Authorized Federal Supply Service
Information Technology Schedule Pricelist

SPECIAL ITEM NUMBER 132-51 - INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES
SPECIAL ITEM NUMBER 132-56 – HEALTH IT SERVICES

FPDS Code D301 IT Facility Operation and Maintenance
FPDS Code D302 IT Systems Development Services
FPDS Code D306 IT Systems Analysis Services
FPDS Code D307 Automated Information Systems Design and Integration Services
FPDS Code D308 Programming Services
FPDS Code D310 IT Backup and Security Services
FPDS Code D311 IT Data Conversion Services
FPDS Code D313 Computer Aided Design/Computer Aided Manufacturing (CAD/CAM) Services
FPDS Code D316 IT Network Management Services
FPDS Code D317 Creation/Retrieval of IT Related Automated News Services, Data Services, or Other Information Services (All other information services belong under Schedule 76)
FPDS Code D399 Other Information Technology Services, Not Elsewhere Classified

Note 1: All non-professional labor categories must be incidental to and used solely to support hardware, software and/or professional services, and cannot be purchased separately.

Note 2: Offerors and Agencies are advised that the Group 70 – Information Technology Schedule is not to be used as a means to procure services which properly fall under the Brooks Act. These services include, but are not limited to, architectural, engineering, mapping, cartographic production, remote sensing, geographic information systems, and related services. FAR 36.6 distinguishes between mapping services of an A/E nature and mapping services which are not connected nor incidental to the traditionally accepted A/E Services.

Note 3: This solicitation is not intended to solicit for the reselling of IT Professional Services, except for the provision of implementation, maintenance, integration, or training services in direct support of a product. Under such circumstances the services must be performance by the publisher or manufacturer or one of their authorized agents.

Contract Number: 47QTCA18D001Q

Period Covered by Contract: November 3, 2017 through November 2, 2022

General Services Administration
Federal Supply Service

InterImage, Inc.
4301 N. Fairfax Drive, Suite 205
Arlington, VA 22203
703-422-4700
www.iimage.com
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Products and ordering information in this Authorized FAS Information Technology Schedule Pricelist are also available on the GSA Advantage! System. Agencies can browse GSA Advantage! by accessing the Federal Acquisition Service’s Home Page via the Internet at http://www.gsa.gov/fas.

1a. Table of awarded special item numbers with appropriate cross-reference to item descriptions and awarded prices.

   Special Item No.132-51 Information Technology Professional Services
   Special Item No. 132-56 Health IT Services

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.

   InterImage, Inc.’s Most Favored Customer (MFC) and Basis of Award (BOA) for this contract is federal customers. The price/discount relationship between the government and the MFC will never be less favorable to the government than at the time of award.

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.

   Skill category descriptions begin on page 7.

2. Maximum Order.

   $500,000

3. Minimum Order.

   $100

4. Geographic Scope of Contract.

   The geographic scope of contract is the 48 contiguous states and the District of Columbia. Labor rates in this catalog pricelist do not include additional expenses associated with performing outside the contiguous 48 states (OCONUS).

5. Point of Production.

   InterImage, Inc.
   4301 N. Fairfax Drive, Suite 205
   Arlington, VA 22203

6. Discount from list prices or statement of net price.

   Government prices are net

7. Quantity discounts.

   Basic Discounts Government Site: 16.3% to 36.8% off commercial rates depending on labor category
   Basic Discount InterImage Site: 12.6% to 47.6% off commercial rates depending on labor category
   Quantity/Volume Discount Government Site: 1% for volumes greater than $100,000 and 2% for volumes greater than $500,000 (new customers only)
   Quantity Discount InterImage Site: 1% for volumes greater than $100,000 and 2% for volumes greater than $500,000 (new customers only)

   For customers qualifying for both types of discounts, the discounts are cumulative

8. Prompt payment terms.
Prompt payment discount 1% Net 15 Days

9. Notification that Government purchase cards are accepted at or below the micro-purchase threshold.
   The government purchase card will be accepted for payment on orders below the micro-purchase threshold.

10. Foreign items.
   Not applicable.

11a. Time of delivery.
   Contact InterImage. Delivery will be as negotiated on the task order level.

11b. Expedited Delivery. The Contractor will insert the sentence “Items available for expedited delivery are noted in this price list.” under this heading. The Contractor may use a symbol of its choosing to highlight items in its price lists that have expedited delivery.
   Contact InterImage. Delivery will be as negotiated on the task order level. Expedited delivery may be available.

