Federal Supply Service

Authorized Federal Supply 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 GSA Advantage!® is: GSAAAdvantage.gov.

Multiple Award Schedule

FSC Group: Professional Services

Contract Number: 47QRAA20D000L

For more information on ordering from Federal Supply Schedules go to the GSA Schedules page at GSA.gov.

Contract Period: October 24, 2019 – October 23, 2024

Ironclad Technology Services, LLC
200 Golden Oak Ct Ste 320
Virginia Beach, VA 23452
757-493-3572
www.ironcladts.com

Contract Administration Source:
Laura Lumagui
laura.lumagui@ironcladts.com

Business Size: Small
Service-Disabled Veteran Owned Small Business

Price list current as of Modification #PS-A812 effective 02.03.2020

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>SINs</th>
<th>Recovery</th>
<th>SIN Title</th>
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<tbody>
<tr>
<td>541211</td>
<td>541211RC</td>
<td>Auditing Services</td>
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<tr>
<td>541219</td>
<td>541219RC</td>
<td>Budget and Financial Management Services</td>
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<tr>
<td>541330ENG</td>
<td>541330ENGRC</td>
<td>Engineering Services</td>
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<td>541380</td>
<td>541380RC</td>
<td>Testing Laboratory Services</td>
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<td>541420</td>
<td>541420RC</td>
<td>Engineering System Design and Integration Services</td>
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<td>54151S</td>
<td>54151SRC</td>
<td>Information Technology Professional Services</td>
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<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>541614SVC</td>
<td>541614SVCRC</td>
<td>Supply and Value Chain Management</td>
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<tr>
<td>541715</td>
<td>541715RC</td>
<td>Engineering Research and Development and Strategic Planning</td>
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<tr>
<td>541990RISK</td>
<td>541990RISKRC</td>
<td>Risk Assessment and Mitigation Services</td>
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<tr>
<td>OLM</td>
<td>OLMRC</td>
<td>Order-Level Materials (OLM’s)</td>
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</tbody>
</table>

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. Those contracts that have unit prices based on the geographic location of the customer, should show the range of the lowest price, and cite the areas to which the prices apply.

<table>
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<tr>
<th>SINs</th>
<th>Labor Category</th>
<th>GSA Price</th>
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<td>541211, 541219, 541330ENG, 541380, 541420, 54151S, 541611, 541614SVC, 541715, 541990RISK</td>
<td>Administrative Specialist I</td>
<td>$51.34</td>
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</table>

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. If hourly rates are not applicable, indicate “Not applicable” for this item. Please refer to Ironclad Technology Services’ attached labor category descriptions.
2. Maximum order:

<table>
<thead>
<tr>
<th>SINs</th>
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<tbody>
<tr>
<td>541211</td>
<td>$1,000,000</td>
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<tr>
<td>541219</td>
<td>$1,000,000</td>
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<tr>
<td>541330ENG</td>
<td>$1,000,000</td>
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<tr>
<td>541380</td>
<td>$250,000</td>
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<td>541990RISK</td>
<td>$1,000,000</td>
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<tr>
<td>OLM</td>
<td>$250,000</td>
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3. Minimum order: $100

4. Geographic coverage (delivery area). Domestic

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

Ironclad Technology Services, LLC
200 Golden Oak Ct Ste 320
Virginia Beach, VA 23452

6. Discount from list prices or statement of net price. Government Net Prices (discounts already deducted.)

7. Quantity discounts. 1.0% off each single task order exceeding $250,000.

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

9. Foreign items (list items by country of origin). Not Applicable

10a. Time of delivery. (Contractor insert number of days.) Contact Contractor

10b. Expedited Delivery. Items available for expedited delivery are noted in this price list. Contact Contractor

10c. Overnight and 2-day delivery. Contact Contractor

10d. Urgent Requirements. Contact Contractor

11. F.O.B. point(s). Origin
12a. Ordering address(es):

Ironclad Technology Services, LLC
200 Golden Oak Ct Ste 320
Virginia Beach, VA 23452

12b. 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.

13. Payment address(es):

Ironclad Technology Services, LLC
200 Golden Oak Ct Ste 320
Virginia Beach, VA 23452

14. Warranty provision. **Not Applicable**

15. Export packing charges, if applicable. **Not Applicable**

16. Terms and conditions of rental, maintenance, and repair (if applicable). **Not Applicable**

17. Terms and conditions of installation (if applicable). **Not Applicable**

18a. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable). **Not Applicable**

18b. Terms and conditions for any other services (if applicable). **Not Applicable**

19. List of service and distribution points (if applicable). **Not Applicable**

20. List of participating dealers (if applicable). **Not Applicable**

21. Preventive maintenance (if applicable). **Not Applicable**

22a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants). **Not Applicable**

22b. 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/](http://www.Section508.gov/). **Not Applicable**

23. Data Universal Number System (DUNS) number. **824762053**

24. Notification regarding registration in System for Award Management (SAM) database. **Ironclad Technology Services, LLC is registered and active in SAM.**
The Service Contract Labor Standards, formerly the Service Contract Act (SCA), apply to this contract and it includes SCLS applicable labor categories. Labor categories and fixed price services marked with a (***) in this pricelist are based on the U.S. Department of Labor Wage Determination Number(s) identified in the SCLS/SCA matrix. The prices awarded are in line with the geographic scope of the contract (i.e., nationwide).

**ESCALATION CHART**

<table>
<thead>
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<td>Cyber Security Engineer I</td>
<td>Cyber Security Engineer II</td>
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<td>Second Year</td>
<td>Third Year</td>
<td>Fourth Year</td>
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LABOR CATEGORY DESCRIPTIONS

1. **Labor Category**: Administrative  
   Specialist I **Education**: High School  
   Diploma or equivalent **Years of Experience**: 3  
   **Functional Responsibilities**: Provides office administration support. Provides end-user support and performs administrative duties with minimal guidance. Assists with coordinating, planning, and organizing events to include technical exchanges, conferences, and synchronization sessions, obtaining space and necessary materials and equipment. Works independently and communicates orally and in writing with all levels of an organization. Strong attention to detail and organizational skills. Excellent communications skills.

