General Services Administration
Federal Supply Service
Authorized Federal Supply Service
Schedule Price List

On-line 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 for GSA Advantage! is: GSAAdvantage.gov. For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at fss.gsa.gov.

MULTIPLE AWARD SCHEDULE (MAS)

Federal Supply Group: Professional Services
FSC Classes/Product Codes: R408, R704, D399

Contract number: 47QRAA18D0098

Contract Period:  May 11, 2018 through May 10, 2023
Price list valid through modification # PA-0004 dated October 20, 2020

MICROHEALTH LLC
8229 BOONE BLVD, SUITE 500
VIENNA, VA 22182

Contract administration source: Claude Hines
Phone: 855-294-3547 and Fax: 855-850-1264
Website: http://www.microhealthllc.com
Email: contracts@microhealthllc.com


Prices Shown Herein are Net (discount deducted)
CUSTOMER INFORMATION

1a. Table of awarded special item number(s) with appropriate cross reference to item descriptions and awarded price(s).

<table>
<thead>
<tr>
<th>SIN</th>
<th>Recovery</th>
<th>SIN Description</th>
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<tbody>
<tr>
<td>541611</td>
<td>541611RC</td>
<td>Management and Financial Consulting, Acquisition and Grants Management Support, and Business Program and Project Management Services</td>
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<tr>
<td>611430</td>
<td>611430RC</td>
<td>Professional and Management Development Training</td>
</tr>
<tr>
<td>54151S</td>
<td>54151SRC</td>
<td>Information Technology Professional Services</td>
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<tr>
<td>OLM</td>
<td>OLMRC</td>
<td>Order-Level Materials</td>
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1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. This price is the Government price based on a unit of one, exclusive of any quantity/dollar volume, prompt payment, or any other concession affecting price.

   Please see pages 26 through 27 for awarded Net GSA Hourly Rates

1c. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided: Please see pages 3 through 25 for Labor Category Descriptions

2. Maximum order: For SIN 54151S: $500,000.00; For SINs 541611 and 611430: $1,000,000.00; and for OLM $250,000.00 (please visit https://gsa.gov/olm for more information)

3. Minimum order: $100.00

4. Geographic coverage (delivery area): Domestic Only; 48 States, DC

5. Point(s) of production (city, county, and State or foreign country): Same as Contractor Address

6. Discount from list prices or statement of net price: Prices Shown Herein are Net (discount deducted)

7. Quantity discounts: 1% for orders $300,000 to $500,000; 1.5% for orders $500,001 to $1,000,000; and 2% for orders $1,000,001 and over.

8. Prompt payment terms: Net 30 Days. "Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions."

9a. Notification that Government purchase cards are accepted at or below the micro-purchase threshold: Yes.

9b. Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold: Yes.

10. Foreign items (list items by country of origin): None

11a. Time of delivery: Specified on the Task Order.

11b. Expedited Delivery. “Items available for expedited delivery are noted in this price list.” Determined by the Delivery/Task Order.

11c. Overnight and 2-day delivery: Contact contractor for rates for overnight and 2-day delivery. Determined by the Delivery/Task Order.
11d. Urgent Requirements: Agencies can contact the Contractor’s representative to affect a faster delivery. Customers are encouraged to contact the contractor for the purpose of requesting accelerated delivery.

12. F.O.B. point(s): Destination

13a. Ordering address(es): Same as Contractor Address

13b. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA’s) are found in Federal Acquisition Regulation (FAR) 8.405-3.

14. Payment address(es): Same as Contractor Address

15. Warranty provision: N/A Services

16. Export packing charges, if applicable: N/A

17. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level): Contact Contractor

18. Terms and conditions of rental, maintenance, and repair (if applicable): N/A

19. Terms and conditions of installation (if applicable): N/A

20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable): N/A

20a. Terms and conditions for any other services (if applicable): N/A

21. List of service and distribution points (if applicable): N/A

22. List of participating dealers (if applicable): N/A

23. Preventive maintenance (if applicable): N/A

24a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants): N/A

24b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contractor’s website or other location.) The EIT standards can be found at: www.Section508.gov/.

25. Data Universal Number System (DUNS) number: 963809988

26. Notification regarding registration in System for Award Management (SAM) database: Contractor has an Active Registration in the SAM database.

**Labor Category Education/Experience Equivalency**

NOTE: Engineers and Scientists will not be substituted below a Bachelor’s Degree.

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<tr>
<th>Labor Category</th>
<th>Min Edu</th>
<th>Min Exp</th>
<th>PhD</th>
<th>Masters</th>
<th>Bachelors</th>
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**Labor Category Descriptions**

**Program Manager**

SIN(s): 54151S

Minimum Years’ Experience: 10

Minimum Education: Master's Degree, Engineering, Computer Science, Systems, Business or related scientific/technical discipline. Please refer to the Education Equivalency Chart for education or experience substitution requirements. PMP Certification preferred.

Functional Responsibilities: Provides operational support for organizing, directing, and managing all aspects of project functions involving multiple complex and inter-related project tasks that often require managing teams of contractor personnel at multiple locations. Provide overall direction of program activities. Manage and maintain contractor interface with the senior levels of the customer’s organization. Consult with customer and contractor personnel to formulate and review task plans and deliverables, ensuring conformance with program and project task schedules and costs and contractual obligations. Establish and maintain technical and financial reports to show progress of projects to management and customers. Organize and assign responsibilities to subordinates, oversee the successful completion of all assigned project tasks.

**Program Manager/Senior Project Coordinator**

SIN(s): 54151S

Minimum Years’ Experience: 5

Minimum Education: Bachelor's Degree Business or related scientific/technical discipline. Please refer to the Education Equivalency Chart for education or experience substitution requirements. PMP Certification preferred.

Functional Responsibilities: Provides a single point of contact for all aspects of the development and implementation of assigned projects. Takes projects from original concept through final implementation. Interfaces with all areas affected by the project including end users, computer services, and client services. Defines project scope and objectives. Develops detailed work plans, schedules, project estimates, resource plans, and status reports. Conducts project meetings and is responsible for project tracking and analysis. Ensures adherence to quality standards and reviews project deliverables. Manages the integration of vendor tasks and tracks and reviews vendor deliverables. Provides technical and analytical guidance to project team. Recommends and takes action to direct the analysis and solutions of problems.

