibility: **Plan, design, develop, install, modify, and test networks, application programs and/or computer based systems. Translate systems/subsystems designs and detailed designs into fully functioning and architecturally compliant networks, applications or computer based systems. Requires knowledge of servers, workstations, and other programmable systems such as controllers and handheld devices. Provide advice on differing networking implementations and designs. Provide problem resolution, compliance testing and design recommendations. Hands on experience with internetworking equipment to include configuration, installation and/or troubleshooting. Work with senior technical and user staff in a consultative role on their projects. Provide assistance and guidance to less experienced contractor technical staff. Provide senior level leadership to the project in all areas of technical implementation.**

Minimum Education / Minimum Experience: **Bachelor's Degree in an engineering discipline or MCSE certification as well as at least six (6) years of experience.**

Network Engineer

Functional Responsibility: **Plan, design, develop, install, modify, and test networks. Translate systems/subsystems designs and detailed designs into fully functioning and architecturally compliant networks. Provide advice on differing networking implementations and designs. Provide problem resolution, compliance testing and design recommendations. Hands on experience with internetworking equipment to include configuration, installation and/or troubleshooting. Work with senior technical and user staff in either a hands on consultative role on their projects. Provide assistance and guidance to less experienced contractor technical staff.**

Minimum Education / Minimum Experience: **Bachelor's Degree in either an engineering discipline or working towards MCSE certification and at least four (4) years of experience.**

Network Engineer – Senior

Functional Responsibility: **Under general direction, design, configure, test, implement and maintain telecommunications capabilities, including wide area and local area networks. Perform operations and support activities. Assist applications programmers working in the telecommunications environment. Evaluate network changes for operational impact. Evaluate network**

performance and resolves network and processor problems. Familiar with hardware and software diagnostic tools. Develop practical and workable solutions to clients' technical and business problems. Analyze requirements and potential solutions for technical and economic feasibility. Work on multiple phases of complex projects independently. Coordinate activities with superiors and client personnel to resolve technical and/or business issues and ensures the successful delivery of the project requirements.

Minimum Education / Minimum Experience: **CCNA or equivalent, four (4)+ years of experience**

Network Engineer - Principal

Functional Responsibility: **Provide technical leadership in the design, configuration, testing, implementation and maintenance of telecommunications capabilities, including wide area and local area networks. Perform operations and support activities. Assist applications programmers working in the telecommunications environment. Evaluate network changes for operational impact. Evaluate network performance and resolves network and processor problems. Familiar with hardware and software diagnostic tools. Apply this leadership in any phase of the system development life cycle support as task requirements dictate and may have a high level of expertise in one area. Plan, recommend, and perform changes. Utilize an accomplished knowledge of multiple technical disciplines, unique applications, and business management practices to develop technical and/or business solutions to client problems. Assist clients in planning and developing objectives and goals. Support client objectives while conforming to the client's operating practices.**

Minimum Education / Minimum Experience: **CCNP or equivalent, six (6)+ years of experience**

Network Engineer – Subject Matter Expert (SME)

Functional Responsibility: **Recognized technical expert in the design, configuration, testing, implementation and maintenance telecommunications capabilities, including wide area and local area networks. Perform operations and support activities. Assist applications programmers working in the telecommunications environment. Evaluate network changes for operational impact. Evaluate network performance and resolves network and processor problems. Familiar with hardware and software diagnostic tools. Highest-level individual contributor in at least one technical area. Utilize expertise in business management practices, industry requirements and information technology disciplines to develop technical and/or business solutions to client problems. High level of diverse technical and industry experience related to a specific skill set. Typically has specialization in a particular technology or business application. Keep abreast of technological developments and industry trends.**

Minimum Education / Minimum Experience: **CCIE or equivalent, eight (8)+ years of experience**

Systems Engineer

Functional Responsibility: **Assess requirements for new or modified systems, performing detailed systems design, preparing written specifications, programming and conducting module and integration tests. Train client personnel in subject matter related to information technology. May develop IT course materials. Design and maintain database management systems, use CASE technology and structured requirements analysis methodologies such as information engineering. Knowledge of MIL-STDs and system development processes. Provide specific technical expertise to the project in all areas of technical implementation.**

Minimum Education / Minimum Experience: **Bachelor's Degree and two (2) years of experience.**

Systems Engineer – Subject Matter Expert (SME)

Functional Responsibility: **Highly specialized in one or more phases of software systems development, systems integration, or network engineering. Act independently under general direction. Provide technical assistance and advice on complex activities. Formulate/define specifications, develop/modify/maintain complex systems and subsystems using vendor engineering releases and utilities for overall operational systems. Apply analytical techniques when gathering information from users, define work problems, design technology solutions, and develop procedures to resolve the problems. Develop complete specifications to enable computer programmers to prepare required programs. Analyze methods of approach. Review task proposal requirements, gather information, analyze data, prepare project synopses, compare alternatives, prepare specifications, resolve processing problems, coordinate work with programmers and engineers, and orient users to new systems. Work with considerable freedom to make decisions on the techniques and approaches to be used. Prepare recommendations for system improvement for management and user consideration. Provide technical leadership. Apply this leadership in any phase of the system development life cycle support as task requirements dictate and may have a high level of expertise in one area. Plan, recommend, and perform changes. Utilize an accomplished knowledge of multiple technical disciplines, unique applications, and business management practices to develop technical and/or business solutions to client problems. Assist clients in planning and developing objectives and goals. Support client objectives while conforming to the client's operating practices.**

Minimum Education / Minimum Experience: **Bachelor or equivalent, 10+ years of specific experience in designing, developing and deploying engineering solutions for large customers**

Senior Systems Engineer

Functional Responsibility: **Assess requirements for new or modified systems, perform detailed systems design, prepare written specifications, programming and conducting module and integration tests. Design and maintain database management systems, use CASE technology and structured requirements analysis methodologies such as information engineering. Knowledge of MIL-STDs and system development processes. Provide senior level leadership to the project in all areas of technical implementation.**

Minimum Education / Minimum Experience: **Bachelor's Degree and four (4) years of experience.**

Senior Information Engineer

Functional Responsibility: **Perform information systems development, systems analysis and design, functional and data requirements analysis, programming, program design and documentation preparation. Implement information engineering projects, systems analysis, design and programming using CASE and IE tools and methods, systems planning, business information planning, and business analysis. Apply, as appropriate, activity and data modeling, transaction flow analysis, internal control and risk analysis and modern business methods and performance measurement techniques. Assist in establishing standards for information systems procedures.**

Minimum Education / Minimum Experience: **Bachelor's degree in Computer Science, Information Systems, Engineering or a related field with eight (8) years of general experience.**

Principal Information Engineer

Functional Responsibility: **Mentor government task leaders and acts as project manager directing the efforts of other IE Engineers. Full life-cycle experience and expertise in all areas of the IE Methodology. Apply an enterprise-wide set of disciplines for the management, planning, coordination, analysis, design and construction of information systems on an enterprise-wide basis. Develop analytical and computational techniques and methodology for problem solutions. Experience with manual and automated tools, such as I-CASE, and is familiar with IDEFO process modeling and IDEF 1X data modeling. Plan and manage project schedules, direct the work of other contractors, provide quality assurance reviews and provides consulting services during the planning, analysis, and design phase of information engineering.**

Minimum Education / Minimum Experience: **Bachelor's degree in Computer Science, Information Systems, Software Engineering or related field with a minimum of 10 years of demonstrated experience, three (3) of which shall be in the last five (5) years in software engineering and program management in all areas above.**

Principal Systems Architect

Functional Responsibility: **Provide overall technical direction in systems engineering and in the development of information technology architectures for a variety of software and communications programs. Evaluate organizational work and information flows to determine the optimum information technology architecture for the domain or enterprise. Establish system requirements in the development of enterprise-wide or large-scale information technology programs. Design software, hardware, and communications to support total requirements and provides required interfaces to other systems, domains, or enterprises. Provide guidance and direction to system architects and software developers.**

Minimum Education / Minimum Experience: **Bachelor's degree with a minimum of 12 years of experience, of which the last nine (9) years must be specialized. Master's degree in Computer Science Engineering, or related technical discipline, with a minimum of 10 years of experience, of which the last seven (7) years must be specialized. Ph. D requires eight (8) years of general experience, of which the last six (6) years must be specialized.**

Functional Analyst

Functional Responsibility: **Responsible for analysis of hardware, software, and/or communications programs, business processes, and/or functional processes. Define, design, and recommend processes and procedures supporting the acquisition and/or implementation of information technology, which support business or other functional processes. Develop documentation supporting analysis and makes recommendations on design, acquisition, or implementation of complex or non-complex IT systems.**

Minimum Education / Minimum Experience: **Bachelor's degree in computer science, information systems, engineering, business, or related discipline. A degree is not required with five (5) years relevant experience.**

Senior Functional Analyst

Functional Responsibility: **Responsible for analysis of hardware, software, and/or communications programs, business processes, and/or functional processes. Define, design, and recommend processes and procedures supporting the implementation of information technology which support business or other**

functional processes. Develop documentation supporting analysis and makes recommendations on design and implementation of complex IT systems.

Minimum Education / Minimum Experience: **Bachelor's degree in computer science, information systems, engineering, business, or related discipline with a minimum of five (5) years of experience.**

Enterprise Architect

Functional Responsibility: **Establish system information requirements using analysis of the information engineer(s) in the development of enterprise-wide or large scale information systems. Design architecture to include the software, hardware, and communications to support the total requirements as well as provide for present and future cross- functional requirements and interfaces. As appropriate, ensure these systems are compatible and in compliance with the standards for open systems architectures, the Open Systems Interconnection (OSI) and International Standards Organization (ISO) reference models, and profiles of standards - such as Institute of Electrical and Electronic Engineers (IEEE) Open Systems Environment (OSE) reference model - as they apply to the implementation and specification of Information Management (IM) solution of the application platform, across the application program interface (API), and the external environment/software application. Evaluate analytically and systematically problems of work flows, organization, and planning and develops appropriate corrective action. Provide daily supervision and direction to staff.**

Minimum Education / Minimum Experience: **Bachelors (or equivalent) six (6)+ years of experience doing design and engineering**

Enterprise Architect - Senior

Functional Responsibility: **Under general direction, establish system information requirements using analysis of the information engineer(s) in the development of enterprise-wide or large scale information systems and develops practical and workable solutions to clients' technical and business problems. Analyze requirements and potential solutions for technical and economic feasibility. Work on multiple phases of complex projects independently. Coordinate activities with superiors and client personnel to resolve technical and/or business issues and ensures the successful delivery of the project requirements. May be required to act as a technical supervisor. Design architecture to include the software, hardware, and communications to support the total requirements as well as provide for present and future cross- functional requirements and interfaces. As appropriate, ensure these systems are compatible and in compliance with the standards for open systems architectures, the Open Systems Interconnection (OSI) and International Standards Organization (ISO) reference models, and profiles of standards - such as Institute of Electrical and Electronic Engineers (IEEE) Open Systems Environment (OSE) reference model -**

as they apply to the implementation and specification of Information Management (IM) solution of the application platform, across the application program interface (API), and the external environment/software application. Evaluate analytically and systematically problems of work flows, organization, and planning and develops appropriate corrective action. Provide daily supervision and direction to staff.