2. **Labor Category**: Administrative  
   Specialist II **Education**: High School  
   Diploma or equivalent **Years of Experience**: 5  
   **Functional Responsibilities**: Provides office administration support. Provides end-user support and performs administrative duties with no guidance. Assists with coordinating, planning, and organizing events to include technical exchanges, conferences, and synchronization sessions, obtaining space and necessary materials and equipment. Works independently and communicates orally and in writing with all levels of an organization. Performs analysis, development, and update of command or office administrative operating procedures. Strong attention to detail and organizational skills. Excellent communications skills.

3. **Labor Category**: Administrative  
   Specialist III **Education**: High School  
   Diploma or equivalent **Years of Experience**: 7  
   **Functional Responsibilities**: Provides office administration support. Initiates action to provide end-user support and performs complex administrative duties. Contributes to and conducts technical editing of reports and briefs. Coordinates, plans, and organizes significant and large events, to include obtaining space and necessary materials and equipment. Coordinates the administrative specialist team. Strong attention to detail and organizational skills. Excellent communications skills.

4. **Labor Category**: Operations Research  
   Analyst I **Education**: Bachelor's degree in a related discipline **Years of Experience**: 5  
   **Functional Responsibilities**: Possesses a general understanding of doctrine, policies, operations, and organizations. Exhibits a general degree of ingenuity, creativity, and resourcefulness during the conduct of research and development and preparation of documents, briefings, and analyses which may include narrative, tabular, and graphic materials. Interprets policies, procedures, standards, guidelines, and objectives and applies operations research principles and techniques to analytic needs. Advises and collaborates with stakeholders to evaluate data and optimize data usage and promote information sharing. Analyzes, reports, and develops recommendations on data related to operational metrics.
Prepares detailed assessment reports that represent data as useful information and ensure the analysis presents meaningful results. Contributes to uncovering and resolving issues associated with the development and implementation of operational programs.

5. **Labor Category:** Operations Research Analyst II  
**Education:** Bachelor's degree in a related discipline  
**Years of Experience:** 10  
**Functional Responsibilities:** Possesses a general understanding of doctrine, policies, operations, and organizations. Exhibits a general degree of ingenuity, creativity, and resourcefulness during the conduct of research and development and preparation of documents, briefings, and analyses which may include narrative, tabular, and graphic materials. Interprets policies, procedures, standards, guidelines, and objectives and applies operations research principles and techniques to analytic needs. Advises and collaborates with stakeholders to evaluate data and optimize data usage and promote information sharing. Analyzes, reports, and develops recommendations on data related to operational metrics. Prepares detailed assessment reports that represent data as useful information and ensure the analysis presents meaningful results. Contributes to uncovering and resolving issues associated with the development and implementation of operational programs.

6. **Labor Category:** Operations Research Analyst III  
**Education:** Bachelor's degree in a related discipline  
**Years of Experience:** 15  
**Functional Responsibilities:** Possesses a general understanding of doctrine, policies, operations, and organizations. Exhibits a general degree of ingenuity, creativity, and resourcefulness during the conduct of research and development and preparation of documents, briefings, and analyses which may include narrative, tabular, and graphic materials. Interprets policies, procedures, standards, guidelines, and objectives and applies operations research principles and techniques to analytic needs. Advises and collaborates with stakeholders to evaluate data and optimize data usage and promote information sharing. Analyzes, reports, and develops recommendations on data related to operational metrics. Prepares detailed assessment reports that represent data as useful information and ensure the analysis presents meaningful results. Contributes to uncovering and resolving issues associated with the development and implementation of operational programs.

7. **Labor Category:** Business Process Analyst I  
**Education:** Bachelor's degree in a related discipline  
**Years of Experience:** 2  
**Functional Responsibilities:** Provides technical assistance throughout business process improvement and modernization efforts to reengineer methodologies and principles, including associated processes, technology, organization structure(s), skills, and organizational culture. Conducts research, evaluations, studies, and analysis with minimal guidance. Provides technical assistance to develop change management plans, reports, processes, business policy, regulations, and standard operating procedures (SOPs) with minimal guidance. Has a general understanding of activity data modeling, transaction flow analysis, internal control and risk analysis, modern business methods, and performance measure techniques. Has a general understanding of Lean Six Sigma and Process Change Management principles to reengineer processes, reduce
redundancy, and increase efficiency. Provides technical assistance with establishing requirements for information systems required to facilitate and support business process improvements, procedures, and with the development and application of organizational-wide information models.

8. **Labor Category:** Business Process Analyst II  
**Education:** Bachelor's degree in a related discipline  
**Years of Experience:** 5  
**Functional Responsibilities:** Contributes substantive content throughout business process improvement and modernization efforts to reengineer methodologies and principles, including associated processes, technology, organization structure(s), skills, and organizational culture. Conducts research, evaluations, studies, and analysis with no guidance. Contributes substantive content to change management plans, reports, processes, business policy, regulations, and SOPs with minimal guidance. Has an in-depth understanding of activity data modeling, transaction flow analysis, internal control and risk analysis, modern business methods, and performance measure techniques. Has an in-depth understanding of Lean Six Sigma and Process Change Management principles to reengineer processes, reduce redundancy, and increase efficiency. Contributes substantive content to define requirements for information systems required to facilitate and support business process improvements, procedures, and with the development and application of organizational-wide information models. Develops budget estimates and resource estimates in support of business process reengineering efforts. Processes large volumes of complex data rapidly and accurately and translates highly technical and programmatic data into actionable reports. Leverages industry best practices to plan, organize, and guide complex requirements using Commercial Off-The-Shelf (COTS) tools.