**Validation Specialist/Test Engineer/Quality Assurance Engineer/Quality Control Specialist/Tester**

SIN(s): 54151S
Minimum Years’ Experience: 5

Minimum Education: Bachelor’s Degree Computer Science, Electronics Engineering or other engineering or technical discipline is required. Please refer to the Education Equivalency Chart for education or experience substitution requirements.

Functional Responsibilities: Carries out procedures to ensure that all information system products and services meet organization standards and end-user requirements using analytical tools to quantitatively measure quality, reports on findings, and makes recommendations on changes to meet specifications and quality standards. Provides overall management functions that determines, defines, and implements QA/QC policies, programs, and procedures. Performs and leads tests of software to ensure proper operation and freedom from defects. May create test data for applications. Documents and works to resolve all complex problems. Reports progress on problem resolution to management. Devises improvements to current procedures and develops models of possible future configurations.

Human Factors Engineer

SIN(s): 54151S

Minimum Years’ Experience: 5

Minimum Education: Bachelor degree in Computer Science, Statistical Mathematics, or other related field and/or discipline. Please refer to the Education Equivalency Chart for education or experience substitution requirements.

Functional Responsibilities: Assesses new products and their compliance to human factors standards and their affects on users. Knowledge of surveillance and case-control study design and analysis. Experience with a variety of different groups in various disciplines. Thorough understanding of statistical methods including, but not limited to, linear, logistic, and conditional logistic regression models, as well as survey statistics and survival analysis. Must be able to take user requirements and define and design products and solutions that meet end user needs. Must have experience in documenting strategies and plans. Conduct human factors analysis and document findings. The work can involve both hardware and software. Must have an understanding of industry standards.

Clinical Informaticist/Statistician /Informatic Specialist/ Bioinformatician

SIN(s): 54151S

Minimum Years’ Experience: 5

Minimum Education: Bachelor degree in Computer Science, Statistical Mathematics, Clinical discipline or other related field and/or discipline. Please refer to the Education Equivalency Chart for education or experience substitution requirements.

Functional Responsibilities: Provide high level expertise in the application of technology to areas of interest to clients organizations including Medical Informatics or Public Health Informatics; statistics, bio-statistics, mathematics; specific tools and data resources relevant to the clients mission including SAS, Epi Info, etc.; applying sound quantitative data and methods. Provide expertise across a wide variety of IT areas as applied to computer or clinical disciplines, including information retrieval technology, decision science, web technology, data mining, expert systems, networking, public health science, and education. Provide expertise in the integration of a variety of heterogeneous information systems and databases that support the sharing and dissemination of pertinent information; in the interaction of information security technology and the requirements for privacy and confidentiality of Personally identifiable information (PII).

Database Developer /Database Engineer

SIN(s): 54151S

Minimum Years’ Experience: 2
**Minimum Education:** Bachelor's Degree, Computer Science, Electronics Engineering or other engineering or technical discipline is required. Please refer to the Education Equivalency Chart for education or experience substitution requirements.

**Functional Responsibilities:** Analyze database requirements of assigned projects. Analyze and determine information needs and elements, database relationships and attributes, proposed manipulation, data flow and storage requirements, and data output and reporting capabilities. Apply knowledge of database management systems to coordinate maintenance and changes to databases. Test and implement changes or new database designs. Write logical and physical database descriptions, including location, space, access method, and security requirements. Provide direction to programmers and analysts as required to affect changes to database management systems. Provide answers to database questions. Knowledge of and ability to monitor databases and to analyze and organize data and apply new technology designs and programs.

**Data Analyst**

SIN(s): 54151S

**Minimum Years’ Experience:** 5

**Minimum Education:** Bachelor's Degree, Computer Science, Electronics Engineering or other engineering or technical discipline is required. Please refer to the Education Equivalency Chart for education or experience substitution requirements.

**Functional Responsibilities:** Provides expertise in information modeling, requirement analysis and facilitation using methodologies such as IDEF or related techniques. Performs analysis to develop fully attributed logical and physical information (data) and business process models following IDEF methodologies. Gather requirements using JAD facilitation techniques in order to collect and define data. Processes requirements necessary to support client/server or web-based applications. Uses modeling tools and repositories to effectively and efficiently define data and business process requirements. Designs relational database schemas for large-scale client/server or web-based applications that reside on database management system. Performs work that is reviewed in timely intervals as defined by the senior data analyst. Provides deliverables within the time frames defined by appropriate personnel and reviews to ensure time frames and quality standards are met. Develops and applies organization-wide information models for use in designing and building integrated, shared software and database management systems.

**Computer Hardware Engineer**

SIN(s): 54151S

**Minimum Years’ Experience:** 5

**Minimum Education:** Bachelor's Degree, Computer Science, Electronics Engineering or other engineering or technical discipline is required. Please refer to the Education Equivalency Chart for education or experience substitution requirements.

**Functional Responsibilities:** Analyze network and computer communications hardware characteristics and recommends equipment procurement, removals, and modifications. Add, delete, and modify, as required, host, terminal, and network devices. Assist and coordinate with communications network specialists in the area of communication software. Researches, designs, develops, run test and evaluate computer hardware such as chips, circuit boards, modems, servers, printers and other related equipment. Has some hardware installation experience. Able to analyze and implement communications standards and protocols according to client requirements.

**Quality Manager**

SIN(s): 54151S

**Minimum Years’ Experience:** 5
Minimum Education: Bachelor’s Degree, Computer Science, Electronics Engineering or other engineering or technical discipline is required. Please refer to the Education Equivalency Chart for education or experience substitution requirements.

Functional Responsibilities: Responsible for all aspects of quality including developing, implementing and improving the Quality Management system as well as formulation of corrective actions to address quality issues. Establish and maintain a process for evaluating software and associated documentation. Determine the resources required for quality control. Maintain the level of quality throughout the software life cycle. Conduct formal and informal reviews at pre-determined points throughout the development life cycle. Provide daily supervision and direction to support staff.

Business Process Engineer

SIN(s): 54151S

Minimum Years’ Experience: 8

Minimum Education: Bachelor’s Degree, computer science, electronics engineering or other engineering or technical discipline is required. Please refer to the Education Equivalency Chart for education or experience substitution requirements.