Minimum Education / Minimum Experience: **Bachelors (or equivalent) eight (8)+ years of experience doing design and engineering**

Enterprise Architect - Principal

Functional Responsibility: **Provide technical leadership in establishing system information requirements using analysis of the information engineer(s) in the development of enterprise-wide or large scale information systems. Apply this leadership in any phase of the system development life cycle support as task requirements dictate and may have a high level of expertise in one area. Plan, recommend, and perform changes. Utilize an accomplished knowledge of multiple technical disciplines, unique applications, and business management practices to develop technical and/or business solutions to client problems. Assist clients in planning and developing objectives and goals. Support client objectives while conforming to the client's operating practices. May be required to act as a technical supervisor. Design architecture to include the software, hardware, and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces. As appropriate, ensure these systems are compatible and in compliance with the standards for open systems architectures, the Open Systems Interconnection (OSI) and International Standards Organization (ISO) reference models, and profiles of standards - such as Institute of Electrical and Electronic Engineers (IEEE) Open Systems Environment (OSE) reference model - as they apply to the implementation and specification of Information Management (IM) solution of the application platform, across the application program interface (API), and the external environment/software application. Evaluate analytically and systematically problems of work flows, organization, and planning and develops appropriate corrective action. Provide daily supervision and direction to staff.**

Minimum Education / Minimum Experience: **Bachelors (or equivalent) 10+ years of experience doing design and engineering**

Enterprise Architect – Subject Matter Expert (SME)

Functional Responsibility: **Recognized technical expert in establishing system information requirements using analysis of the information engineer(s) in the development of enterprise-wide or large scale information systems. Highest-level individual contributor in at least one technical area. Utilize expertise in business management practices, industry requirements and information**

technology disciplines to develop technical and/or business solutions to client problems. High level of diverse technical and industry experience related to a specific skill set. Keep abreast of technological developments and industry trends. Design architecture to include the software, hardware, and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces. As appropriate, ensure these systems are compatible and in compliance with the standards for open systems architectures, the Open Systems Interconnection (OSI) and International Standards Organization (ISO) reference models, and profiles of standards - such as Institute of Electrical and Electronic Engineers (IEEE) Open Systems Environment (OSE) reference model - as they apply to the implementation and specification of Information Management (IM) solution of the application platform, across the application program interface (API), and the external environment/software application. Evaluate analytically and systematically problems of work flows, organization, and planning and develops appropriate corrective action. Provide daily supervision and direction to staff.

Minimum Education / Minimum Experience: **Bachelors (or equivalent) 12+ years of experience doing design and engineering**

Identity Management Architect

Functional Responsibility: **Define and integrate disparate identity stores. In depth understanding of certificate based authentication mechanisms for directory integrated and non-directory integrated applications. Responsible for the consolidation, migration and manipulation from one identity store environment to another. Strong understanding of Microsoft Active Directory as well as other directory solutions to include other LDAP and X.500 directory stores. Evaluate the impact of proposed solutions onto the network, and be responsible for ensuring design and implementation fits architectural guidance.**

Minimum Education / Minimum Experience: **Bachelors + six (6) years of experience with enterprise identity management environments**

Identity Management Architect - Senior

Functional Responsibility: **Under general direction define and integrate disparate identity stores. In depth understanding of certificate based authentication mechanisms for directory integrated and non- directory integrated applications. Responsible for the consolidation, migration and manipulation from one identity store environment to another. Strong understanding of Microsoft Active Directory as well as other directory solutions to include other LDAP and X.500 directory stores. Evaluate the impact of proposed solutions onto the network, and be responsible for ensuring design and implementation fits architectural guidance. Develop practical and workable solutions to clients' technical and business problems. Analyze requirements and potential solutions**

for technical and economic feasibility. Work on multiple phases of complex projects independently. Coordinate activities with superiors and client personnel to resolve technical and/or business issues and ensures the successful delivery of the project requirements.

Minimum Education / Minimum Experience: **Bachelors + eight (8) years of experience with enterprise identity management environments**

Identity Management Architect – Principal

Functional Responsibility: **Provide technical leadership in defining and integrating disparate identity stores. In depth understanding of certificate based authentication mechanisms for directory integrated and non-directory integrated applications. Responsible for the consolidation, migration and manipulation from one identity store environment to another. Strong understanding of Microsoft Active Directory as well as other directory solutions to include other LDAP and X.500 directory stores. Evaluate the impact of proposed solutions onto the network, and be responsible for ensuring design and implementation fits architectural guidance. Apply this leadership in any phase of the system**

development life cycle support as task requirements dictate and may have a high level of expertise in one area. Plan, recommend, and perform changes. Utilize an accomplished knowledge of multiple technical disciplines, unique applications, and business management practices to develop technical and/or business solutions to client problems. Assist clients in planning and developing objectives and goals. Support client objectives while conforming to the client's operating practices.

Minimum Education / Minimum Experience: **Bachelors + 10 years of experience with enterprise identity management environments**

Identity Management Architect - Subject Matter Expert (SME)

Functional Responsibility: **Recognized technical expert in defining and integrating disparate identity stores. In depth understanding of certificate based authentication mechanisms for directory integrated and non-directory integrated applications. Responsible for the consolidation, migration and manipulation from one identity store environment to another. Strong understanding of Microsoft Active Directory as well as other directory solutions to include other LDAP and X.500 directory stores. Evaluate the impact of proposed solutions onto the network, and be responsible for ensuring design and implementation fits architectural guidance. Highest-level individual contributor in at least one technical area. Utilize expertise in business management practices, industry requirements and information technology disciplines to develop technical and/or business solutions to client problems. High level of diverse technical and industry experience related to a specific skill**

set. Typically has specialization in a particular technology or business application. Keep abreast of technological developments and industry trends.
Minimum Education / Minimum Experience: **Bachelors + 12 years of experience with enterprise identity management environments**

Network Architect

Functional Responsibility: **Define and integrate various Networking Components (i.e., Firewalls, Load Balancing, Port Connectivity, Security, Monitoring) into a structured, repeatable and hierarchical environment. Responsibilities include designing and building out data center and large campus environments. Additional responsibilities include the design and implementation of large wide area networks using advanced routing protocols such as BGP, EIGRP and OSPF. Additional WAN technologies to include MPLS, DMVPN, ATM and Frame Relay. Evaluate the impact of proposed solutions onto the network, and be responsible for ensuring design and implementation fits architectural guidance.**
Minimum Education / Minimum Experience: **Bachelors + six (6) years of experience with enterprise Network Environments**

Network Architect - Senior

Functional Responsibility: **Under general direction, define and integrate various Networking Components (i.e., Firewalls, Load Balancing, Port Connectivity, Security, Monitoring) into a structured, repeatable and hierarchical environment. Responsibilities include designing and building out data center and large campus environments. Additional responsibilities include the design and implementation of large wide area networks using advanced routing protocols such as BGP, EIGRP and OSPF. Additional WAN technologies to include MPLS, DMVPN, ATM and Frame Relay. Evaluate the impact of proposed solutions onto the network, and be responsible for ensuring design and implementation fits architectural guidance. Develop practical and workable solutions to clients' technical and business problems. Analyze requirements and potential solutions for technical and economic feasibility. Work on multiple phases of complex projects independently. Coordinate activities with superiors and client personnel to resolve technical and/or business issues and ensures the successful delivery of the project requirements.**
Minimum Education / Minimum Experience: **Bachelors + eight (8) years of experience with enterprise Network Environments**

Network Architect - Principal

Functional Responsibility: **Provide technical leadership in defining and integrating various Networking Components (i.e., Firewalls, Load Balancing, Port Connectivity, Security, Monitoring) into a structured, repeatable and**

hierarchical environment. Responsibilities include designing and building out data center and large campus environments. Additional responsibilities include the design and implementation of large wide area networks using advanced routing protocols such as BGP, EIGRP and OSPF. Additional WAN technologies to include MPLS, DMVPN, ATM and Frame Relay. Evaluate the impact of proposed solutions onto the network, and be responsible for ensuring design and implementation fits architectural guidance. Apply this leadership in any phase of the system development life cycle support as task requirements dictate and may have a high level of expertise in one area. Plan, recommend, and perform changes. Utilize an accomplished knowledge of multiple technical disciplines, unique applications, and business management practices to develop technical and/or business solutions to client problems. Assist clients in planning and developing objectives and goals. Support client objectives while conforming to the client's operating practices.

Minimum Education / Minimum Experience: **Bachelors + 10 years of experience with enterprise**

Network Environments

Network Architect – Subject Matter Expert (SME)

Functional Responsibility: **Recognized technical expert in defining and integrating various Networking Components (i.e., Firewalls, Load Balancing, Port Connectivity, Security, Monitoring) into a structured, repeatable and hierarchical environment. Responsibilities include designing and building out data center and large campus environments. Additional responsibilities include the design and implementation of large wide area networks using advanced routing protocols such as BGP, EIGRP and OSPF. Additional WAN technologies to include MPLS, DMVPN, ATM and Frame Relay. Evaluate the impact of proposed solutions onto the network, and be responsible for ensuring design and implementation fits architectural guidance. Highest-level individual contributor in at least one technical area. Utilize expertise in business management practices, industry requirements and information technology disciplines to develop technical and/or business solutions to client problems. High level of diverse technical and industry experience related to a specific skill set. Typically has specialization in a particular technology or business application. Keep abreast of technological developments and industry trends.**

Minimum Education / Minimum Experience: **Bachelors + 12 years of experience with enterprise**

Network Environments

Quality Assurance Manager

Functional Responsibility: **Perform analysis of quality processes. Establish, implement, and maintain processes for evaluating quality in all aspects of the software development life cycle. Determine the resources needed for a quality**

assurance or quality control program. Conduct reviews of quality throughout the life cycle of a system or program. Provide daily supervision and direction to staff.