9. **Labor Category:** Business Process Analyst III  
**Education:** Bachelor's degree in a related discipline  
**Years of Experience:** 10  
**Functional Responsibilities:** Contributes substantive content throughout business process improvement and modernization efforts to reengineer methodologies and principles, including associated processes, technology, organization structure(s), skills, and organizational culture. Conducts research, evaluations, studies, and analysis with no guidance. Contributes substantive content to change management plans, reports, processes, business policy, regulations, and SOPs with minimal guidance. Has an in-depth understanding of activity data modeling, transaction flow analysis, internal control and risk analysis, modern business methods, and performance measure techniques. Has an in-depth understanding of Lean Six Sigma and Process Change Management principles to reengineer processes, reduce redundancy, and increase efficiency. Contributes substantive content to define requirements for information systems required to facilitate and support business process improvements, procedures, and with the development and application of organizational-wide information models. Develops budget estimates and resource estimates in support of business process reengineering efforts. Processes large volumes of complex data rapidly and accurately and translates highly technical and programmatic data into actionable reports. Leverages industry best practices to plan, organize, and guide complex requirements using Commercial Off-The-Shelf (COTS) tools.
10. Labor Category: Configuration Manager I
   Education: Bachelor's degree in a related discipline Years of Experience: 2
   Functional Responsibilities: Provides technical assistance for maintaining and developing the CM environment for hardware and software product build, staging, testing, and integration. Has a general understanding of the basic concepts of defining hardware and software configuration processes and procedures. Conducts configuration status accounting, and tracks and reports all CM problems and changes in product documents/software. Conducts configuration audits and supports audits to verify that requirements of all baselines have been met by the as-built software. Provides technical assistance for software quality assurance process audits. With minimal guidance, defines, documents and maintains the Configuration Control Board (CCB), including roles and responsibilities of CCB members. With minimal guidance, defines hardware and software configuration processes and procedures, version control processes, and policies and procedures to ensure they are followed on hardware and software development projects. Assists with the use of CM tools to store, track, and manage configuration items.

11. Labor Category: Configuration Manager II
   Education: Bachelor's degree in a related discipline Years of Experience: 5
   Functional Responsibilities: Contributes substantive content for maintaining and developing the CM environment for hardware and software product build, staging, testing, and integration. Has an in-depth understanding of the concepts of defining hardware and software configuration processes and procedures. Contributes substantive content for software quality assurance process audits. With no guidance, define, document, and maintain the CCB, including roles and responsibilities of CCB members. With no guidance, defines hardware and software configuration processes and procedures, version control processes, policies, and procedures to ensure they are followed on hardware and software development projects. Utilizes CM tools to store, track, and manage configuration items.

12. Labor Category: Configuration Manager III
   Education: Bachelor's degree in a related discipline Years of Experience: 10
   Functional Responsibilities: Coordinates software quality assurance process audit definition and activities. Initiates actions to define, document, and maintain the CCB, including roles and responsibilities of CCB members. Initiates actions to define hardware and software configuration processes and procedures, version control processes, policies, and procedures to ensure they are followed on hardware and software development projects.

13. Labor Category: Consultant
   Education: Advanced degree or a current professional recognized certification in accounting, finance, or project management
   Years of Experience: 15
   Functional Responsibilities: Responsible for planning, organizing, executing, and controlling performance of business and financial services projects, ensuring that goals and objectives are accomplished within prescribed timeframe and funding parameters. Provides primary interface
with client management personnel regarding strategic issues. Coordinates all contractor delivery orders, performs quality assurance reviews of project deliverables, and adherence to customer requirements. Delivers presentations and leads client meetings.

14. **Labor Category:** Cyber Security Engineer I  
**Education:** Bachelor's degree in a related discipline  
**Years of Experience:** 5  
**Functional Responsibilities:** Develops security software and systems with minimal guidance. Identifies and develops improvements to security controls currently in place with no guidance. Possesses an in-depth understanding of software security and security technologies and concepts. Contributes substantive content to the development of test plans and evaluation reports, and conducts activities for testing software security mechanisms for operation effectiveness and deployment readiness. Conducts vulnerability assessments and penetration test activities with no guidance.

15. **Labor Category:** Cyber Security Engineer II  
**Education:** Bachelor's degree in a related discipline  
**Years of Experience:** 10  
**Functional Responsibilities:** Possesses a thorough understanding and ability to apply intermediate concepts of security engineering. Maintains thorough knowledge and understanding of pertinent security policies, procedures and processes. Initiates actions to conduct security engineering research and analysis and provides recommendations for system implementation. Initiates actions to apply advanced concepts of security engineering to development and architecture projects. Coordinates efforts to develop security documentation, concept papers, and test plans. Analyzes complex information independently and takes appropriate actions, and reviews and implements recommendations from others. Develops and delivers articulate and effective briefings/presentations on complex security engineering topics as applicable to assigned projects to any size audience that may include high-level decision makers. Prioritizes competing requirements and tasks, and manages long-term and short-term obligations.

16. **Labor Category:** Cyber Security Engineer III  
**Education:** Bachelor's degree in a related discipline  
**Years of Experience:** 15  
**Functional Responsibilities:** Provides direction and/or recommendations, and develops and makes improvements to security systems and software and improvements of security controls currently in place. Possesses a thorough understanding of software security and security technologies and concepts. Develops test plans and evaluation reports, and conducts activities for testing security mechanisms for operation effectiveness and deployment readiness. Prepares the environment and conducts vulnerability assessments and penetration test activities. Coordinates effort to develop all systems documentation, concept papers, and test plans. Analyzes complex information independently and takes appropriate actions, and reviews and implements recommendations from others. Prioritizes competing requirements and tasks, and manages long-term and short-term obligations. Coordinates effort to develop all security documentation, concept papers, and test plans required. Initiates actions to evaluate functional operation and performance in light of test results.
17. Labor Category:  
Engineer I  
**Education:** Bachelor's degree in a related discipline  
**Years of Experience:** 5  
**Functional Responsibilities:** Under supervision, performs a variety of engineering tasks which are broad in nature and are concerned with design and implementation, including personnel, hardware, software and support facilities and/or equipment. Performs with some latitude for unreviewed actions and decisions. Apply the principles of science and mathematics to develop economical solutions to technical problems. Specify functional requirements, design and test components, analyze designs, and integrate components. Evaluate overall design effectiveness, cost, reliability, and safety.