Functional Responsibilities: Manage use of process improvement, reengineering methodologies, and internet-related methodologies and principles to conduct process modernization projects. Responsible for transitioning of existing organizations or project teams in accomplishing the organization’s goals or project activities and objectives through improved use of internet and other automated processes. Support activity and data modeling, development of modern business methods, identification of best practices, and creating and assessing performance measurements. Provide group facilitation, interviewing, training, and additional forms of knowledge transfer. Key coordinator between customers and multiple project teams to ensure enterprise-wide integration of reengineering efforts and application of best practice including e-business practices. May provide daily supervision and direction to other contractor business reengineering specialists and web architects.

Systems Analyst (Middle)

SIN(s): 54151S

Minimum Years’ Experience: 5

Minimum Education: Bachelor’s Degree, Computer Science, Electronics Engineering or other engineering or technical discipline is required. Please refer to the Education Equivalency Chart for education or experience substitution requirements.

Functional Responsibilities: A Systems Analyst must have IT experience in the analysis, design, and integration of information systems and commercial-off-the-shelf (COTS) software. Must be well versed in understanding structured analysis and design methodologies for the translation of systems requirements from business needs. Must be able to evaluate cost factors and risk. Devises and prepares layouts for computer systems requirements and develops procedures to process data by means of IT equipment. Confers with other technical personnel to determine problems and type of data to be processed. Analyzes a problem in light of equipment capability to determine technical approach. Formulates solutions to address identified software problems. Writes specifications for each program or portion thereof. May be required to develop and implement applications utilizing mathematical and statistical formula. Performs system development activities, design and configuration management as needed.

Security Engineer/Information Assurance/Information Assurance Analyst

SIN(s): 54151S

Minimum Years’ Experience: 2
Minimum Education: Bachelor’s Degree, Computer Science, Electronics Engineering or other engineering or technical discipline is required. Please refer to the Education Equivalency Chart for education or experience substitution requirements.

Functional Responsibilities: Analyzes and defines security requirements for Multilevel Security (MLS) issues. Designs, develops, engineers, and implements solutions to MLS requirements. Responsible for the implementation and development of the MLS plans and processes. Gathers and organizes technical information about an organization's mission, goals and needs, existing security products, and ongoing programs in the MLS arena. Performs risk analyses which also includes risk assessment, mitigation and contingency planning. Develops and maintains information security policies, procedures and control techniques in accordance with FISMA. Conducts Critical Infrastructure Protection (CIP) and Continuity of Operations Planning (COOP) Coordination. Review, analyze and recommend compliance and education (i.e., training, privacy, contract language, contract oversight) policies, procedures and controls, based on review and analysis of FISMA, HHS, OMB, NIST, and other guidance.

Systems Engineer (Senior)

SIN(s): 54151S

Minimum Years’ Experience: 8

Minimum Education: Master’s Degree, Computer Science, Electronics Engineering or other engineering or technical discipline is required. Please refer to the Education Equivalency Chart for education or experience substitution requirements.

Functional Responsibilities: Provides technical support in system architecture, system design, system integration and technical management. Assists in providing technical input to the systems engineering process. Leads teams in developing application and technical plans. Guide customers in the installation and use of strategic products through education and guidance, first-use and tuning assistance problem solving and critical situation resolution.

Systems Engineer (Middle)

SIN(s): 54151S

Minimum Years’ Experience: 5

Minimum Education: Bachelor’s Degree, Computer Science, Electronics Engineering or other engineering or technical discipline is required. Please refer to the Education Equivalency Chart for education or experience substitution requirements.

Functional Responsibilities: Provides technical support in system architecture, system design, system integration and technical management. Assists in providing technical input to the systems engineering process. Provides requirements analysis. May prepare and present systems assurance reviews. Identifies requirements and deficiencies in hardware and software products. Advises customer in product selection and use, capacity planning operations and performance management.

Systems Architect (Senior)

SIN(s): 54151S

Minimum Years’ Experience: 8

Minimum Education: Master’s Degree, Computer Science, Electronics Engineering or other engineering or technical discipline is required. Please refer to the Education Equivalency Chart for education or experience substitution requirements.

Functional Responsibilities: Leads and directs large teams with diverse functional and technical disciplines to include enterprise architects, systems engineers, business analysts, and network engineers. Works directly with senior executives of the enterprise to consult, coach, and advise on strategy, business alignment, enterprise architecture, information
technology solutions, and the associated impact on the organization and its stakeholders. Coordinates resolution of highly complex problems and tasks, selling new ideas and concepts in support of operational goals and objectives. Provides technical and analytical guidance to enterprise architecture team. Integrates and translates complex concepts into tactical action plans. Possesses knowledge of Federal Enterprise Architecture (FEA) standards, reference models and guidelines, along with experience in using various enterprise architecture modeling and repository tools and methodologies.

**Systems Architect**

**SIN(s):** 54151S

**Minimum Years’ Experience:** 5

**Minimum Education:** Bachelor's Degree, Computer Science, Electronics Engineering or other engineering or technical discipline is required. Please refer to the Education Equivalency Chart for education or experience substitution requirements.

**Functional Responsibilities:** Provides high-level Enterprise and/or Systems architectural expertise to managers and technical staff. Develops architectural products and deliverables for the enterprise and operational business lines. Develops strategy of systems and the design infrastructure necessary to support that strategy. Advises on selection of technological purchases with regards to processing, data storage, data access, and applications development. Responsible for identifying and coordinating integration of system components, including hardware and software, into a finished system. Responsible for mapping interactions between system components and other systems, including infrastructure and network pieces supporting the system. Drafts logical and physical diagrams, including data flows, develops capacity plans and threshold limits, and works with other analysts, including configuration, security, and development personnel, to ensure system development follows the planned architecture. Possesses knowledge of Federal Enterprise Architecture (FEA) standards, reference models and guidelines, along with experience in using various enterprise architecture modeling and repository tools and methodologies.

**Software Developer—Senior/Senior Software Engineer**

**SIN(s):** 54151S

**Minimum Years’ Experience:** 8

**Minimum Education:** Bachelor's Degree, Computer Science, Electronics Engineering or other engineering or technical discipline is required. Please refer to the Education Equivalency Chart for education or experience substitution requirements.

**Functional Responsibilities:** Create logical and functional software code in a variety of languages. Must have experience in understanding and articulating the benefits and risks associated with different coding languages in different functional environments. Must have experience reacting to problems and correcting the program as necessary.

**Software Developer Junior / Junior Software Engineer**

**SIN(s):** 54151S

**Minimum Years’ Experience:** 2

**Minimum Education:** Bachelor's Degree, Computer Science, Electronics Engineering or other engineering or technical discipline is required. Please refer to the Education Equivalency Chart for education or experience substitution requirements.