Minimum Education / Minimum Experience: **Bachelor's degree in computer science or related discipline with a minimum of eight (8) years of experience, of which the last five (5) years is specialized. Master's degree with a minimum of six (6) years of experience, of which the last four (4) is specialized. Ph. D with a minimum of two (2) years of experience. A degree is not required with 13 years of experience, of which the last 11 is specialized.**

Quality Assurance Analyst

Functional Responsibility: **Provide technical and administrative direction for personnel performing software development tasks, including the review of work products for correct ness, adherence to the design concept and to user standards, and for progress in accordance with schedules. Coordinate with the Manager to ensure problem solution and user satisfaction. Make recommendations, if needed, for approval of major systems installations. Prepare status reports and deliveries on the system concept to colleagues, subordinates, and end- users. May provide daily supervision and direction to support staff.**

Minimum Education / Minimum Experience: **Bachelor's degree in computer science or related discipline with a minimum of six (6) years of experience, of which the last three (3) years is specialized.**

Configuration Management (CM)

Functional Responsibility: **Develop, administer and implement CM plans and procedures. Control configuration baselines and interfaces through engineering change proposal/specification processing. Conduct functional and physical configuration audits and formal qualification reviews. Establish and maintain CM documentation control systems. Maintain the master records for the establishment and change of configuration baselines, engineering release systems, configuration item development record, and configuration status accounting.**

Minimum Education / Minimum Experience: **Bachelor's degree with a minimum of four (4) years overall experience, of which the last two (2) - three (3) must be specialized.**

Configuration Management (CM) - Senior

Functional Responsibility: **Develop, administer and implement CM plans and procedures. Control configuration baselines and interfaces through engineering change proposal/specification processing. Conduct functional and physical configuration audits and formal qualification reviews. Establish and**

maintain CM documentation control systems. Maintain the master records for the establishment and change of configuration baselines, engineering release systems, configuration item development record, and configuration status accounting.

Minimum Education / Minimum Experience: **Bachelor's degree with a minimum of seven (7) years overall experience, of which the last five (5) must be specialized.**

Configuration Management (CM) - Principal

Functional Responsibility: **Develop, administer and implement CM plans and procedures. Control configuration baselines and interfaces through engineering change proposal/specification processing. Conduct functional and physical configuration audits and formal qualification reviews. Establish and maintain CM documentation control systems. Maintain the master records for the establishment and change of configuration baselines, engineering release systems, configuration item development record, and configuration status accounting.**

Minimum Education / Minimum Experience: **Bachelor's degree with a minimum of nine (9) years overall experience, of which the last five (5) must be specialized.**

Junior Information Security Analyst

Functional Responsibility: **Apply a variety of information assurance disciplines for analysis, systems security architecture and design, integration and security testing across enterprise segments. Develop analytical methodologies, security approaches, techniques, processes, security procedures, and schedules for development of sub-systems or medium-sized systems. Analyze and recommend resolution of IA problems based on knowledge of the major IA products and services. Experience in vulnerability analysis, risk assessment and system installation environment recommendations for safeguards and countermeasures.**

Minimum Education / Minimum Experience: **Bachelor's degree with a minimum of seven (7) years of experience, of which the last five (5) years is specialized. Master's degree with a minimum of three (3) years of experience, of which the last two (2) years is specialized.**

Information Security Analyst

Functional Responsibility: **Apply an enterprise-wide set of disciplines for program planning, analysis, secure system architecture and design, integration, and security testing across major enterprise segments. Develop information assurance analytical methodologies, approaches, techniques, processes, procedures, and schedules development of sub- systems or small to medium sized systems. Perform enterprise-wide information assurance strategic**

planning, security policy development and requirements identification. Experience in threat assessment, vulnerability analysis, system testing system testing, enterprise-wide security related countermeasure selection and implementation, security documentation, and system/network risk migration. Responsible for managing security implementation for developing and legacy systems/networks.

Minimum Education / Minimum Experience: **Bachelor's degree with a minimum of five (5) years of experience, of which the last two (2) years are specialized. Master's degree with a minimum of two (2) years of experience. CISSP is desired.**

Information Security Analyst - Subject Matter Expert (SME)

Functional Responsibility: **Recognized technical expert Provides technical support in the areas of vulnerability assessment, risk assessment, network security, product evaluation, and security implementation. Highest-level individual contributor in this area. Utilize expertise in business management practices, industry requirements and information technology disciplines to develop technical and/or business solutions to client problems. High level of diverse technical and industry experience related to a specific skill set. Typically has specialization in a particular technology or business application. Responsible for designing and implementing solutions for protecting the confidentiality, integrity and availability of sensitive information. Provide technical evaluations of customer systems and assists with making security improvements. Participate in design of information system contingency plans that maintain appropriate levels of protection and meet time requirements for minimizing operations impact to customer organization. Conduct security product evaluations, and recommend products, technologies and upgrades to improve the customer's security posture. Conduct testing and audit log reviews to evaluate the effectiveness of current security measures.**

Minimum Education / Minimum Experience: **Bachelor or equivalent, 10+ years of specific experience in designing, developing and accessing security solutions for large customers.**

Senior Information Security Analyst

Functional Responsibility: **Apply an enterprise-wide set of disciplines for program planning, analysis, secure system architecture and design, integration, and security testing across major enterprise segments. Develop information assurance analytical methodologies, approaches, techniques, processes, procedures, and schedules development of sub- systems or small to medium sized systems. Experience in threat assessment, vulnerability analysis, risk assessment and system/network risk migration. Responsible for managing security implementation for developing and legacy systems/networks.**

Minimum Education / Minimum Experience: **Bachelor's degree with a minimum of seven (7) years of experience, of which the last five (5) years are specialized. Master's degree with a minimum of three (3) years of experience, of which the last two (2) years are specialized. CISSP is desired.**

Systems Security Architect

Functional Responsibility: **Lead developing, implementing, and maintaining enterprise-wide information security capabilities. Analyze the enterprise business models and IT systems to determine security risks and risk management considerations. Define enterprise and system level security requirements. Propose technical solutions for systems and applications-level security architecture and design. Develop security plans, policies and procedures.**

Minimum Education / Minimum Experience: **Bachelors (or equivalent) six (6)+ years of experience doing enterprise security engineering activities**

Systems Security Architect - Senior

Functional Responsibility: **Under general direction, lead developing, implementing, and maintaining enterprise-wide information security capabilities. Analyze the enterprise business models and IT systems to determine security risks and risk management considerations. Defines enterprise and system level security requirements. Propose technical solutions for systems and applications-level security architecture and design. Develop security plans, policies and procedures. Analyze requirements and potential solutions for technical and economic feasibility. Work on multiple phases of complex projects independently. Coordinate activities with superiors and client personnel to resolve technical and/or business issues and ensures the successful delivery of the project requirements. May be required to act as a technical supervisor.**

Minimum Education / Minimum Experience: **Bachelors (or equivalent) eight (8)+ years of experience doing enterprise security engineering activities**

Systems Security Architect - Principal

Functional Responsibility: **Provide technical leadership in Leads developing, implementing, and maintaining enterprise-wide information security capabilities. Analyze the enterprise business models and IT systems to determine security risks and risk management considerations. Define enterprise and system level security requirements. Propose technical solutions for systems and applications- level security architecture and design. Develop security plans, policies and procedures. Apply this leadership in any phase of the system development life cycle support as task requirements dictate and may have a high level of expertise in one area. Plan, recommend, and perform**

changes. Utilize an accomplished knowledge of multiple technical disciplines, unique applications, and business management practices to develop technical and/or business solutions to client problems. Assist clients in planning and developing objectives and goals. Support client objectives while conforming to the client's operating practices. May be required to act as a technical supervisor.

Minimum Education / Minimum Experience: **Bachelors (or equivalent) 10+ years of experience doing enterprise security engineering activities**

Systems Security Architect - Subject Matter Expert (SME)

Functional Responsibility: **Recognized technical expert in developing, implementing, and maintaining enterprise-wide information security capabilities. Analyze the enterprise business models and IT systems to determine security risks and risk management considerations. Define enterprise and system level security requirements. Propose technical solutions for systems and applications-level security architecture and design. Develop security plans, policies and procedures. Highest-level individual contributor in at least one technical area. Utilize expertise in business management practices, industry requirements and information technology disciplines to develop technical and/or business solutions to client problems. High level of diverse technical and industry experience related to a specific skill set. Keep abreast of technological developments and industry trends.**

Minimum Education / Minimum Experience: **Bachelors (or equivalent) 12+ years of experience doing enterprise security engineering activities**

Cyber Security Engineer

Functional Responsibility: **Perform assessment of present levels of cyber security, defines acceptable levels of risk, trains all personnel in proper cyber hygiene and establishes formal maintenance procedures. Perform privacy impact assessments and provides PII data security and monitoring, and migration strategies. Identify potential vulnerabilities to cyber and information security using penetration testing and red teams. Provide technologies for identification, modeling, and predictive analysis of cyber threats.**

Minimum Education / Minimum Experience: **Bachelors (or equivalent) two (2)+ years of experience doing cyber security activities**

Cyber Security Engineer - Senior

Functional Responsibility: **Under general direction, perform assessment of present levels of cyber security, defines acceptable levels of risk, trains all personnel in proper cyber hygiene and establishes formal maintenance procedures. Perform privacy impact assessments and provides PII data security and monitoring, and migration strategies. Identify potential vulnerabilities to**

cyber and information security using penetration testing and red teams. Provide technologies for identification, modeling, and predictive analysis of cyber threats. Analyze requirements and potential solutions for technical and economic feasibility. Work on multiple phases of complex projects independently. Coordinate activities with superiors and client personnel to resolve technical and/or business issues and ensures the successful delivery of the project requirements. May be required to act as a technical supervisor. Design architecture to include the software, hardware, and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces. As appropriate, ensure these systems are compatible and in compliance with the standards for open systems architectures, the Open Systems Interconnection (OSI) and International Standards Organization (ISO) reference models, and profiles of standards - such as Institute of Electrical and Electronic Engineers (IEEE) Open Systems Environment (OSE) reference model - as they apply to the implementation and specification of Information Management (IM) solution of the application platform, across the application program interface (API), and the external environment/software application. Evaluate analytically and systematically problems of work flows, organization, and planning and develops appropriate corrective action. Provide daily supervision and direction to staff.