18. Labor Category:  
Engineer II  
**Education:** Bachelor's degree in a related discipline  
**Years of Experience:** 7  
**Functional Responsibilities:** Under supervision, performs a variety of engineering tasks which are broad in nature and are concerned with design and implementation, including personnel, hardware, software and support facilities and/or equipment. Performs with some latitude for unreviewed actions and decisions. Apply the principles of science and mathematics to develop economical solutions to technical problems. Specify functional requirements, design and test components, analyze designs, and integrate components. Evaluate overall design effectiveness, cost, reliability, and safety.

19. Labor Category: Engineer III  
**Education:** Bachelor's degree in a related discipline  
**Years of Experience:** 10  
**Functional Responsibilities:** With little or no guidance, performs a variety of engineering tasks which are broad in nature and are concerned with design and implementation, including personnel, hardware, software and support facilities and/or equipment. Apply the principles of science and mathematics to develop economical solutions to technical problems. Specify functional requirements, design and test components, analyze designs, and integrate components. Evaluate overall design effectiveness, cost, reliability, and safety.

20. Labor Category: Functional Analyst I  
**Education:** Bachelor’s degree in a related discipline  
**Years of Experience:** 5  
**Functional Responsibilities:** Responsible for ensuring that technical and/or financial solutions and schedules are implemented in a timely manner by executing project plans and monitoring performance. Provides updates on project progress to management. Resolves project staffing and planning issues. Works with agency/department resources on implementation issues. Manages staff assigned to project. Conducts preliminary quality assurance over project deliverables and activities. Delivers presentations and leads client meetings.

21. Labor Category: Functional Analyst II  
**Education:** Bachelor’s degree in a related discipline  
**Years of Experience:** 7
Functional Responsibilities: Responsible for ensuring that technical and/or financial solutions and schedules are implemented in a timely manner by executing project plans and monitoring performance. Provides updates on project progress to management. Resolves project staffing and planning issues. Works with agency/department resources on implementation issues. Manages staff assigned to project. Conducts preliminary quality assurance over project deliverables and activities. Delivers presentations and leads client meetings.

22. Labor Category: Functional Analyst III
   Education: Bachelor’s degree in a related discipline
   Years of Experience: 10
   Functional Responsibilities: Responsible for planning, organizing, executing and controlling performance of technical, business and financial services projects, ensuring that goals and objectives are accomplished within prescribed time frame and funding parameters. Provides primary interface with client management personnel regarding strategic issues. Coordinates all parties to tasks, performs quality assurance reviews of project deliverables and activities for completeness, quality, and adherence to customer requirements. Delivers presentations and leads client meetings.

23. Labor Category: Graphic Designer I
   Education: High School Diploma or equivalent Years of Experience: 5
   Functional Responsibilities: Designs and develops substantive graphics and illustrations for use in technical materials, manuals, and publications with no guidance. With minimal guidance, sets priorities, goals, and deadlines, and makes recommendations on how to plan and accomplish in-depth, non-routine, and ambiguous assignments that require integration and synthesis of a number of unrelated disciplines and disparate concepts.

24. Labor Category: Graphic Designer II
   Education: High School Diploma or equivalent Years of Experience: 7
   Functional Responsibilities: Provides end-users with recommendations and complex graphic artist support for the development of documents, briefings, and websites. Plans and designs the production of graphics used in complex instructional aids, exhibits, and multi-image presentations.

25. Labor Category: Graphic Designer III
   Education: High School Diploma or equivalent Years of Experience: 10
   Functional Responsibilities: Designs and develops extremely complex graphics and illustrations for use in technical materials, manuals, and publications. Operates independently, sets priorities, goals, and deadlines, and makes final recommendations on how to plan and accomplish highly complex, non-routine, and ambiguous assignments that normally require integration and synthesis of a number of unrelated disciplines and disparate concepts.
26. **Labor Category:** Intelligence Analyst I  
**Education:** High School Diploma or equivalent  
**Years of Experience:** 3  
**Functional Responsibilities:** Contributes to the development of cybersecurity-related products and performs cyber analyst duties with minimal guidance. Possesses a general understanding of cybersecurity and analytic basic concepts to monitor, assess, and report on cybersecurity operations, capabilities, and vulnerabilities. Assists with the preparation of reports and briefings. With minimal guidance, advises stakeholders and coordinates actions. Contributes to the development of analytic approaches and recommendations to problems and situations for which data are incomplete, controversial, or which no precedence exists.

27. **Labor Category:** Intelligence Analyst II  
**Education:** High School Diploma or equivalent  
**Years of Experience:** 6  
**Functional Responsibilities:** Contributes to the development of cybersecurity-related products and performs a vast array of duties with no guidance. Possesses an in-depth understanding of cybersecurity analytic concepts to monitor, assess, and report on cybersecurity operations, capabilities, and vulnerabilities. Contributes substantive content for reports and briefings. With no guidance, advises stakeholders and coordinates actions. Contributes substantive content to the development of complex analytic approaches and recommendations to problems and situations for which data are incomplete, controversial, or which no precedence exists.

28. **Labor Category:** Intelligence Analyst III  
**Education:** High School Diploma or equivalent  
**Years of Experience:** 10  
**Functional Responsibilities:** Develops products and performs expansive cybersecurity-related duties. Possesses a thorough understanding of cybersecurity analytic concepts to monitor, assess, and report on cybersecurity operations, capabilities, and vulnerabilities. Develops reports and briefings. Enhances stakeholder relationships; advises and coordinates actions. Develops analytic approaches and recommendations to problems and situations for which data are incomplete, controversial, or which no precedence exists.