**Functional Responsibilities:** A Junior Developer must have experience in the creation of error free software code under the direction and supervision of senior software development managers. Must have experience in both windows and web development environments. Must be able to write software documentation.

**Configuration Management Specialist—Senior**
SIN(s): 54151S

Minimum Years’ Experience: 6

Minimum Education: Bachelor’s Degree, Computer Science, Engineering, Engineering Management, Math, or equivalent. Please refer to the Education Equivalency Chart for education or experience substitution requirements.

Functional Responsibilities: A Configuration manager must have experience in management configuration programs to ensure that all proposed and actual changes to program technology and documentation are properly staffed, approved, and tracked. Must facilitate the change Notification process used for updating product. Must ensure notification of performing organizations or project teams of change activity.

Network Security Manager/ Systems Engineer Manager/ Systems Network Manager

SIN(s): 54151S

Minimum Years’ Experience: 8

Minimum Education: Bachelor’s Degree, Computer Science, Electronics Engineering or other engineering or technical discipline is required. Please refer to the Education Equivalency Chart for education or experience substitution requirements.

Functional Responsibilities: Provides leadership and technical guidance for a team of Network Engineers. Provides expertise in installation, maintenance, and operational support of data networks. Tests equipment and software, troubleshoots problems, works to resolve difficult technical issues, assists other technical staff with network problem resolution, and informs other staff of resolutions as appropriate. Monitors network use and adjusts configurations and implements system enhancements to achieve optimal performance. Researches and obtains network administration tools for testing or team use as appropriate. Coordinates work efforts with network staff, network administrators, and vendors as applicable for optimum efficiency. Work conforms to all CDC and other federal government standards and requirements for network systems and security. Experience and knowledge in several of the following areas is desirable: telecommunications infrastructure, telecommunications engineering best practices; TCP/IP, routing protocols, network switching, Internet and Intranet systems, and SNMP based network management systems; leading design efforts that require in-depth technical knowledge of both wide area and local area communications; analyzing network performance.

Network Security Specialist/ Systems Network Engineer

SIN(s): 54151S

Minimum Years’ Experience: 5

Minimum Education: Bachelor’s Degree, Computer Science, Electronics Engineering or other engineering or technical discipline is required. Please refer to the Education Equivalency Chart for education or experience substitution requirements.

Functional Responsibilities: Plans, supports and evaluates complex existing network systems and make recommendations for resources required to maintain or expand service levels. This resource will provide highly skilled technical assistance in network planning, engineering and architecture. Also provides and develops technical standards and interface applications; identifies and evaluates new products; provide solutions for network problems. Interfaces with internal/external customers and vendors to determine system needs. Plans and incorporates how new network resources and applications will exist on the network. Provide monthly metrics for network availability and bandwidth usage as well as other metrics as requested. Responsible for network capacity planning. Use network management tools to discover, map and maintain the network. Responsible for network equipment OS and version upgrades. Responsible for conducting research of new technologies and implementation strategies. Monitor and maintain network interfaces to insure its highest level of performance and makes modifications and enhancements as needed. Responsible for documenting procedures and keeping network diagrams and related material up to date. Handle escalated user problems, questions, and request on network issues. Work with other groups within IS to resolve network related issues as needed. Leads and directs work of other Network Engineers.
Systems Administrator

SIN(s): 54151S

Minimum Years’ Experience: 2

Minimum Education: Bachelor's Degree, Computer Science, Electronics Engineering or other engineering or technical discipline is required. Please refer to the Education Equivalency Chart for education or experience substitution requirements.

Functional Responsibilities: Conducts routine system administration tasks and logging data in system admin logs. Systems administrators are responsible for maintaining system efficiency. Experience in maintaining troubleshooting a wide variety of systems and networks to include high volume/high availability systems. Must have knowledge on a number of debugging protocols and processes. Must be able to troubleshoot problems and issues identified by customers and implement corrective actions quickly.

SME I

SIN(s): 54151S

Minimum Years’ Experience: 6

Minimum Education: Bachelor's Degree, Computer Science, Electronics Engineering or other engineering or technical discipline is required. Please refer to the Education Equivalency Chart for education or experience substitution requirements.

Functional Responsibilities: Demonstrated experience and ability to define problems and analyze and develop plans and requirements in the subject matter area for moderately complex systems. Ability to coordinate and manage the preparation of analysis, evaluations, and recommendations for proper implementation of programs and systems specifications in the following specialties: Information Systems Architecture; Networking; Telecommunications; Automation; Communications Protocols; Risk Management/Electronic Analysis; Software; Life Cycle Management; Software Development Methodologies; Modeling and Simulation.

SME II

SIN(s): 54151S

Minimum Years’ Experience: 8

Minimum Education: Bachelor’s Degree, Computer Science, Electronics Engineering or other engineering or technical discipline is required. Please refer to the Education Equivalency Chart for education or experience substitution requirements.

Functional Responsibilities: Demonstrated experience and ability to define the problems and analyze and develop plans and requirements in the subject matter area for moderately complex to complex systems. Ability to coordinate and manage the preparation of analysis, evaluations, and recommendations for proper implementation of programs and systems specifications in the following specialties: Information Systems Architecture; Networking; Telecommunications; Automation; Communications Protocols; Risk Management/Electronic Analysis; Software; Life Cycle Management; Software Development Methodologies; Modeling and Simulation.

SME III

SIN(s): 54151S

Minimum Years’ Experience: 10
Minimum Education: Master's Degree, Computer Science, Electronics Engineering or other engineering or technical discipline is required. Please refer to the Education Equivalency Chart for education or experience substitution requirements.

Functional Responsibilities: Demonstrated experience and ability to provide technical direction for problem definition, analysis, requirements development and implementation for complex to extremely complex systems in the subject matter area. Ability to make recommendations and advise on organization wide system improvements, optimization or maintenance efforts in the following specialties: Information Systems Architecture; Networking; Telecommunications; Automation; Communications Protocols; Risk Management/Electronic Analysis; Software; Life Cycle Management; Software Development Methodologies; Modeling and Simulation.

SME IV

SIN(s): 54151S

Minimum Years’ Experience: 12

Minimum Education: Master’s Degree, computer science, electronics engineering or other engineering or technical discipline is required. Please refer to the Education Equivalency Chart for education or experience substitution requirements.