Minimum Education / Minimum Experience: **Bachelors (or equivalent) five (5)+ years of experience doing cyber security activities**

Cyber Security - Principal

Functional Responsibility: **Provide technical leadership in performing assessment of present levels of cyber security, define acceptable levels of risk, trains all personnel in proper cyber hygiene and establishes formal maintenance procedures. Perform privacy impact assessments and provides PII data security and monitoring, and migration strategies. Identify potential vulnerabilities to cyber and information security using penetration testing and red teams. Provide technologies for identification, modeling, and predictive analysis of cyber threats. Apply this leadership in any phase of the system development life cycle support as task requirements dictate and may have a high level of expertise in one area. Plan, recommend, and perform changes. Utilize an accomplished knowledge of multiple technical disciplines, unique applications, and business management practices to develop technical and/or business solutions to client problems. Assist clients in planning and developing objectives and goals. Support client objectives while conforming to the client's operating practices. Technical supervisor. Design architecture to include the software, hardware, and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces. Ensure these systems are compatible and in compliance with the standards for open systems architectures, the Open Systems Interconnection (OSI) and International Standards Organization (ISO) reference models, and**

profiles of standards as they apply to the implementation and specification of Information Management (IM) solution of the application platform, across the application program interface (API), and the external environment/software application. Evaluate analytically and systematically problems of work flows, organization, and planning and develops appropriate corrective action. Provides daily supervision and direction to staff.

Minimum Education / Minimum Experience: **Bachelors (or equivalent) eight (8)+ years of experience doing cyber security activities**

Cyber Security – Subject Matter Expert (SME)

Functional Responsibility: **Recognized technical expert in performing assessments of present levels of cyber security, defines acceptable levels of risk, trains all personnel in proper cyber hygiene and establishes formal maintenance procedures. Perform privacy impact assessments and provides PII data security and monitoring, and migration strategies. Identify potential vulnerabilities to cyber and information security using penetration testing and red teams. Provide technologies for identification, modeling, and predictive analysis of cyber threats. Highest-level individual contributor in at least one technical area. Utilize expertise in business management practices, industry requirements and information technology disciplines to develop technical and/or business solutions to client problems. High level of diverse technical and industry experience related to a specific skill set. Keep abreast of technological developments and industry trends. Design architecture to include the software, hardware, and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces. Ensure these systems are compatible and in compliance with the standards for open systems architectures, the Open Systems Interconnection (OSI) and International Standards Organization (ISO) reference models, and profiles of standards - such as Institute of Electrical and Electronic Engineers (IEEE) Open Systems Environment (OSE) reference model - as they apply to the implementation and specification of Information Management (IM) solution of the application platform, across the application program interface (API), and the external environment/software application. Evaluate analytically and systematically problems of work flows, organization, and planning and develops appropriate corrective action. Provide daily supervision and direction to staff.**

Minimum Education / Minimum Experience: **Bachelors (or equivalent) 10+ years of experience doing cyber security activities**

Systems Administrator

Functional Responsibility: **Responsible for the technical administration of a server-based computer system. Oversee the day to day activities for the system and is responsible for all applications present on the system. Administer**

related systems, including security, communications, software applications, electronic mail, bulletin boards, printing services, outside communication links, licensing, and any other initial troubleshooting. Maintain server management records.

Minimum Education / Minimum Experience: **Bachelor's degree with a minimum of five (5) years of experience, of which the last three (3) years must be specialized. A degree is not required with seven (7) years of experience, of which the last four (4) years are specialized.**

Data Entry Clerk

Functional Responsibility: **Operate a data entry device to record or verify a variety of standard coded or uncoded business or statistical source data into a computer. Rely on instructions and pre-established guidelines to perform the functions of the job. Work under immediate supervision.**

Minimum Education / Minimum Experience: **High school diploma or its equivalent and two (2) years of experience.**

Data Entry Specialist

Functional Responsibility: **Experienced in using a computer for a variety of documents/spread sheets including status reports, trip reports, meeting minutes, briefing slides, etc. Knowledgeable of file setup and maintenance, classified material handling and storage procedures, and reproduction/publishing techniques. Prepare documents and spreadsheets including status reports, trip reports, meeting minutes, briefing slides, etc.**

Minimum Education / Minimum Experience: **A minimum of one (1) year experience in clerk/assistant type work is required. Relevant education beyond high school may be substituted on a one for one basis for experience.**

Junior Database Administrator

Functional Responsibility: **Apply knowledge of computer science concepts and techniques in the design, development, installation and maintenance of relational databases. Develop and maintain necessary public synonyms, database links, and user access controls. Provide database tuning and monitoring to insure effective and efficient data access to include comparison of performance ratios, tuning of memory, configuration, disk I/O and application software, design and maintenance of the physical layout of the databases, and calculating disk space requirements for database tables and indexes.**

Minimum Education / Minimum Experience: **Bachelor's degree with three (3) - five (5) years of experience in a similar role, in which the last two (2) - three (3) years must be specialized.**

Database Administrator

Functional Responsibility: **Apply knowledge of computer science concepts and techniques in the design, development, installation and maintenance of relational databases. Develop and maintains necessary public synonyms, database links, and user access controls. Provide database tuning and monitoring to insure effective and efficient data access to include comparison of performance ratios, tuning of memory configuration, disk I/O, and application software. Design and maintenance of the physical layout of the database and calculating disk space requirements for database tables and indexes. Responsible for segments or phases of broader, more complex projects.**

Minimum Education / Minimum Experience: **Bachelor's degree with five (5) - seven (7) years overall experience, of which the last four (4) - five (5) years of experience must be specialized.**

Senior Database Administrator

Functional Responsibility: **Apply knowledge of computer science concepts and techniques in the design, development, installation, and maintenance of relational databases. Develop and maintain necessary public synonyms, database links, and user access controls. Provide database tuning and monitoring to ensure effective and efficient data access to include comparison of performance ratios, tuning of memory configuration, disk I/O, and application software, design and maintenance of the physical layout of the databases and calculating disk space requirements for database tables and indexes. Responsible for developing project plans, justifications, guidelines, and controls.**

Minimum Education / Minimum Experience: **Bachelor's degree with seven (7) years overall experience, of which the last five (5) years must be specialized.**

Database Warehousing/Mining Specialist

Functional Responsibility: **Design, implement and support data warehousing. Implements business rules via stored procedures, middleware, or other technologies. Define user interfaces and functional specifications. Responsible for verifying accuracy of data, and the maintenance and support of the data warehouse. Experienced in database design, particularly in the integration of multiple data sources into a single repository. Experienced in applying data analysis and statistical techniques on large data sets, to develop predictive models that address and targeted problems. Experienced in utilizing data that is multichannel (web, email, direct mail and call center) in origin and application. Ability to perform sophisticated statistical analysis and also interprets the data and communicates results to technical and non- technical audiences.**

Minimum Education / Minimum Experience: **Bachelor (or equivalent) + two (2) years of programming experience**

Database Warehousing/Mining Specialist - Senior

Functional Responsibility: **Under general direction design, implement and support data warehousing. Implement business rules via stored procedures, middleware, or other technologies. Define user interfaces and functional specifications. Responsible for verifying accuracy of data, and the maintenance and support of the data warehouse. Experienced in database design, particularly in the integration of multiple data sources into a single repository. Experienced in applying data analysis and statistical techniques on large data sets, to develop predictive models that address and targeted problems. Experienced in utilizing data that is multichannel (web, email, direct mail and call center) in origin and application. Perform sophisticated statistical analysis and also interpret the data and communicate results to technical and non-technical audiences. Develop practical and workable solutions to clients' technical and business problems. Analyze requirements and potential solutions for technical and economic feasibility. Work on multiple phases of complex projects independently. Coordinate activities with superiors and client personnel to resolve technical and/or business issues and ensures the successful delivery of the project requirements.**

Minimum Education / Minimum Experience: **Bachelor (or equivalent) + five (5) years of programming experience**

Database Warehousing/Mining Specialist - Principal

Functional Responsibility: **Provide technical leadership in the design, implementation and support of data warehousing. Implement business rules via stored procedures, middleware, or other technologies. Define user interfaces and functional specifications. Responsible for verifying accuracy of data, and the maintenance and support of the data warehouse. Experienced in database design, particularly in the integration of multiple data sources into a single repository. Experienced in applying data analysis and statistical techniques on large data sets, to develop predictive models that address and targeted problems. Experienced in utilizing data that is multichannel (web, email, direct mail and call center) in origin and application. Perform sophisticated statistical analysis and also interpret the data and communicate results to technical and non-technical audiences. Apply this leadership in any phase of the system development life cycle support as task requirements dictate and may have a high level of expertise in one area. Plan, recommend, and perform changes. Utilize an accomplished knowledge of multiple technical disciplines, unique applications, and business management practices to develop technical and/or business solutions to client problems. Assist clients in planning and developing objectives and goals. Support client objectives while conforming to the client's operating practices.**

Minimum Education / Minimum Experience: **Bachelor (or equivalent) + eight (8) years of programming experience**

Database Warehousing/Mining Specialist - Subject Matter Expert (SME)

Functional Responsibility: **Recognized technical expert in the design, implementation and support of data warehousing. Implements business rules via stored procedures, middleware, or other technologies. Define user interfaces and functional specifications. Responsible for verifying accuracy of data, and the maintenance and support of the data warehouse. Experienced in database design, particularly in the integration of multiple data sources into a single repository. Experienced in applying data analysis and statistical techniques on large data sets, to develop predictive models that address and targeted problems. Experienced in utilizing data that is multichannel (web, email, direct mail and call center) in origin and application. Perform sophisticated statistical analysis and also interpret the data and communicate results to technical and non-technical audiences. Highest-level individual contributor in at least one technical area. Utilize expertise in business management practices, industry requirements and information technology disciplines to develop technical and/or business solutions to client problems. High level of diverse technical and industry experience related to a specific skill set. Typically has specialization in a particular technology or business application. Keep abreast of technological developments and industry trends.**

Minimum Education / Minimum Experience: **Bachelor (or equivalent) + 10 years of programming experience**

Junior Programmer

Functional Responsibility: **Perform analysis and develops, integrates, and maintains both systems and applications software as required. Perform enterprise or organization-wide planning and design of technical solutions requiring the application of information technology. Perform analysis and validation of IT requirements. Implement efforts within the systems software domain.**

Minimum Education / Minimum Experience: **Bachelor's degree in computer science or related field, with a minimum of three (3) years of experience, of which two (2) must be specialized. A degree is not required with five (5) years overall experience, of which two (2) must be in a selected skill.**

Programmer

Functional Responsibility: **Perform analysis and develops, integrates, and maintains both systems and applications software as required. Perform enterprise or organization-wide planning and design of technical solutions requiring the application of information technology. Perform analysis and**

validation of IT requirements. Plan and manage efforts within the systems software domain.