29. **Labor Category:** IT Specialist I  
**Education:** Bachelor's degree in a related discipline  
**Years of Experience:** 2  
**Functional Responsibilities:** Performs entry-level IT administration and functions such as, user adds, moves and deletes, backup and restore, preventive maintenance, and upgrades. Assists with the planning and coordination of software and applications upgrades, and web development. Installs, upgrades, and configures personal computers and peripherals including modems, printers, disk drives, memory and other system boards, keyboards, and monitors. Provides initial assessment, research, and resolution of basic incidents and requests regarding the use of application software products and infrastructure components. Addresses and resolves basic incidents and requests and logs all incidents and requests.

30. **Labor Category:** IT Specialist II
Education: Bachelor's degree in a related discipline

Years of Experience: 5

Functional Responsibilities: Monitors and distributes helpdesk calls and assists with report programming. Possesses expert-level knowledge of computers and peripheral equipment, including operating systems and basic operations functions, system and memory configurations, and software. Develops high-level system design diagrams, program design, coding, testing, debugging and documentation. Conducts quality assurance reviews and the evaluation of existing and new software products. Installs, operates, configures, diagnoses, and repairs computers, related software, and peripheral equipment. Monitors activity and components of data communications networks and identifies software and hardware malfunctions. Determines users’ needs and problems, understands program requirements, and develops effective solutions; prepares documentation materials. Presents technical concepts and procedures on software. Establishes rapport quickly and effectively with groups and individuals and maintains effective working relationships.

31. Labor Category: IT Specialist III
   
   Education: Bachelor's degree in a related discipline
   
   Years of Experience: 10
   
   Functional Responsibilities: Possesses demonstrated expert-level experience in planning and managing large-scale upgrades, planning and scheduling large-scale migration activities, designing, installing, configuring, operating various IT infrastructure components, including but not limited to LANs and WANs, and providing expert administrative skills to solve challenging IT issues. Effectively communicates, coordinates efforts, and establishes customer relations. Provides top-level technical expertise, including performing in-depth and complex software systems programming and analysis. Creates detailed design specifications for use by software development staff members.

32. Labor Category: Network Engineer I
   
   Education: Bachelor's degree in a related discipline
   
   Years of Experience: 5
   
   Functional Responsibilities: Designs, tests, and implements interface programs. Develops security procedures. Manages network performances. Troubleshoots and resolves complex problems to ensure no disruption of mission-critical applications. Recommends changes in methods or procedures where necessary.

33. Labor Category: Network Engineer II
   
   Education: Bachelor's degree in a related discipline
   
   Years of Experience: 7
   
   Functional Responsibilities: Provides technical leadership and manages the short- and long-term needs of networks, and supports projects requiring network resources and development of network-related policies and procedures. Analyzes, identifies, and resolves network operational issues to ensure optimum performance and network capacity, and assists with the support of all server platforms that communicate through the network to determine requirements for new and existing systems. Evaluates and selects IT services, application software, and hardware products and coordinates project teams using effective work planning and oversight practices. Provides recommendations on current and pertinent technology; identifies and recommends strategic directions based on technical changes in the computer
industry. Manages networks configuration involving multiple locations with a range of connectivity types. Designs, implements, troubleshoots, and monitors network security mechanisms to mitigate risks of network attacks. Applies network engineering, operations, architecture, and sound management practices to manage technical staff to meet project schedules.

34. **Labor Category:** Network Engineer III  
**Education:** Bachelor's degree in a related discipline  
**Years of Experience:** 10  
**Functional Responsibilities:** Provides technical leadership and manages the short- and long-term needs of networks, and supports projects requiring network resources and development of network- related policies and procedures. Analyzes, identifies, and resolves network operational issues to ensure optimum performance and network capacity, and assists with the support of all server platforms that communicate through the network to determine requirements for new and existing systems. Evaluates and selects IT services, application software, and hardware products and coordinates project teams using effective work planning and oversight practices. Provides recommendations on current and pertinent technology; identifies and recommends strategic directions based on technical changes in the computer industry. Manages networks configuration involving multiple locations with a range of connectivity types. Designs, implements, troubleshoots, and monitors network security mechanisms to mitigate risks of network attacks. Applies network engineering, operations, architecture, and sound management practices to manage technical staff to meet project schedules.

35. **Labor Category:** Program Manager I  
**Education:** Bachelor's degree in a related discipline  
**Years of Experience:** 10  
**Functional Responsibilities:** Plan, direct, or coordinate the operations of public or private sector organizations. Duties and responsibilities include formulating policies, managing daily operations, and planning the use of materials and human resources, but are too diverse and general in nature to be classified in any one functional area of management or administration, such as personnel, purchasing, or administrative services. This employee will oversee a specific program or set of programs.

36. **Labor Category:** Program Manager II  
**Education:** Bachelor's degree in a related discipline  
**Years of Experience:** 15  
**Functional Responsibilities:** Plan, direct, or coordinate the operations of public or private sector organizations. Duties and responsibilities include formulating policies, managing daily operations, and planning the use of materials and human resources, but are too diverse and general in nature to be classified in any one functional area of management or administration, such as personnel, purchasing, or administrative services. This employee will oversee a specific program or set of programs.

37. **Labor Category:** Project Analyst I  
**Education:** Bachelor's degree in a related discipline  
**Years of Experience:** 2
**Functional Responsibilities:** With minimal guidance, assists the Program Manager with planning, initiating, monitoring, and closing out projects. Develops and maintains relationships with program managers and the teams of funded initiatives. Creates, maintains, updates, and reconciles tracking and analysis documentation, spreadsheets, and information on program status and schedules. With minimal guidance, identifies program risks and develops mitigation plans. Assists in identifying and prioritizing requirements. Conducts analysis on general program performance and risks, researches discrepancies, and prepares management reports and briefings. Maintains program files in accordance with knowledge management and records management policies. Collects data from a variety of sources and analyzes, summarizes, and incorporates data in reports. Researches, compiles, and interprets historical program documentation. Analyzes proposed capabilities and develops solutions to address areas of concern for shortfalls. Organizes, prioritizes, and summarizes the content of received deliverables and materials, information, requests, and meetings. Participates in the preparation and conduct of program reviews.