Functional Responsibilities: Demonstrated experience and ability to provide enterprise wide technical management and direction for problem definition, analysis and requirements development and implementation for very complex systems in the subject matter area. Ability to provide workable recommendations and advice to client executive management on emerging technology, system improvements, optimization and maintenance in the following areas: Information Systems Architecture, Automation, Telecommunications, Networking, Communication Protocols, Software, Electronic Email, Modeling and Simulation, Data Storage and Retrieval.

SME V

SIN(s): 54151S

Minimum Years’ Experience: 14

Minimum Education: A Doctorate or PhD, physician, human factors, clinical informatics, computer science, electronics, engineering or other technical discipline. Please refer to the Education Equivalency Chart for education or experience substitution requirements.

Functional Responsibilities: Demonstrated experience and ability to provide enterprise wide technical management and direction for problem definition, analysis and requirements development and implementation for very complex systems in the subject matter area. Ability to provide workable recommendations and advice to client executive management on emerging technology, system improvements, optimization and maintenance in the following areas: Information Systems Architecture, Clinical/Medical Informatics, Human Factors Engineering, Automation, Telecommunications, Networking, Communication Protocols, Software, Electronic Email, Modeling and Simulation, Data Storage and Retrieval.

Computer Programmer/ Computer Specialist/ Application Programmer

SIN(s): 54151S

Minimum Years’ Experience: 5

Minimum Education: Bachelor's Degree, Computer Science, Electronics Engineering or other engineering or technical discipline is required. Please refer to the Education Equivalency Chart for education or experience substitution requirements.

Functional Responsibilities: Analyze functional business applications and design specifications for functional areas such as finance, accounting, personnel, manpower, logistics, and contracts. 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 programmers to ensure program deadlines are met. Experience in information system design, including application programming on large-scale DBMS and the development of complex software to satisfy design objectives.

Web Application Designer – Junior

SIN(s): 54151S

Minimum Years’ Experience: 2

Minimum Education: Associates Degree or 2 year technical school, computer science, electronics engineering or other engineering or technical discipline is required. Please refer to the Education Equivalency Chart for education or experience substitution requirements.

Functional Responsibilities: Design and layout of graphical user interfaces particularly screen layouts and functionality for client-server applications. Designs and builds web pages using a variety of graphics software applications, techniques, and tools. Designs and develops user interface features, site animation, and special-effects elements. Contributes to the design group’s efforts to enhance the look and feel of the organization’s online offerings. Designs the website to support the organization’s strategies and goals relative to external communications. Conducts studies, testing and evaluation of screen prototypes for functionality, ease of use, efficiency, and accuracy.

Web Application Designer - Senior

SIN(s): 54151S

Minimum Years’ Experience: 5

Minimum Education: Bachelor’s Degree, Computer Science, Electronics Engineering or other engineering or technical discipline is required. Please refer to the Education Equivalency Chart for education or experience substitution requirements.

Functional Responsibilities: Extensive experience with the use multiple different web tools to determine best approach for web page creation, operations, management, and maintenance. Create overall management strategy and oversee implementation. Works with customer requirements to create web sites. The senior web designer should be able to assure the overall look and feel of a web site and create a management strategy for keeping content fresh and up to date.

Telecommunication Technician/ Telecommunication Specialist (Middle)

SIN(s): 54151S

Minimum Years’ Experience: 5

Minimum Education: Associates Degree or 2 year technical school, computer science, Electronics or other engineering or technical discipline is required. Please refer to the Education Equivalency Chart for education or experience substitution requirements.

Functional Responsibilities: Formulate and develop communications requirements and design standards. Perform complex studies to determine networking capacities and reliability, and make recommendations to augment and/or enhance existing communications networks. Provide technical problem diagnoses and resolution support for all associated subsystems, including line monitoring, modem loop-back tests, LAN performance monitoring and terminal failure determination. Provide hardware and software installation and configuration support.

Training Specialist (Senior)

SIN(s): 54151S

Minimum Years’ Experience: 5
**Minimum Education**: Bachelor’s degree in Computer Science or Clinical discipline. Please refer to the Education Equivalency Chart for education or experience substitution requirements.

**Functional Responsibilities**: Demonstrated experience and ability to develop, plan, and provide sophisticated Information System or ADP, end user training on highly complex computer hardware, application software, new systems, or related procedures. Conducts the research necessary to develop and revise training courses and prepares appropriate training materials. Prepares all course materials (course outline, background material and training aids). Prepares all student materials (course manuals, workbooks, handouts, completion certificates, and course evaluation forms). Trains personnel by conducting formal classroom courses, workshops, and seminars.

**Training Manager**

**SIN(s)**: 54151S

**Minimum Years’ Experience**: 8

**Minimum Education**: Bachelor’s degree in Computer Science or related Clinical discipline. Please refer to the Education Equivalency Chart for education or experience substitution requirements.

**Functional Responsibilities**: Provide leadership and management for training tasks that are being performed by the contractor. Prepare training documents and services that are required to support training requirements drawing input from the researchers, test engineers, systems analysts, training specialists, logisticians, and the government and applying customer training policies. Supervise the activity of the Training Specialist(s). Maintain contact with the customer to insure that the training meets their needs.

**Logistics Manager**

**SIN(s)**: 541611

**Minimum Years Experience**: 8

**Minimum Education**: Bachelor’s degree. Please refer to the Education Equivalency Chart for education or experience substitution requirements.

**Functional Responsibilities**: Provides consultancy and guidance on appropriate materials, equipment and supplies to support requirements in the acquisition management process. Ensures management follows established rules and regulations for logistics related to the acquisition program. Assists the program manager in managing the process for successful and cost-effective production of various goods and services. Provides logistical support to management to ensure materials, goods, equipment, supplies are appropriate and cost effective for the program.

**Records Manager**

**SIN(s)**: 541611

**Minimum Years’ Experience**: 6

**Minimum Education**: Bachelor’s degree. Please refer to the Education Equivalency Chart for education or experience substitution requirements.

**Functional Responsibilities**: Provides consultancy for developing and successfully establishing an organization's process for organizing, maintaining, and protecting records, such as health, employee, and financial records. Provides guidance on appropriate record management based on established regulations and policies. Develops a policy for acquisition programs to locate and retrieve records on demand. Provides recommendation on the best system to store, retrieve, and archive records in accordance with regulations and customer requirements.