Minimum Education / Minimum Experience: **Bachelor's degree in computer science or related field, with a minimum of five (5) years of experience, of which three (3) must be specialized.**

Programmer - Principal

Functional Responsibility: **Provide technical leadership in analyzing functional business applications and design specifications for functional activities. Develop block diagrams and logic flow charts. Translate detailed design into computer software. Test, debug and refine the computer software to produce the required product. Prepare required documentation, including both program-level and user-level documentation. Enhance software to reduce operating time or improve efficiency. Provide technical direction to lower level programmers to ensure program deadlines are met. Apply this leadership in any phase of the system development life cycle support as task requirements dictate and may have a high level of expertise in one area. Plan, recommend, and perform changes. Utilize an accomplished knowledge of multiple technical disciplines, unique applications, and business management practices to develop technical and/or business solutions to client problems. Assist clients in planning and developing objectives and goals. Support client objectives while conforming to the client's operating practices.**

Minimum Education / Minimum Experience: **Bachelors or equivalent + eight (8) years of experience doing application development**

Programmer - Subject Matter Expert (SME)

Functional Responsibility: **Recognized technical expert in analyzing functional business applications and design specifications for functional activities. Develop block diagrams and logic flow charts. Translate detailed design into computer software. Test, debug and refine the computer software to produce the required product. Prepare required documentation, including both program-level and user-level documentation. Enhance software to reduce operating time or improve efficiency. Provide technical direction to lower level programmers to ensure program deadlines are met. Apply this leadership in any phase of the system development life cycle support as task requirements dictate and may have a high level of expertise in one area. Plan, recommend, and perform changes. Utilize an accomplished knowledge of multiple technical disciplines, unique applications, and business management practices to develop technical and/or business solutions to client problems. Assist clients in planning and developing objectives and goals. Support client objectives while conforming to the client's operating practices. Function as the highest-level individual contributor in at least one technical area. Utilize expertise in business management practices, industry requirements and information**

technology disciplines to develop technical and/or business solutions to client problems. High level of diverse technical and industry experience related to a specific skill set. Typically has specialization in a particular technology or business application. Keep abreast of technological developments and industry trends.

Minimum Education / Minimum Experience: **Bachelors or equivalent + 10 years of experience doing application development**

Senior Programmer

Functional Responsibility: **May serve as task or project leader. Perform analysis and develops, integrates, and maintains both systems and applications software as required. Perform enterprise or organization-wide planning and design of technical solutions requiring the application of information technology. Perform analysis and validation of IT requirements. Plan and manage efforts within the systems software domain.**

Minimum Education / Minimum Experience: **Bachelor's degree in computer science or related field, with a minimum of six (6) years of experience, of which four (4) must be specialized. Master's degree with a minimum of four (4) years of experience, of which the last four (4) are specialized. A degree is not required with 10 years overall experience, of which the last eight (8) years must be specialized.**

Senior Programmer Specialist

Functional Responsibility: **May serve as task or project leader. Perform analysis and develops, integrates, and maintains both systems and applications software as required. Perform enterprise or organization-wide planning and design of technical solutions requiring the application of information technology. Perform analysis and validation of IT requirements. Plan and manage efforts within the systems software domain.**

Minimum Education / Minimum Experience: **Bachelor's degree in computer science or related field, with a minimum of 10 years of experience, of which four (4) must be specialized. Master's degree with a minimum of eight (8) years of experience, of which the last four (4) are specialized.**

Systems Analyst

Functional Responsibility: **Conduct system planning to include requirement definition, implementation planning, and lifecycle cost estimates. Undertake analysis supporting software programs. Define, design, and specify processes and procedures supporting the implementation of information technology. Develop documentation supporting analysis and makes recommendations on design and implementation of complex systems.**

Minimum Education / Minimum Experience: **Bachelor's degree with a minimum of five (5) years of experience, of which the last three (3) are specialized. A degree is not required with nine (9) years of experience, of which five (5) are specialized.**

Senior Systems Analyst

Functional Responsibility: **Conduct system planning to include requirement definition, implementation planning, and lifecycle cost estimates. Perform analysis or studies enhancing or implementing systems software solutions. Undertake significant analysis within software programs. Define, design and specify processes and procedures supporting the implementation of information technology, which support business or other functional areas. Develop documentation supporting analysis and makes recommendations on design and implementation of complex IT systems. May serve as task or project leader.**

Minimum Education / Minimum Experience: **Bachelor's degree with a minimum of seven (7) years of experience, of which the last five (5) are specialized. A degree is not required with 11 years of experience, of which seven (7) are specialized.**

Senior Applications Programmer

Functional Responsibility: **Plan, design, develop, modify, and test application programs. Translate systems/subsystems designs and detailed designs into applications logic. Provide advice on differing control systems applications designs and access methods in problem resolution, design, and development situations. Work with other senior technical and user staff to complete projects as well as provide assistance and guidance to less experienced technical staff.**

Minimum Education / Minimum Experience: **Bachelor's Degree in an engineering discipline or seven (7) years related work experience.**

Software Engineer

Functional Responsibility: **Design, develop, and provide customization of various applications to meet a series of pre-defined requirements. Requirements will be met through the use of various programming languages and possibly machine and assembly languages.**

Minimum Education / Minimum Experience: **Bachelor (or applicable substitution) + two (2) years of Application Development experience**

Software Engineer - Senior

Functional Responsibility: **Under general direction design, develop, and provide customization of various applications to meet a series of pre-defined requirements. Requirements will be met through the use of various programming languages and possibly machine and assembly languages. Develop practical and workable solutions to clients' technical and business problems. Analyze requirements and potential solutions for technical and economic feasibility. Competent to work on multiple phases of complex projects independently. Coordinate activities with superiors and client personnel to resolve technical and/or business issues and ensures the successful delivery of the project requirements.**

Minimum Education / Minimum Experience: **Bachelor (or applicable substitution) + five (5) years of Application Development experience**

Software Engineer - Principal

Functional Responsibility: **Provide technical leadership in designing, developing, and providing customization of various applications to meet a series of pre-defined requirements. Requirements will be met through the use of various programming languages and possibly machine and assembly languages. Apply this leadership in any phase of the system development life cycle support as task requirements dictate and may have a high level of expertise in one area. Plan, recommend, and perform changes. Utilize an accomplished knowledge of multiple technical disciplines, unique applications, and business management practices to develop technical and/or business solutions to client problems. Assist clients in planning and developing objectives and goals. Support client objectives while conforming to the client's operating practices.**

Minimum Education / Minimum Experience: **Bachelor (or applicable substitution) + eight (8) years of Application Development experience**

Software Engineer – Subject Matter Expert (SME)

Functional Responsibility: **Recognized technical expert in Designing, developing, and providing customization of various applications to meet a series of pre-defined requirements. Requirements will be met through the use of various programming languages and possibly machine and assembly languages. Highest-level individual contributor in at least one technical area. Utilize expertise in business management practices, industry requirements and information technology disciplines to develop technical and/or business solutions to client problems. High level of diverse technical and industry experience related to a specific skill set. Typically has specialization in a particular technology or business application. Keep abreast of technological developments and industry trends.**

Minimum Education / Minimum Experience: **Bachelor (or applicable substitution) + 10 years of Application Development experience**

Software Tester

Functional Responsibility: **Perform formal software testing activities for complex software applications. Review user requirements documentation; assists in development of test plans; develop test data to be used in performing tests; and transforms test plans into test scripts. Ensure proper execution of test scripts and documentation of test results in tracking systems. Analyze test results, document conclusions, and make recommendations that are fully supported by test results.**

Minimum Education / Minimum Experience: **Bachelors (or equivalent) + two (2) years of experience**

Software Tester - Senior

Functional Responsibility: **Under general direction performs formal software testing activities for complex software applications. Review user requirements documentation; assist in development of test plans; develop test data to be used in performing tests; and transform test plans into test scripts. Ensure proper execution of test scripts and documentation of test results in tracking systems. Analyze test results, document conclusions, and make recommendations that are fully supported by test results. Develop practical and workable solutions to clients' technical and business problems. Analyze requirements and potential solutions for technical and economic feasibility. Work on multiple phases of complex projects independently. Coordinate activities with superiors and client personnel to resolve technical and/or business issues and ensures the successful delivery of the project requirements.**

Minimum Education / Minimum Experience: **Bachelors (or equivalent) + five (5) years of experience**

Software Tester - Principal

Functional Responsibility: **Provide technical leadership in performing formal software testing activities for complex software applications. Review user requirements documentation; assist in development of test plans; develops test data to be used in performing tests; and transforms test plans into test scripts. Ensure proper execution of test scripts and documentation of test results in tracking systems. Analyze test results, document conclusions, and make recommendations that are fully supported by test results. Apply this leadership**

in any phase of the system development life cycle support as task requirements dictate and may have a high level of expertise in one area. Plan, recommend, and perform changes. Utilize an accomplished knowledge of multiple technical disciplines, unique applications, and business management practices to develop technical and/or business solutions to client problems. Assist clients in planning and developing objectives and goals. Support client objectives while conforming to the client's operating practices.