38. Labor Category: Project Analyst II
   **Education:** Bachelor's degree in a related discipline  
   **Years of Experience:** 5
   **Functional Responsibilities:** With no guidance, assists the Program Manager with planning, initiating, monitoring, and closing out projects. With no guidance, identifies program risks and develops mitigation plans. Conducts analysis on program performance and risks, researches discrepancies, and prepares management reports and briefings. Develops and maintains management reports, implementation schedules, and key performance parameters. Provides input and assists with requirement definition, scope of work definition, and scope management. Participates in analysis activities, identifies actions and coordinates actions across the team. Conducts requirements analysis, maintains record of requirements, or portions thereof, being fulfilled by projects, and dependency on other efforts.

39. Labor Category: Project Analyst III
   **Education:** Bachelor's degree in a related discipline  
   **Years of Experience:** 10
   **Functional Responsibilities:** Initiates action to assist with planning, initiating, monitoring and closing out multiple, complex projects and deliverables. Coordinates activities to identify program risks and develops mitigation plans. Conducts analysis on complex program performance and risks, researches discrepancies, and prepares management reports and briefings. Provides expertise to improve business strategy, internal processes, and program performance.

40. Labor Category: Project Manager I
   **Education:** Bachelor's degree in a related discipline  
   **Years of Experience:** 5
   **Functional Responsibilities:** Responsible for managing the project’s scope, schedule, budget, and risk and developing project documentation such as, project schedules, financial reports, and risk management documentation. Prepares charts, tables, graphs and diagrams to assist in analyzing and effectively presenting information. Reviews risk and risk mitigation activities of the project and proposes budgets for the same. Evaluates, analyzes, and proposes operational
and technical alternatives. Reviews and provides input for Estimate-To-Complete, Funds and Man-Hour Expenditure Report, or other financial reports as appropriate to provide the status of funded projects. Reviews and evaluates projects Rough Order of Magnitude. Schedules and assigns work to subordinates and subcontractors, monitors progress, and resolves discrepancies to ensure compliance with work quality standards and contract and TO requirements. Directs technical teams and facilitates the integration of subtasks to ensure the optimal use of assigned resources and subcontractors.

41. **Labor Category:** Project Manager II  
**Education:** Bachelor's degree in a related discipline  
**Years of Experience:** 7  
**Functional Responsibilities:** Responsible for managing the project’s scope, schedule, budget, and risk and developing project documentation such as, project schedules, financial reports, and risk management documentation. Prepares charts, tables, graphs and diagrams to assist in analyzing and effectively presenting information. Reviews risk and risk mitigation activities of the project and proposes budgets for the same. Evaluates, analyzes, and proposes operational and technical alternatives. Reviews and provides input for Estimate-To-Complete, Funds and Man-Hour Expenditure Report, or other financial reports as appropriate to provide the status of funded projects. Reviews and evaluates projects Rough Order of Magnitude. Schedules and assigns work to subordinates and subcontractors, monitors progress, and resolves discrepancies to ensure compliance with work quality standards and contract and TO requirements. Directs technical teams and facilitates the integration of subtasks to ensure the optimal use of assigned resources and subcontractors.

42. **Labor Category:** Project Manager III  
**Education:** Bachelor's degree in a related discipline  
**Years of Experience:** 10  
**Functional Responsibilities:** Responsible for managing the project’s scope, schedule, budget, and risk and developing project documentation such as, project schedules, financial reports, and risk management documentation. Prepares charts, tables, graphs and diagrams to assist in analyzing and effectively presenting information. Reviews risk and risk mitigation activities of the project and proposes budgets for the same. Evaluates, analyzes, and proposes operational and technical alternatives. Reviews and provides input for Estimate-To-Complete, Funds and Man-Hour Expenditure Report, or other financial reports as appropriate to provide the status of funded projects. Reviews and evaluates projects Rough Order of Magnitude. Schedules and assigns work to subordinates and subcontractors, monitors progress, and resolves discrepancies to ensure compliance with work quality standards and contract and TO requirements. Directs technical teams and facilitates the integration of subtasks to ensure the optimal use of assigned resources and subcontractors.

43. **Labor Category:** Software Developer I
**Education:** Bachelor’s Degree in Related Discipline  

**Years of Experience:** 2  

**Functional Responsibilities:** Conducts or participates in multidisciplinary research and collaborates with equipment designers and/or hardware engineers in the planning, design, development, and utilization of electronic data processing systems software. Determines computer user needs; advises hardware designers on machine characteristics that affect software systems such as storage capacity, processing speed, and input/output requirements; designs and develops compilers and assemblers, utility programs, and operating systems.

44. **Labor Category:** Software Developer II  
   **Education:** Bachelor’s degree in a related discipline  
   **Years of Experience:** 5  
   **Functional Responsibilities:** Designs, troubleshoots, and implements software code for end-to-end software development. Coordinates project teams to develop concept, interface design, and architecture. Researches, tests, builds, and coordinates the integration of new requirements to meet organizational needs. Initiates action for evaluation and recommendation of application software packages, application integration and testing tools. Resolves problems with software and responds to suggestions for improvements and enhancements. Coordinates system installation and monitors equipment functioning to ensure operational specifications are met. Implements recommendations for improving documentation and development process standards. Selects the prototype development process in coordination with customer and system engineering. Recommends new technologies and research processes for complex software development projects. Ensures quality control of all developed and modified prototype software. Delegates programming and testing responsibilities to one or more teams and monitors their performance. As required, acts as an Agile process SCRUM Master. Mentors other staff to improve reverse engineering skills.

45. **Labor Category:** Software Developer III  
   **Education:** Bachelor’s Degree in a related discipline  
   **Years of Experience:** 10  
   **Functional Responsibilities:** Conducts or participates in multidisciplinary research and collaborates with equipment designers and/or hardware engineers in the planning, design, development, and utilization of electronic data processing systems software. Determines computer user needs; advises hardware designers on machine characteristics that affect software systems such as storage capacity, processing speed, and input/output requirements; designs and develops compilers and assemblers, utility programs, and operating systems.