**Document Manager**
SIN(s): 541611

Minimum Years’ Experience: 6

Minimum Education: Bachelor’s degree. Please refer to the Education Equivalency Chart for education or experience substitution requirements.

Functional Responsibilities: Provides recommendation for establishing a document management framework outlining the control, security, accessibility, and timeliness of acquisition or program management documents that may be used by/useful to more than one user. Documents may include policies, procedures, requirements, and training materials. Helps establish requirements for management to create or purchase a data repository that meets the acquisition or program management requirements. Help establish processes for auditing a data repository, e.g., creating consolidated monthly reports reflecting acquisition documents' last date of retrieval or most recent revision.

Resolution Strategist

SIN(s): 541611

Minimum Years’ Experience: 8

Minimum Education: Bachelor’s degree. Please refer to the Education Equivalency Chart for education or experience substitution requirements.

Functional Responsibilities: Supports management through facilitation of meetings to resolve contractual, technical or functional differences between stakeholders, project teams and subcontractors focusing on delivering customer solutions on time, on budget and within scope. Performs tasks such as defining, refining, and resolving disputes, disagreements, and divergent views within programs and projects and recommends corrective courses of action to stakeholders/executive leadership/management. Helps management identify potential risks between programs and/or projects, points of resistance, inconsistencies, and develops specific corrective action plans to mitigate those risks and/or correct those inconsistencies. Provides definitive workplace and team assessments to management converging on improvement of processes, increased productivity and customer satisfaction.

Instructional Training Designer, Curriculum Developer

SIN(s): 611430

Minimum Years’ Experience: 6

Minimum Education: Bachelor’s degree. Please refer to the Education Equivalency Chart for education or experience substitution requirements.

Functional Responsibilities: Plans, designs, and implements innovative entry, intermediate, and advanced level training courses or learning projects for an engaging learning experience for internal and external audiences. Designs and develops curriculum content, training materials, training modules, teaching aids, and manages all aspects of curriculum development programs.

Personnel Manager

SIN(s): 541611

Minimum Years’ Experience: 8

Minimum Education: Bachelor’s degree. Please refer to the Education Equivalency Chart for education or experience substitution requirements.

Functional Responsibilities: Manages project staff and plans, develops, recommends, and implements activities, policies, procedures, and programs for a project, assisting project management as requested.
Policy Analyst

SIN(s): 541611

Minimum Years’ Experience: 6

Minimum Education: Bachelor’s degree. Please refer to the Education Equivalency Chart for education or experience substitution requirements.

Functional Responsibilities: Researching, analyzing, providing recommendations on changes or updates, adjusting, or implementing new public/company policies, regulations, and laws.

Financial Analyst

SIN(s): 541611

Minimum Years’ Experience: 6

Minimum Education: Bachelor’s degree. Please refer to the Education Equivalency Chart for education or experience substitution requirements.

Functional Responsibilities: Provides consultancy for the acquisition process by reviewing past and present financial data similar to the program’s requirements. Estimates revenues and expenditures based on requirements and workflows. Recommends strategies for reducing costs associated with procurement or services. Conducts feasibility studies to determine the most cost-effective ways to meet the program requirements without adding risk.

Multimedia Developer

SIN(s): 611430

Minimum Years’ Experience: 4

Minimum Education: Bachelor’s degree. Please refer to the Education Equivalency Chart for education or experience substitution requirements.

Functional Responsibilities: Designs and develops digital and physical delivery mediums, including Web, A/V, pamphlets, brochures, newsletters, videos and etc. Conceives and influences manipulation of graphic images, animations, sound, text, and video into consolidated and seamless multimedia applications, including computer-based interactive training, data presentation and information kiosks, CD-ROMs, entertainment and educational products, and multimedia presentations.

Budget Analyst

SIN(s): 541611

Minimum Years’ Experience: 6

Minimum Education: Bachelor’s degree. Please refer to the Education Equivalency Chart for education or experience substitution requirements.

Functional Responsibilities: Provides consultancy and analytical guidance by evaluating an acquisition program or integrated program budget to determine whether expenditures exceed budgeted amounts and whether the program is operating with cost efficiency. Conducts market research on industry’s financial climate to develop cost/benefit analyses for budget allocation related to an acquisition or project. Analyzes, advises, and provides guidance for acquisition and project teams to prepare budgets and establish projections for the acquisition or project lifecycle. Reviews proposed acquisition or project budgets for completeness, accuracy, and conformance with established procedures, financial regulations, objectives, and requirements.

Strategic Planner
**SIN(s): 541611**

**Minimum Years’ Experience: 8**

**Minimum Education:** Master’s degree. Please refer to the Education Equivalency Chart for education or experience substitution requirements.

**Functional Responsibilities:** Provides strategic planning of large projects by assisting in developing mission and vision statements, subsequent goal delineation, provides guidance for building operational plans and specifying measurable outcomes. Responsible for guiding the company through financial obstacles and helping to achieving its goal of continued profitability and growing revenues. Formulates strategies or suggests changes or improvements to current business plans, policies, and procedures.

**Consultant**

**SIN(s): 541611 and 611430**

**Minimum Years’ Experience: 8**

**Minimum Education:** Master’s degree. Please refer to the Education Equivalency Chart for education or experience substitution requirements.

**Functional Responsibilities:** Evaluates existing systems and/or user needs to analyze, design, recommend, and implement system changes. Consults with client, stakeholders or department heads to define needs or problems. Oversees research, evaluates survey results to obtain data, and analyzes data to advise on or recommend solutions, utilizing knowledge of theory or technology of specific discipline or field of specialization.

**Security Coordinator**

**SIN(s): 541611**

**Minimum Years’ Experience: 4**

**Minimum Education:** Associates degree. Please refer to the Education Equivalency Chart for education or experience substitution requirements.

**Functional Responsibilities:** Identifies critical assets and potential impacts from threats to understand the program's risk exposure during the analysis phase of the acquisition process. Leverages industry best practices to help program management establish physical, administrative, and IT security controls to safeguard against disruptions, such as supply chain or network breaches. Provides consultancy services to help facilitate or develop security programs/posture that encompass physical, individual, and IT security.

**Quality Assurance Specialist**

**SIN(s): 541611 and 611430**

**Minimum Years’ Experience: 5**

**Minimum Education:** Bachelor’s degree. Please refer to the Education Equivalency Chart for education or experience substitution requirements.