Minimum Education / Minimum Experience: **Bachelors (or equivalent) + seven (7) years of experience**

Intermediate Communications Analyst

Functional Responsibility: **Responsible for supporting the delivery of technical solutions based upon established requirements of enterprise- wide or large scale computer networks. Support design of computer network architecture. Establish general LAN.MAN/WAN administration procedures and provides technical leadership in the integration and test of complex large-scale computer integrated networks. Schedules conversions and cut-overs. May oversee network control center.**

Minimum Education / Minimum Experience: **Bachelor's degree with a minimum of two (2) - four (4) years of experience. A degree is not required with a minimum of six (6) years of experience.**

Senior Communications Analyst

Functional Responsibility: **Apply communications/network improvement practices to establish requirements of enterprise-wide or large-scale computer networks. Design large-scale computer network architecture. Establish general LAN/MAN/WAN administration procedures and provides technical leadership in the integration and test of complex large-scale computer-integrated networks. Oversee network control center. Supervise maintenance of systems. May supervise communication analysts.**

Minimum Education / Minimum Experience: **Bachelor's degree with a minimum of five (5) years of experience. A degree is not required with a minimum of nine (9) years of experience.**

Data Communications Manager

Functional Responsibility: **Manage a team of data communication technicians and analysts who maintain and support data communication systems. Ensure that adequate and appropriate planning is provided for remote hardware and communications facilities to develop and implement methodologies for analysis, installation, and support of distributed processing client/server systems. Provide coordination in the analysis, acquisition, and installation of hardware, software, and facilities. Manage the training and efforts of a staff**

engaged in system and network planning, analysis and monitoring activities. Frequently reports to Telecommunications Department Director/Manager.
Minimum Education / Minimum Experience: **A minimum of eight (8) - 10 years of experience in software/hardware LAN and WAN network design and analysis. CCDA or equivalent.**

Voice Communications Manager

Functional Responsibility: **Manage a team of voice communications technicians and analysts who maintain and support voice communication systems, including Automated Call Distribution (ACD), Call Management Systems (CMS), and Voice Mail, PBX, CBX. Identifies issues and appropriate courses of action. Research and oversees implementation of new technologies. Must be familiar with a variety of the field's concepts, practices, and procedures. Knowledgeable in communication protocols and hardware (e.g. Lucent, Siemens, Nortel). Frequently reports to Telecommunications Department Director/Manager.**
Minimum Education / Minimum Experience: **A minimum of 10 years of experience in software/hardware voice network design and analysis. CCDA or equivalent.**

Unified Communications Engineer

Functional Responsibility: **Create a single user interface for the combination of multiple media types into an integrated, unified network environment. Media types include voice, video and data. All of these services are provided across an IP based network. Responsible for the design and implementation of large enterprise systems supporting 25,000+ users. Configure network along with application specific infrastructure and determine how all pieces fit together. Responsible for ensuring the implementation meets required specifications as laid out in the design. Perform troubleshooting based on performance degradation and develops system specific configurations based on stakeholder requirements.**

Minimum Education / Minimum Experience: **Bachelors + three (3) years of experience with enterprise Unified Communications Environments**

Unified Communications Engineer - Senior

Functional Responsibility: **Under General Direction, create a single user interface for the combination of multiple media types into an integrated, unified network environment. Media types include voice, video and data. All of these services are provided across an IP based network. Responsible for the design and implementation of large enterprise systems supporting 25,000+ users. Configure network along with application specific infrastructure and determine how all pieces fit together. Responsible for ensuring the implementation meets required specifications as laid out in the design. Perform troubleshooting based on performance degradation and develops system**

specific configurations based on stakeholder requirements. Develop practical and workable solutions to clients' technical and business problems. Analyze requirements and potential solutions for technical and economic feasibility. Work on multiple phases of complex projects independently. Coordinate activities with superiors and client personnel to resolve technical and/or business issues and ensure the successful delivery of the project requirements.

Minimum Education / Minimum Experience: **Bachelors + five (5) years of experience with enterprise**

Unified Communications Environments

Unified Communications Engineer - Principal

Functional Responsibility: **Provide Technical Leadership to create a single user interface for the combination of multiple media types into an integrated, unified network environment. Media types include voice, video and data. All of these services are provided across an IP based network. Responsible for the design and implementation of large enterprise systems supporting 25,000+ users. Configure network along with application specific infrastructure and determine how all pieces fit together. Responsible for ensuring the implementation meets required specifications as laid out in the design. Perform troubleshooting based on performance degradation and develops system specific configurations based on stakeholder requirements. Apply this leadership in any phase of the system development life cycle support as task requirements dictate and may have a high level of expertise in one area. Plan, recommend, and perform changes. Utilize an accomplished knowledge of multiple technical disciplines, unique applications, and business management practices to develop technical and/or business solutions to client problems. Assist clients in planning and developing objectives and goals. Support client objectives while conforming to the client's operating practices.**

Minimum Education / Minimum Experience: **Bachelors + eight (8) years of experience with enterprise Unified Communications Environments**

Unified Communications Engineer - Subject Matter Expert (SME)

Functional Responsibility: **Recognized technical expert in creating a single user interface for the combination of multiple media types into an integrated, unified network environment. Media types include voice, video and data. All of these services are provided across an IP based network. Responsible for the design and implementation of large enterprise systems supporting 25,000+ users. Configure network along with application specific infrastructure and determine how all pieces fit together. Responsible for ensuring the implementation meets required specifications as laid out in the design. Perform troubleshooting based on performance degradation and develops system specific configurations based on stakeholder requirements. Highest-level individual contributor in at least one technical area. Utilize expertise in**

business management practices, industry requirements and information technology disciplines to develop technical and/or business solutions to client problems. High level of diverse technical and industry experience related to a specific skill set. Typically has specialization in a particular technology or business application. Keep abreast of technological developments and industry trends.

Minimum Education / Minimum Experience: **Bachelors + 10 years of experience with enterprise**

Unified Communications Environments

Help Desk Service Specialist

Functional Responsibility: **Provide telephone and in-person support to users in the areas of email, directories, standard Windows desktop COTS applications and applications developed under this contract for predecessors. Serve as the initial point of contact for troubleshooting hardware, software, PC and printer problems.**

Minimum Education / Minimum Experience: **Three (3) - five (5) years of experience, of which the last two (2) must be specialized. High School required.**

Help Desk Specialist - Senior

Functional Responsibility: **Provide phone and in-person support to users in the areas of e-mail, directories, standard Windows desktop applications and applications developed or deployed under this contractor or predecessors. Serve as the first point of contact for troubleshooting hardware/software PC and printer problems. Tier 2 Service Desk Specialist.**

Minimum Education / Minimum Experience: **Bachelors (or equivalent) + three (3) years of experience**

Help Desk Specialist - Principal

Functional Responsibility: **Provide phone and in-person support to users in the areas of e-mail, directories, standard Windows desktop applications and applications developed or deployed under this contractor or predecessors. Serve as the first point of contact for troubleshooting hardware/software PC and printer problems. Tier 2 and 3 Support Desk specialist capable of supporting multi-platform environments for large environments.**

Minimum Education / Minimum Experience: **Bachelors (or equivalent) + five (5) years of experience**

Help Desk Service Manager

Functional Responsibility: **Provide daily supervision and direction to staff that are responsible for telephone and in-person to users in the areas of email, directories, COTS, standard Windows desktop applications and applications developed or deployed under a specific contract. Serve as the Subject Matter Expert (SME) for hardware, software, PC and printer problems.**

Minimum Education / Minimum Experience: **Five (5) - seven (7) years overall experience, of which the last four (4) years is specialized. Associate's Degree required.**

Help Desk Manager - Senior

Functional Responsibility: **Provide daily supervision and direction to staff who are responsible for phone and in-person support to users in the areas of e-mail, directories, standard Windows desktop applications, and applications developed or deployed under this contract. Serve as the first point of contact for troubleshooting hardware/software PC and printer problems.**

Minimum Education / Minimum Experience: **Bachelors (or equivalent) + five (5) years of experience**

Help Desk Manager - Principal

Functional Responsibility: **Provide technical leadership in the daily supervision and direction to staff who are responsible for phone and in-person support to users in the areas of e-mail, directories, standard Windows desktop applications, and applications developed or deployed under this contract. Serve as the first point of contact for troubleshooting hardware/software PC and printer problems. Apply this leadership in any phase of the system development life cycle support as task requirements dictate and may have a high level of expertise in one area. Plan, recommend, and perform changes. Utilize an accomplished knowledge of multiple technical disciplines, unique applications, and business management practices to develop technical and/or business solutions to client problems. Assist clients in planning and developing objectives and goals. Support client objectives while conforming to the client's operating practices.**

Minimum Education / Minimum Experience: **Bachelors (or equivalent) + seven (7) years of experience**

Network Technician

Functional Responsibility: **Perform network installations and troubleshooting. Work independently on basic networking issues such as cable/plant layout and server/desktop installation. Possess working knowledge of at least one Network Operating System, preferably Microsoft NT. Work directly with end user customers. Perform network installations and troubleshooting.**

Minimum Education / Minimum Experience: **Associates degree or working towards MCSE**

certification as well as at least one (1) year of experience.

Senior Network Technician

Functional Responsibility: **Work independently on basic networking issues such as cable/plant layout and server/desktop installation. Possess working knowledge of at least one Network Operating System, preferably Microsoft NT. Work directly with end user customers. Perform network installations and troubleshooting.**

Minimum Education / Minimum Experience: **CCNA or equivalent required and three (3) years of experience.**

Hardware Installation Technician

Functional Responsibility: **Configure computers, communication devices, and peripheral equipment. Install network hardware. Analyze and install computer based systems, local area networks, fiber optic cables, and communication systems. Train site personnel in proper use of hardware.**

Minimum Education / Minimum Experience: **High school diploma with a minimum of five (5) years of experience, of which three (3) years must be specialized.**

Senior Hardware Installation Technician

Functional Responsibility: **Conduct site surveys. Assess and document current site network configuration and user requirements. Design and optimize network topologies. Analyze existing requirements and prepares specifications for hardware acquisitions. Prepare engineering plans and site installation. Prepare drawings documenting configuration changes at each site. Prepare site installation and test reports.**

Minimum Education / Minimum Experience: **Bachelor's degree with a minimum of four (4) years of experience, of which the last two (2) must be specialized. High school diploma with a minimum of seven (7) years of experience, of which the four (4) years must be specialized.**

Hardware Specialist

Functional Responsibility: **Review computer systems in terms of machine capabilities and man-machine interface. Monitor and respond to complex hardware problems using a variety of hardware testing tools and techniques. Prepare functional requirements and specifications for hardware acquisitions. Ensure that problems have been properly identified and resolved.**

Minimum Education / Minimum Experience: **Bachelor's degree with a minimum of five (5) years of experience, of which the last three (3) must be specialized. High**

school diploma with a minimum of nine (9) years of experience, of which the last five (5) years must be specialized.