46. **Labor Category:** Subject Matter Expert I  
   **Education:** Bachelor’s degree in a related discipline  
   **Years of Experience:** 10  
   **Functional Responsibilities:** Initiates action for providing expert support, analysis, and research into exceptionally complex problems and processes relating to the subject matter. Applies advanced technical principles, theories, and concepts on unusually complex technical problems and provides innovative and ingenious solutions. Works under consultative direction toward predetermined long-range goals and objectives; assignments are often self-initiated. Initiates action, determines and pursues COAs necessary to obtain desired results. Contributes
to the development of new principles and concepts. Develops advanced technological ideas and guides their development into a final product

47. **Labor Category:** Subject Matter Expert II  
**Education:** Bachelor’s degree in a related discipline  
**Years of Experience:** 15  
**Functional Responsibilities:** Minimum 15 years of experience in the area of expertise. Strong attention to detail and organizational skills. Excellent communications skills. Strong analytical and problem solving skills. Guides the completion of specific programs and projects relating to the subject matter. With no direction, provides expert support, analysis, and research into exceptionally complex problems and processes relating to the subject matter. Serves as a technical expert on executive-level project teams providing technical direction, interpretation, and alternatives. Thinks independently and demonstrates exceptional written and oral communication skills. Exercises considerable latitude in determining technical objectives of assignment. Independently develops technical solutions to complex problems that require the regular use of ingenuity and creativity. Guides the successful completion of major programs and may function in a project leadership role

48. **Labor Category:** Subject Matter Expert III  
**Education:** Bachelor’s Degree in a related discipline  
**Years of Experience:** 20  
**Functional Responsibilities:** Provides advanced technical knowledge and analysis of highly specialized applications and operational environment, high-level functional systems analysis, design, integration, documentation, training, and implementation advice on complex problems that require doctorate level knowledge of the subject matter for effective implementation. Applies principles, methods, and knowledge of specific functional areas of expertise to specific task order requirements. Provides advice on esoteric problems which require extensive knowledge of the subject matter. Designs and prepares technical reports, studies, and related documentation, makes charts and graphs to record results, prepares and delivers presentations, training, and briefings as required by the task order.

49. **Labor Category:** Systems Administrator I  
**Education:** High School Diploma or equivalent  
**Years of Experience:** 3  
**Functional Responsibilities:** Provides advice and assistance to users in accessing and using business systems. Coordinates the daily activities of configuration and operation of business systems. Performs system capacity analysis and planning. Responds to users’ needs in a timely manner

50. **Labor Category:** Systems Administrator II  
**Education:** High School Diploma or equivalent  
**Years of Experience:** 6  
**Functional Responsibilities:** Manages the daily activities of configuration and operation of systems and performs system capacity analysis and planning. Maintains servers, creates monitoring reports and logs, and ensures functionality of system links. Monitors systems for acceptable performance and user accessibility, establishes back-ups, and monitors systems security. Supervises technical staff; develops and coordinates project directions and schedules
to maximize benefits and minimize impacts on the customer organization. Performs multiple tasks concurrently and responds to emergency situations effectively.

51. Labor Category: Systems Administrator
   Education: High School Diploma or equivalent
   Years of Experience: 10
   Functional Responsibilities: Performs system capacity analysis and planning, maintains servers, creates monitoring reports and logs, and ensures functionality of system links. Performs configuration management and documentation of network and system topologies. Prepares technical implementation plans that provide integrated solutions including actions, milestones, timelines, and critical paths required for complete solutions. Possesses comprehensive knowledge of the organization’s hardware, software, and network components in addition to knowledge of programming languages and operating systems, current equipment and technologies in use, enterprise backup and recovery procedures, and system performance monitoring tools. Plans, organizes, and documents complex system design activities and configure systems to be consistent with the customer policies and procedures.

52. Labor Category: Systems Analyst I
   Education: Bachelor’s degree in a related discipline
   Years of Experience: 3
   Functional Responsibilities: Performs systems analysis, including analysis of systems benefits from advanced component technologies and the demonstrated ability to develop and execute situation-specific methodologies. Works both independently and as part of a team to identify problems and develop solutions. Prioritizes and manages multiple tasks to ensure timely project completion.

53. Labor Category: Systems Analyst II
   Education: Bachelor’s degree in a related discipline
   Years of Experience: 7
   Functional Responsibilities: Performs systems analysis, including analysis of systems benefits from advanced component technologies and the demonstrated ability to develop and execute situation-specific methodologies. Works both independently and as part of a team to identify problems and develop solutions. Prioritizes and manages multiple tasks to ensure timely project completion.

54. Labor Category: Systems Analyst III
   Education: Bachelor's degree in a related discipline
   Years of Experience: 10
   Functional Responsibilities: Performs systems analysis, including analysis of systems benefits from advanced component technologies and the demonstrated ability to develop and execute situation-specific methodologies. Works both independently and as part of a team to identify problems and develop solutions. Prioritizes and manages multiple tasks to ensure timely project completion.

55. Labor Category: Systems Engineer I
   Education: Bachelor's degree in a related discipline
Years of Experience: 5  
**Functional Responsibilities:** Analyzes system requirements and coordinates design and development activities. Conducts briefings to a variety of audiences and conveys information in a clear and articulate manner. Performs thorough engineering analysis and quick issue resolution simultaneously. Works both independently and as part of a team to identify problems and develop solutions. Prioritizes and manages multiple tasks to ensure timely project completion.

**56. Labor Category:** Systems Engineer II  
**Education:** Bachelor's degree in a related discipline  
**Years of Experience:** 7  
**Functional Responsibilities:** Guides system development and implementation planning through assessment or preparation of system engineering management plans and system integration and test plans. Analyzes complex information and independently takes appropriate actions to resolve problems. Provides engineering guidance to technical staff and establishes effective working relationships with other Government agencies and mission partners. Delivers briefings on complex topics to groups, which may include high-level decision makers. Works complex research projects as senior contributors and as part of an integrated research team. Designs and delivers solutions.