**Functional Responsibilities:** Provides development of project Quality Assurance Plan and the implementation of procedures that conforms to the requirements of the contract. Provides an independent assessment of how the project's development process is being implemented relative to the defined process and recommends methods to optimize the projects' process.

**Contract Specialist**
SIN(s): 541611

Minimum Years’ Experience: 5

Minimum Education: Bachelor’s degree. Please refer to the Education Equivalency Chart for education or experience substitution requirements.


Procurement Specialist

SIN(s): 541611

Minimum Years’ Experience: 5

Minimum Education: Associates degree. Please refer to the Education Equivalency Chart for education or experience substitution requirements.

Functional Responsibilities: Performs procurement tasks involved in procuring goods and services following defined processes, guidelines and polices. Places purchase orders for supplies, equipment and services. Ensures orders are placed with correct vendors and methods of shipment and terms of payment reflect correct due dates, item specifications, pricing, etc.

Cost Analyst Senior

SIN(s): 541611

Minimum Years’ Experience: 8

Minimum Education: Master’s degree. Please refer to the Education Equivalency Chart for education or experience substitution requirements.

Functional Responsibilities: Experience with implementing standardized cost systems that ensure business objectives and budgets are met. Researches, evaluates and recommends costs for projects, departments and products. Institutes methods to improve cost estimation processes.

Acquisition Specialist

SIN(s): 541611

Minimum Years’ Experience: 5

Minimum Education: Bachelor’s degree. Please refer to the Education Equivalency Chart for education or experience substitution requirements.

Functional Responsibilities: Procurement strategist for the components/services used on a project. Oversees efforts to acquire goods, property, services and even employees in all phases of the project (pre-award, source selection, and post award). Establishing goals, objectives and schedules for the acquisition programs; preparing organizational planning documents; compiling data in the preparation of contract deliverables.

Requirements Specialist

SIN(s): 541611

Minimum Years’ Experience: 5
Minimum Education: Bachelor’s degree. Please refer to the Education Equivalency Chart for education or experience substitution requirements.

Functional Responsibilities: Performs gap analysis between current state of customer/project needs. Formulate and define scopes and objectives based on all stakeholder needs. Devise or modify procedures to solve complex problems involving limitations, operating time, and form of preferred results, documenting requirements, and translation into proper business requirement specifications.

Program Analyst

SIN(s): 541611

Minimum Years’ Experience: 5

Minimum Education: Bachelor’s degree. Please refer to the Education Equivalency Chart for education or experience substitution requirements.

Functional Responsibilities: Provide data management and analysis for studies to identify and maintain programmatic needs of assigned projects. Participate in strategic planning with regards to program development. Perform data validation and quality control checks to ensure adherence to study protocols.

Functional Analyst

SIN(s): 541611

Minimum Years’ Experience: 6

Minimum Education: Bachelor’s degree. Please refer to the Education Equivalency Chart for education or experience substitution requirements.

Functional Responsibilities: Helps define functional requirements, analyzes and recommends changes to workflows. Conducts analysis, measures various areas of performance, and develops process improvement and optimization initiatives.

Cost Analyst

SIN(s): 541611

Minimum Years’ Experience: 6

Minimum Education: Bachelors of Science degree. Please refer to the Education Equivalency Chart for education or experience substitution requirements.


Junior Cost Analyst

SIN(s): 541611

Minimum Years’ Experience: 4

Minimum Education: Bachelors of Science degree. Please refer to the Education Equivalency Chart for education or experience substitution requirements.

Senior Management Analyst

SIN(s): 541611

Minimum Years’ Experience: 8

Minimum Education: Bachelors of Science degree. Please refer to the Education Equivalency Chart for education or experience substitution requirements.

Functional Responsibilities: Leads or supervises a team of specialists and other management staff to incorporate requirements into new or existing programs. Assesses and applies multiple organizational, and management improvement techniques in a related government or commercial environment. Conducts and participates in formal and informal reviews at pre-determined points throughout the program/project life cycle. Analyzes client needs, to determine functional and programmatic requirements as they apply to the client’s requirements. Reviews client requirements and participates in client problem-solving and in the recommendation process. Identifies best practices and apply enterprise-wide process re-engineering, change management, business management techniques, organizational development, activity and data modeling. Applies process improvement and re-engineering methodologies and principles. Creates and assesses all related performance measures.

Management Analyst

SIN(s): 541611

Minimum Years’ Experience: 4

Minimum Education: Bachelors of Science degree. Please refer to the Education Equivalency Chart for education or experience substitution requirements.

Functional Responsibilities: Applies multiple organizational, and management improvement techniques in a government or commercial environment. Identifies best practices and applies change management, organizational development, activity and data modeling, system development methods and practices with minimal oversight. Supports and participates in formal and informal reviews at pre-determined points throughout the program/project life cycle. Applies process improvement methodologies and principles. Creates and assesses all performance measurements. Participates in problem-solving and in the recommendation process with the client. Communicates effectively orally or in writing.

Project Coordinator

SIN(s): 541611 and 611430

Minimum Years’ Experience: 5

Minimum Education: Bachelors of Science degree. Please refer to the Education Equivalency Chart for education or experience substitution requirements.

Functional Responsibilities: Provides a single point of contact for all aspects of the assigned projects. Takes projects from original concept through final implementation. Interfaces with all areas affected by the project. Defines project scope and objectives. Develops detailed work plans, schedules, project estimates, resource plans, and status reports. Conducts project meetings and is responsible for project tracking and analysis. Ensures adherence to quality standards and reviews project work products. Manages the integration of vendor tasks and tracks and reviews vendor deliverables. Provides technical and analytical guidance to project team. Familiar with client workflows and policies and procedures. Recommends and takes action to direct the analysis and solutions of problems.
Research Analyst

SIN(s): 541611

Minimum Years’ Experience: 5

Minimum Education: Bachelor’s degree. Please refer to the Education Equivalency Chart for education or experience substitution requirements.

Functional Responsibilities: Analyzes existing and potential information from a wide variety of sources. Quickly and accurately conducts Internet searches. Provides meaningful information reports and presentation material. Organizes and maintains information in an electronic library.

Senior BPR Specialist

SIN(s): 541611

Minimum Years’ Experience: 8

Minimum Education: Bachelor’s degree. Please refer to the Education Equivalency Chart for education or experience substitution requirements.