Computer Operator

Functional Responsibility: **Monitor and control one or more mini or mainframe computers by operating the central console or on-line terminals. Study program operation instructions to determine equipment setup and run operations. Continuously observes the operation of the console panel, storage devices, printers, and the action of the console printer to monitor the system and determine the point of equipment or program failure. Manipulate controls in accordance with standard procedures to continue operations when individual units of the system malfunction. Confer with software systems engineering or applications programming personnel in the event errors require a change of instructions or sequence of operations. Maintain operating records such as machine performance and production reports.**

Minimum Education / Minimum Experience: **Bachelors (or equivalent) + 1 year of experience**

Computer Operator - Senior

Functional Responsibility: **Under general direction monitor and control one or more mini or mainframe computers by operating the central console or on-line terminals. Study program operation instructions to determine equipment setup and run operations. Continuously observe the operation of the console panel, storage devices, printers, and the action of the console printer to monitor the system and determine the point of equipment or program failure. Manipulate controls in accordance with standard procedures to continue operations when individual units of the system malfunction. Confer with software systems engineering or applications programming personnel in the event errors require a change of instructions or sequence of operations. Maintain operating records such as machine performance and production reports. Develop practical and workable solutions to clients' technical and business problems. Analyze requirements and potential solutions for technical and economic feasibility. Work on multiple phases of complex projects independently. Coordinate activities with superiors and client personnel to resolve technical and/or business issues and ensures the successful delivery of the project requirements.**

Minimum Education / Minimum Experience: **Bachelors (or equivalent) + three (3) years of experience**

Computer Operator - Principal

Functional Responsibility: **Provide technical leadership in monitoring and control of one or more mini or mainframe computers by operating the central console or on-line terminals. Study program operation instructions to determine**

equipment setup and run operations. Continuously observe the operation of the console panel, storage devices, printers, and the action of the console printer to monitor the system and determine the point of equipment or program failure. Manipulate controls in accordance with standard procedures to continue operations when individual units of the system malfunction. Confer with software systems engineering or applications programming personnel in the event errors require a change of instructions or sequence of operations. Maintain operating records such as machine performance and production reports. Apply this leadership in any phase of the system development life cycle support as task requirements dictate and may have a high level of expertise in one area. Plan, recommend, and perform changes. Utilize an accomplished knowledge of multiple technical disciplines, unique applications, and business management practices to develop technical and/or business solutions to client problems. Assist clients in planning and developing objectives and goals. Support client objectives while conforming to the client's operating practices.
Minimum Education / Minimum Experience: **Bachelors (or equivalent) + five (5) years of experience**

Web Designer

Functional Responsibility: **Responsible for the oversight and creation of graphic user interfaces for the internet. Coordinate with application engineers and end users to determine requirements and manages and implements quality control procedures to ensure compliance with requirements. Work closely with application engineers and end users to design effective graphic user interfaces using current developments in web design tools and networking technology.**
Minimum Education / Minimum Experience: **Bachelor's degree with two (2) years of experience including development and design of software systems and Web development. A degree is not required with five (5) years of experience.**

Web Software Developer

Functional Responsibility: **Provide support to develop Web based applications including online customer service for agency components to be able to deliver their services online. Provide support in developing the site concept, interface design, and architecture of the web-site. Provide support for the implementation of interfaces to applications. Working knowledge and experience coding in Java is required. Knowledge of several of the following areas is desirable: Active Server Pages (ASP), JavaScript, and SQL Server, Visual Basic, JavaScript, MS Access, HTML, DBMS's (ex. - Oracle, Sybase, etc.).**
Minimum Education / Minimum Experience: **Bachelor (or equivalent) + two (2) years of programming experience**

Web Software Developer - Senior

Functional Responsibility: **Under general direction provide support to develop Web based applications including online customer service for agency components to be able to deliver their services online. Provide support in developing the site concept, interface design, and architecture of the web-site. Provide support for the implementation of interfaces to applications. Working knowledge and experience coding in Java is required. Knowledge of several of the following areas is desirable: Active Server Pages (ASP), JavaScript, and SQL Server, Visual Basic, JavaScript, MS Access, HTML, DBMS's (ex. - Oracle, Sybase, etc.). Develop practical and workable solutions to clients' technical and business problems. Analyze requirements and potential solutions for technical and economic feasibility. Work on multiple phases of complex projects independently. Coordinate activities with superiors and client personnel to resolve technical and/or business issues and ensures the successful delivery of the project requirements.**

Minimum Education / Minimum Experience: **Bachelor (or equivalent) + five (5) years of programming experience**

Web Software Developer - Principal

Functional Responsibility: **Provide technical leadership support to develop Web based applications including online customer service for agency components to be able to deliver their services online. Provide support in developing the site concept, interface design, and architecture of the web-site. Provide support for the implementation of interfaces to applications. Working knowledge and experience coding in Java is required. Knowledge of several of the following areas is desirable: Active Server Pages (ASP), JavaScript, and SQL Server, Visual Basic, JavaScript, MS Access, HTML, DBMS's (ex. - Oracle, Sybase, etc.). Apply this leadership in any phase of the system development life cycle support as task requirements dictate and may have a high level of expertise in one area. Plans, recommends, and performs changes. Utilize an accomplished knowledge of multiple technical disciplines, unique applications, and business management practices to develop technical and/or business solutions to client problems. Assist clients in planning and developing objectives and goals. Support client objectives while conforming to the client's operating practices.**

Minimum Education / Minimum Experience: **Bachelor (or equivalent) + seven (7) years of programming experience**

Web Software Developer - Subject Matter Expert (SME)

Functional Responsibility: **Recognized technical expert to develop Web based applications including online customer service for agency components to be able to deliver their services online. Provide support in developing the site concept, interface design, and architecture of the web-site. Provide support for the implementation of interfaces to applications. Working knowledge and experience coding in Java is required. Knowledge of several of the following**

areas is desirable: Active Server Pages (ASP), JavaScript, and SQL Server, Visual Basic, JavaScript, MS Access, HTML, DBMS's (ex. - Oracle, Sybase, etc.). **Highest-level individual contributor in at least one technical area. Utilize expertise in business management practices, industry requirements and information technology disciplines to develop technical and/or business solutions to client problems. High level of diverse technical and industry experience related to a specific skill set. Typically has specialization in a particular technology or business application. Keep abreast of technological developments and industry trends.**

Minimum Education / Minimum Experience: **Bachelor (or equivalent) + 10 years of programming experience**

Graphics Specialist

Functional Responsibility: **Directly support the Program Manager or Project Manager in the preparation of presentation graphics and support the development of contract deliverables and reports by developing and updating graphic presentations to improve the quality and enhance the usability of these documents. Responsible for integrating the graphics generated with automated tools and the deliverable documents.**

Minimum Education / Minimum Experience: **High school diploma with a minimum of two (2) years of experience in office administration and developing graphics/artistic presentations**

Graphics Specialist - Senior

Functional Responsibility: **Perform graphics design; plans, lays out, and illustrates technical or scientific materials in black and white or color for web pages, dashboards and portals. Interface with users to determine scope of project and best graphic medium. Execute graphic projects and coordinates and schedules production with developers. Perform production or coordinates production with outside vendors as needed. Operate and set up computer graphic systems. Train others in proper use of computer graphic equipment. Familiar with commonly-used art media and commercially available graphics packages for web postings, Microsoft SharePoint postings and custom dashboard development.**

Minimum Education / Minimum Experience: **Bachelors with a minimum of three (3) years of experience in office administration and developing graphics/artistic presentations for web pages and / or custom dashboards**

Documentation Specialist

Functional Responsibility: **Gather, analyze, and compose technical documentation. Ensure the use of proper technical terminology. Translate**

technical information into clear, readable documents to be used by technical and non-technical personnel.

Minimum Education / Minimum Experience: **Bachelor's degree with a minimum of two (2) years of experience, of which the last one year is specialized. A degree is not required with eight (8) years of experience, of which six (6) years is specialized.**

Technical Writer - Junior

Functional Responsibility: **Research, write, edit, and proofread technical data for use in documents or sections of documents such as manuals, procedures, specifications, special reports, and any other customer deliverables and documents. Ensure technical documentation is accurate, complete, meets editorial and government specifications and adheres to standards for quality, graphics, coverage, format, and style. Assist in establishing style guidelines and standards for texts and illustrations. Excellent written communication skills are required.**

Minimum Education / Minimum Experience: **Bachelor's Degree and zero (0) - two (2) years of experience**

Technical Writer - Mid

Functional Responsibility: **Research, write, edit, and proofread technical data for use in documents or sections of documents such as manuals, procedures, specifications, special reports, and any other customer deliverables and documents. Ensure technical documentation is accurate, complete, meets editorial and government specifications and adheres to standards for quality, graphics, coverage, format, and style. Assist in establishing style guidelines and standards for texts and illustrations. Excellent written communication skills are required.**

Minimum Education / Minimum Experience: **Bachelor's Degree and two (2) - four (4) years of experience**

Technical Writer - Senior

Functional Responsibility: **Research, write, edit, and proofread technical data for use in documents or sections of documents such as manuals, procedures, specifications, special reports, and any other customer deliverables and documents. Ensure technical documentation is accurate, complete, meets editorial and government specifications and adheres to standards for quality, graphics, coverage, format, and style. Assist in establishing style guidelines and standards for texts and illustrations. Excellent written communication skills are required.**

Minimum Education / Minimum Experience: **Bachelor's Degree and four (4)+ years of experience**

Business Processes Analyst - Senior

Functional Responsibility: **Perform analysis of functional processes, organizations, and enterprises to identify and develop business process engineering initiatives. Evaluate business processes for efficiency, effectiveness, and improvement. Document analysis of business processes and recommended improvements. Responsible for process reengineering, facilitation, training and methodology development, and evaluation across all phases of an enterprise or function. May identify best practices, change management, business management techniques, organizational development, activity and data modeling, or IT system development methods and practices.**