**57. Labor Category:** Systems Engineer III  
**Education:** Bachelor's degree in a related discipline  
**Years of Experience:** 10  
**Functional Responsibilities:** Defines, designs and develops system requirements. Performs trade-off analyses of performance, life-cycle cost, risk, productivity, and other system or program requirements, including modeling, simulation. Assesses architecture and current hardware limitations, defines and designs system specifications, and evaluates input/output processes and working parameters for hardware/software compatibility.

**58. Labor Category:** Systems Integrator I  
**Education:** Bachelor’s degree in a related field  
**Years of Experience:** 5  
**Functional Responsibilities:** Develops work plans, procedures, and estimates as they relate to systems integration tasks and team members. Interfaces with various team members to implement tasks according to the plans.

**59. Labor Category:** Systems Integrator II  
**Education:** Bachelor's degree in a related discipline  
**Years of Experience:** 10  
**Functional Responsibilities:** Develops work plans, procedures, and estimates as they relate to systems integration tasks and team members. Interfaces with various team members to implement tasks according to the plans.

**60. Labor Category:** Technical Specialist I  
**Education:** Bachelor's degree in a related discipline  
**Years of Experience:** 5
**Functional Responsibilities:** Effectively interface with a variety of disciplines to ensure that the individual project systems work together to perform a desired function. Understand the overall project in addition to technical details and consider pertinent aspects such as, cost, schedule, operations, performance, testing, manufacturing, training and support, and eventual disposal.

61. **Labor Category:** Technical Specialist II  
**Education:** Bachelor's degree in a related discipline  
**Years of Experience:** 10  
**Functional Responsibilities:** Effectively lead a variety of disciplines to ensure that the individual project systems work together to perform a desired function. Understands the overall project in addition to technical details and consider pertinent aspects such as, cost, schedule, operations, performance, testing, manufacturing, training and support, and eventual disposal.

62. **Labor Category:** Technical Writer I  
**Education:** Bachelor's degree in a related discipline  
**Years of Experience:** 0  
**Functional Responsibilities:** Analyzes and prepares documentation, and is responsible for writing, editing, and interpreting technical documentation standards and preparing documentation for both technical and lay audiences. May include elements of research and graphic design.

63. **Labor Category:** Technical Writer II  
**Education:** Bachelor's degree in a related discipline  
**Years of Experience:** 3  
**Functional Responsibilities:** Analyzes and prepares documentation, and is responsible for writing, editing, and interpreting technical documentation standards and preparing documentation for both technical and lay audiences. May include elements of research and graphic design.

64. **Labor Category:** Technical Writer III  
**Education:** Bachelor's degree in a related discipline  
**Years of Experience:** 7  
**Functional Responsibilities:** Analyzes and prepares documentation, and is responsible for writing, editing, and interpreting technical documentation standards and preparing documentation for both technical and lay audiences. May include elements of research and graphic design.

65. **Labor Category:** Test Engineer I  
**Education:** Bachelor's degree in a related discipline  
**Years of Experience:** 5  
**Functional Responsibilities:** Conducts test, evaluation, and analysis activities with minimal guidance. Provides content towards the development of test and evaluation plans and test procedures. Tests software applications for operational deployment throughout the entire systems’ life cycle. Contributes to test and evaluation planning and preparation activities. Contributes to the planning and development of test environments that are to be integrated.
into the test enterprise architecture. Performs tests and experimentation in support of test activities/ experimentations to include test architecture development, equipment calibrations, repairs, modifications, and adjustments to support task objectives. Analyzes capabilities for potential vulnerabilities that may result from improper system configuration, hardware or software flaws, or operational weaknesses. Presents any security issues that are found to the system owner with an assessment of impact and a recommendation for mitigation or a technical solution.

66. Labor Category: Test Engineer II
   Education: Bachelor's degree in a related discipline
   Years of Experience: 7
   Functional Responsibilities: Conducts test, evaluation, and analysis activities with no guidance. Provides substantive content towards the development of test and evaluation plans and test procedures. Substantively contributes to the planning and development of test environments that are to be integrated into the test enterprise architecture. Conducts prototype assessments in field environments, operates test instrumentation, and supports remote testing.

67. Labor Category: Test Engineer III
   Education: Bachelor's degree in a related discipline
   Years of Experience: 10
   Functional Responsibilities: Conducts complex test, evaluation, and analysis activities. Conducts test and evaluation planning and preparation activities. Develops test and evaluation plans, and test procedures. Coordinates the planning and development of test environments that are to be integrated into the test enterprise architecture. Coordinates wargame efforts and coordinates with functional area SMEs, as needed, for facilitation, operational cyber subject matter expertise, senior policy subject matter expertise, Modeling and Simulation (M&S) development expertise, and administrative and logistics support for the wargame seminars and capstone events.

68. Labor Category: Web Developer I
   Education: High School Diploma or equivalent
   Years of Experience: 3
   Functional Responsibilities: With minimal guidance, designs and builds web sites using a variety of graphics software applications, techniques, and tools. Designs and develops basic 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 on-line offerings.

69. Labor Category: Web Developer II
   Education: High School Diploma or equivalent
   Years of Experience: 6
   Functional Responsibilities: With no guidance, designs and builds web sites using a variety of graphics software applications, techniques, and tools. Designs and develops substantive user interface features, site animation, and special effects elements. Contributes substantive content to the design group’s efforts to enhance the look and feel of the organization’s on-line offerings.
70. **Labor Category:** Web Developer III  
**Education:** High School Diploma or equivalent  
**Years of Experience:** 10  
**Functional Responsibilities:** Designs and builds complex web sites using a variety of graphics software applications, techniques, and tools. Designs and develops complex user interface features, site animation, and special effects elements. Assists in leading efforts to design and enhance the look and feel of the organization’s on-line offerings.