Functional Responsibilities: Leads or supervises a team of business process reengineering specialists. Applies facilitation techniques, workflow assessments, training, methodology developments and evaluations across all phases of the program/project. Identifies and recommends best practices, change management and business management techniques, organizational development, activity and data modeling, system development methods and practices. Applies process improvements and reengineering methodologies and principles to conduct process modernization projects. Transitions existing project and project teams and facilitates project teams in the accomplishment of project activities and objectives. Provides group facilitation, interviewing, training, and additional forms of knowledge transfer. Key coordinator among multiple project teams to ensure enterprise-wide integration of reengineering efforts. Provides daily supervision and direction to business process reengineering specialists.

BPR Specialist

SIN(s): 541611

Minimum Years’ Experience: 5

Minimum Education: Bachelor’s degree. Please refer to the Education Equivalency Chart for education or experience substitution requirements.

Functional Responsibilities: Applies process improvements and, reengineering methodologies and principles to conduct process modernization and improvement projects with minimal oversight. Applies training, methodology development and evaluation across all phases of the modernization and improvement projects. Identifies best practices, change management and business management techniques, organizational development, activity and data modeling, system development methods and practices. Supports group facilitation, conducts interviews, training, and additional forms of knowledge transfer. Key coordinator among multiple project teams to ensure enterprise wide integration of reengineering efforts. Provides daily supervision and direction to business process reengineering specialists.

Graphics Illustrator

SIN(s): 541611 and 611430

Minimum Years’ Experience: 4

Minimum Education: Bachelor’s degree. Please refer to the Education Equivalency Chart for education or experience substitution requirements.
**Functional Responsibilities:** Creates graphic designs, artwork and documentation layouts and augments existing documents with value added visuals, including online, interactive, Internet and World Wide Web documents. Applies creativity and resourcefulness and the regular use of independent judgment when interfacing with customers and staff. Applies a wide variety of software tools to resolve complex design problems for supporting programs/projects.

**Program Management Analyst**

**SIN(s):** 541611

**Minimum Years’ Experience:** 5

**Minimum Education:** Bachelor’s degree. Please refer to the Education Equivalency Chart for education or experience substitution requirements.

**Functional Responsibilities:** Provide analytical consultative services and analytic support required to administer programs throughout all phases of business/functional requirements analysis, workflow analysis, design parameters, test cases, and implementation. Analyze and review budget, schedule and other program resources. Identify resource shortfalls and make corrective recommendations. Participate in analysis sessions with stakeholders, such as users, technical staff and the functional community to provide program requirements. Review the system and system integration requirements to ensure compliance with program needs in order to meet regulations and policies. Consider alternatives and develop recommendations. Identify, communicate and resolve risks. Identify and resolve issues to eliminate or mitigate the occurrence of consequences that may impact the success of the program Research and analyze resource material.

**Senior System, Software Integration Engineer**

**SIN(s):** 54151S

**Minimum Years’ Experience:** 8

**Minimum Education:** Master’s degree. Please refer to the Education Equivalency Chart for education or experience substitution requirements.

**Functional Responsibilities:** Leads a team of specialists involved in combining a multitude of very complex clinical system and software packages. Assesses health architecture and current hardware limitations, defines and designs complex clinical system specifications, input/output processes and working parameters for hardware/software compatibility. Implements computer health systems in a phased approach of requirements analysis and conceptual design, site survey, system design review, critical design review, installation, integration, and testing. Performs requirements analysis for a wide range of users in areas of office automation. Able to present health related system designs for user approval at formal reviews. Independently provides integrated software, interprets software test results, and recommends solutions for unsatisfactory test results or health related applications. Coordinates design of subsystems and integration of total system and life-cycle support, including maintenance, administration, and management. Analyzes and resolves difficult and complicated program support deficiencies. Conducts independent technical investigations in systems design. Coordinates and consolidates design efforts on major products related to clinical systems. Provides work leadership for lower level employees.

**System, Software Integration Engineer**

**SIN(s):** 54151S

**Minimum Years’ Experience:** 5

**Minimum Education:** Bachelor’s degree. Please refer to the Education Equivalency Chart for education or experience substitution requirements.

**Functional Responsibilities:** Implements health systems in a phased approach of requirements analysis and conceptual design, site survey, system design review, critical design review, installation, integration, and testing with minimal oversight. Analyzes existing health systems and define, design and develop new integrated system requirements. Determines system specifications, input/ output processes and working parameters for hardware/software compatibility.
Performs requirements analysis for a wide range of users in areas of office automation. Coordinates design of subsystems and integration of total system. Identifies, analyzes and resolves program support deficiencies.

**Help Desk Manager**

**SIN(s):** 54151S

**Minimum Years’ Experience:** 6

**Minimum Education:** Bachelor’s degree. Please refer to the Education Equivalency Chart for education or experience substitution requirements.

**Functional Responsibilities:** Leads or supervises a team of IT specialists in installing, maintaining, upgrading and administering full-featured database management systems and other related tools. Manages the development of database projects. Plans and budgets staff and data resources for applications. Supports IT application developers in planning preparation, load analysis, and backup and recovery of data. Prepares and delivers presentations on DBMS concepts. Provides daily supervision and direction to support staff. Works with other senior technical and user staff to complete health related projects. Monitors, maintains, up-grades and administers full-featured database management systems and related tools.

**Help Desk Specialist**

**SIN(s):** 54151S

**Minimum Years’ Experience:** 5

**Minimum Education:** Bachelor of Science degree. Please refer to the Education Equivalency Chart for education or experience substitution requirements.

**Functional Responsibilities:** Leads and supervises a team of Help Desk Technicians providing support to end users for clinical and supporting business applications. Manages help desk operations in a health-related enterprise network environment. Analyzes customer organizational needs and directs the resolution of a wide range of computer problems with comprehensive knowledge of operating systems, servers, and health software applications, as well as hardware, printers, network components, and other peripheral components. Tracks and trends problems and identifies value engineering opportunities. Communicates orally and in writing in a health care setting.

**Desktop Specialist**

**SIN(s):** 54151S

**Minimum Years’ Experience:** 4

**Minimum Education:** Bachelor of Science degree. Please refer to the Education Equivalency Chart for education or experience substitution requirements.

**Functional Responsibilities:** Assists in the use of health IT, servers, printers, network components, and other peripheral components. Teaches hardware concepts to customers with little or no background in computers. Conducts component level diagnostics. Assists in the use of a variety of clinical business software and operating systems. Maintains documentation for health IT procedures and processes, as well as maintenance logs and equipment databases. Communicates orally and in writing in a health care setting.

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