Minimum Education / Minimum Experience: **Bachelor's degree with a minimum of 10 years of experience, of which the last eight (8) years must be specialized. With a Master's degree, eight (8) years of experience required, of which six (6) years must be specialized. With a Ph. D, six (6) years of experience required, of which five (5) years must be specialized. A degree is not required with 13 years of experience, of which 11 years must be specialized.**

Business Processes Analyst - Principal

Functional Responsibility: **May serve as task or project leader. Perform analysis of functional processes, organizations, and enterprises to identify and develop business process engineering initiatives. Evaluate business processes for efficiency, effectiveness, and improvement. Document analysis of business processes and recommends improvements. Provide training and guidance in the implementation of improved processes.**

Minimum Education / Minimum Experience: **Bachelor's degree with a minimum of 12 years of experience, of which the last nine (9) years must be specialized. With a Ph. D, eight (8) years of experience required, of which six (6) years must be specialized.**

Information Technology Training Specialist

Functional Responsibility: **Administer computer-based training. Maintain records of training activities. Provide documentation for software training. Conduct training sessions and assists in the design of program flowcharts. Maintain current knowledge of hardware and software applications as required. Must have knowledge of the principles, methods, and techniques used in the design and development of computer based training programs, as well as knowledge of relevant hardware/software and computer equipment as required.**

Minimum Education / Minimum Experience: **Bachelor's degree with a minimum of four (4) years of experience.**

Senior Information Technology Training Specialist

Functional Responsibility: **May serve as the team lead. Design training objectives and develops computer-based training for assigned software. Design courseware and structures training classes. Provide documentation for software training. Create final versions of training programs and presents them to users. Must have knowledge of the principles, methods, and techniques used in the design and development of computer based training programs, as well as knowledge of relevant hardware/software and computer equipment as required.**

Minimum Education / Minimum Experience: **Bachelor's degree with a minimum of six (6) years of experience.**

Training Specialist - Principal

Functional Responsibility: **Organize and conduct moderately complex training and educational programs for information systems (technical) or user (non-technical) personnel. May develop instructional curriculum and materials; gathers and assimilates information on subject matter, organizes and condenses material, and prepares course outline, handouts, and visual aid materials. Coordinate with Subject Matter Experts (SMEs) to ensure that prepared courses meet stated objectives. Maintain records of training activities and program effectiveness. May be required to instruct or to prepare/arrange for the preparation of automated training materials (such as video recorded training sessions, computer-aided tutorials, etc.).**

Minimum Education / Minimum Experience: **Bachelor's degree with a minimum of eight (8) years of experience.**

Business Process Reengineering Specialist

Functional Responsibility: **Apply process improvement and reengineering methodologies and principles to conduct process modernization projects for Information Technology environments. Duties include activity and data modeling, developing modern business methods, identifying best practices and creating and assessing performance measurements for IT engineering, operations and security projects. Responsible for effective transitioning of existing information technology project teams and the facilitation of project teams in the accomplishment of project activities and objectives as it relates to those IT projects. Provide group facilitation, interviewing, training, and provides additional forms of knowledge transfer for IT engineering, operations and security related projects. Key coordinator between multiple project teams to ensure enterprise-wide integration of reengineering information technology efforts.**

Minimum Education / Minimum Experience: **Bachelors (or equivalent) two (2)+ years of experience doing process improvement**

Business Process Reengineering Specialist - Senior

Functional Responsibility: **Under general direction, apply process improvement and reengineering methodologies and principles to conduct process modernization projects for Information Technology environments. Develop practical and workable solutions to clients' technical and business problems. Analyze requirements and potential solutions for technical and economic feasibility. Work on multiple phases of complex projects independently. Coordinate activities with superiors and client personnel to resolve technical and/or business issues and ensures the successful delivery of the project requirements. May be required to act as a technical supervisor. Duties include activity and data modeling, developing modern business methods, identifying best practices and creating and assessing performance measurements for IT engineering, operations and security projects. Responsible for effective transitioning of existing information technology project teams and the facilitation of project teams in the accomplishment of project activities and objectives as it relates to those IT projects. Provide group facilitation, interviewing, training, and provide additional forms of knowledge transfer for IT engineering, operations and security related projects. Key coordinator between multiple project teams to ensure enterprise-wide integration of reengineering information technology efforts.**

Minimum Education / Minimum Experience: **Bachelors (or equivalent) five (5)+ years of experience doing process improvement**

Business Process Reengineering Specialist - Principal

Functional Responsibility: **Provide technical leadership in process improvement and reengineering methodologies and principles to conduct process modernization projects for Information Technology environments. Apply this leadership in any phase of the system development life cycle support as task requirements dictate and may have a high level of expertise in one area. Plan, recommend, and perform changes. Utilize an accomplished knowledge of multiple technical disciplines, unique applications, and business management practices to develop technical and/or business solutions to client problems. Assist clients in planning and developing objectives and goals. Support client objectives while conforming to the client's operating practices. Duties include activity and data modeling, developing modern business methods, identifying best practices and creating and assessing performance measurements for IT engineering, operations and security projects. Responsible for effective transitioning of existing information technology project teams and the facilitation of project teams in the accomplishment of project activities and objectives as it relates to those IT projects. Provide group facilitation,**

interviewing, training, and provides additional forms of knowledge transfer for IT engineering, operations and security related projects. Key coordinator between multiple project teams to ensure enterprise-wide integration of reengineering information technology efforts.

Minimum Education / Minimum Experience: **Bachelors (or equivalent) eight (8)+ years of experience doing process improvement**

Business Process Reengineering Specialist - Subject Matter Expert (SME)

Functional Responsibility: **Recognized technical expert in process improvement and reengineering methodologies and principles to conduct process Information Technology modernization projects. Utilize expertise in business management practices, industry requirements and information technology disciplines to develop technical and/or business solutions to client problems. High level of diverse technical and industry experience related to BPR for IT engineering, operations and security related projects. Duties include activity and data modeling, developing modern business methods, identifying best practices and creating and assessing performance measurements for these projects. Responsible for effective transitioning of existing project teams and the facilitation of project teams in the accomplishment of project activities and objectives as it relates to those IT projects. Provide group facilitation, interviewing, training, and provides additional forms of knowledge transfer. Key coordinator between multiple IT project teams to ensure enterprise-wide integration of reengineering efforts.**

Minimum Education / Minimum Experience: **Bachelors (or equivalent) 10+ years of experience doing process improvement**

Technical Consultant

Functional Responsibility: **Possess industry-leading expertise in a technology area such as networking, electronic business or software applications. Specific examples include leading edge expertise with such technology manufacturers such as Netscape, Microsoft, Oracle, Microstrategy, CISCO etc. Provide consultative technical support at the very highest levels of the enterprise.**

Minimum Education / Minimum Experience: **Minimum of Bachelor's Degree and two (2) years of technology specific consultative expertise. Technology area certifications or progress towards certifications are required.**

Senior Consultant

Functional Responsibility: **Plan, design, configure, develop, modify, test and install enterprise applications such as Oracle, Peoplesoft, BAAN, SAP, Network Management software, Microstrategy and Netscape. Translate systems/subsystems designs and detailed designs in to operational systems. Provide advice and resolve issues regarding application designs, technical**

architectures, software interfaces, data conversion, testing, operations and user support. Work with other senior technical and user staff to complete projects. Provide assistance and guidance to less experienced technical staff.
Minimum Education / Minimum Experience: **Bachelor's degree in Computer Science or equivalent (mathematics, statistics, environmental sciences etc.) and at least four (4) years of experience using specific application software packages.**

Senior Technical Consultant

Functional Responsibility: **Act independently on the most specialized phases of system design, implementation, analysis and programming. Lead and participate in major system studies and implementations. Investigate leading edge information technologies and applies it to the client environment. Technical expert during product presentations to clients. Possess industry-leading expertise in a technology area such as networking, electronic business or software applications. Specific examples include leading edge expertise with such technology manufacturers such as Netscape, Microsoft, Oracle, Microstrategy, CISCO etc. Provide consultative technical support at the very highest levels of the enterprise.**

Minimum Education / Minimum Experience: **Minimum of Bachelor's Degree and six (6) years of technology specific consultative expertise. Technology area certifications or progress towards certifications are required.**

Senior Information Security Consultant

Functional Responsibility: **Manage the analysis of IA requirements for multi-level security issues. Manage the design, development, engineering, and implementation of solutions to multi-level security requirements. Implement and develop multi-level security as well as organize technical information about an organization's goals, existing security products and on-going programs in a multi-level security arena. Perform risk analysis and risk assessments.**

Minimum Education / Minimum Experience: **Bachelor's degree with 10 years of experience, of which four (4) years are in information assurance projects. Master's degree with two (2) years of experience, of which one (1) year is specialized.**

Consultant Software Category III

Functional Responsibility: **Plan, design, configure, develop, modify, test and install enterprise applications. Provide advice and resolve issues regarding application designs, technical architectures, software interfaces, data conversion, testing, operations and user support. Work with other technical**

and user staff to complete projects. Provide consultative Professional Services support to meet operational and functional requirements of the enterprise.

Minimum Education / Minimum Experience: **Minimum of Bachelor's Degree and two (2) years of enterprise product technology specific consultative expertise.**

Consultant Software Category II

Functional Responsibility: **Plan, design, configure, develop, modify, test and install enterprise applications. Translate systems/subsystems designs and detailed designs into operational systems. Provide advice and resolve issues regarding application designs, technical architectures, software interfaces, data conversion, testing, operations and user support. Work with other senior technical and user staff to complete projects. Provide assistance and guidance to less experienced technical staff.**

Minimum Education / Minimum Experience: **Bachelor's degree in Computer Science or equivalent (mathematics, statistics, etc.) and at least four (4) years of experience using enterprise application software packages.**

Consultant Software Category I

Functional Responsibility: **Act independently on the most specialized phases of system design, implementation, analysis and programming of enterprise products. Lead and participate in major system studies and implementations of enterprise products. Investigate leading edge information technologies and applies it to the client environment. Technical expert during product presentations to clients. Possess industry-leading expertise in the implementation of enterprise products. Provide consultative Professional Services support at the very highest levels of the enterprise. Provide assistance and guidance to less experienced technical staff.**

Minimum Education / Minimum Experience: **Minimum of Bachelor's Degree and six (6) years of enterprise application technology specific consultative expertise.**