11c. Overnight and 2-day delivery. The Contractor will indicate whether overnight and 2-day delivery are available. Also, the Contractor will indicate that the schedule customer may contact the Contractor for rates for overnight and 2-day delivery.
   Contact InterImage. Delivery will be as negotiated on the task order level. Expedited delivery may be available.

11d. Urgent Requirements.
   When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering agency, agencies are encouraged, if time permits, to contact the Contractor for the purpose of obtaining accelerated delivery. The Contractor shall reply to the inquiry within 3 workdays after receipt. Telephonic replies shall be confirmed by the Contractor in writing. If the Contractor offers an accelerated delivery time acceptable to the ordering agency, any order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other term and conditions of the contract.

12. F.O.B. point.
   Travel will be billed in accordance with GSA Schedule Contract Requirements.

13. Ordering address.
   4301 N. Fairfax Drive Suite 205
   Arlington, VA 22203

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

14. Payment address.
   4301 N. Fairfax Drive Suite 205
   Arlington, VA 22203

15. Warranty provision.
   Not applicable.

16. Export packing charges, if applicable.
   Not applicable.

17. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level).
None.

18. Terms and conditions of rental, maintenance, and repair.
   Not applicable.

19. Terms and conditions of installation.
   Not applicable.

20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices.
   Not applicable.

20a. Terms and conditions for any other services.
   Not applicable.

21. List of service and distribution points.
   Not applicable.

22. List of participating dealers.
   Not applicable.

23. Preventive maintenance.
   Not applicable.

24a. Special attributes such as environmental.
   Not applicable.

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/

   InterImage ensures all EIT supplies and services comply with Section 508 requirements found at www.Section508.gov/.

25. Data Universal Number System (DUNS) number.
   961987047

   1CEX1
TERMS AND CONDITIONS APPLICABLE TO ALL SINS:

1. SCOPE
   a. The prices, terms and conditions stated under Special Item Number 132-51 Information Technology Professional Services and Special Item Number 132-56 Health IT Services apply exclusively to IT/IAM Professional Services within the scope of this Information Technology Schedule.
   b. The Contractor shall provide services at the Contractor’s facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

2. PERFORMANCE INCENTIVES I-FSS-60 Performance Incentives (April 2000)
   a. Performance incentives may be agreed upon between the Contractor and the ordering activity on individual fixed price orders or Blanket Purchase Agreements under this contract.
   b. The ordering activity must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.
   c. Incentives should be designed to relate results achieved by the contractor to specified targets. To the maximum extent practicable, ordering activities shall consider establishing incentives where performance is critical to the ordering activity’s mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable tasks.

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

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

5. STOP-WORK ORDER (FAR 52.242-15) (AUG 1989)
   a. The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop-work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage.
Within a period of 90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either:

1) Cancel the stop-work order; or
2) Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.

b. If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if-

c. The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to the performance of any part of this contract; and

d. The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.

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

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

6. INSPECTION OF SERVICES


7. RESPONSIBILITIES OF THE CONTRACTOR

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

8. RESPONSIBILITIES OF THE ORDERING ACTIVITY

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

9. INDEPENDENT CONTRACTOR

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

10. ORGANIZATIONAL CONFLICTS OF INTEREST

a. Definitions.

“Contractor” means the person, firm, unincorporated association, joint venture, partnership, or corporation that is a party to this contract.

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

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

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

12. PAYMENTS
For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIAITION I – FEB 2007) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIAITION I – FEB 2007) applies to labor-hour orders placed under this contract. 52.216-31(Feb 2007) Time-and-Materials/Labor-Hour Proposal Requirements—Commercial Item Acquisition As prescribed in 16.601(e)(3), insert the following provision:

a. The Government contemplates award of a Time-and-Materials or Labor-Hour type of contract resulting from this solicitation.

b. The offeror must specify fixed hourly rates in its offer that include wages, overhead, general and administrative expenses, and profit. The offeror must specify whether the fixed hourly rate for each labor category applies to labor performed by—
   1) The offeror;
   2) Subcontractors; and/or
   3) Divisions, subsidiaries, or affiliates of the offeror under a common control.

13. RESUMES
Resumes shall be provided to the GSA Contracting Officer or the user ordering activity upon request.

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

15. APPROVAL OF SUBCONTRACTS
The ordering activity may require that the Contractor receive, from the ordering activity's Contracting Officer, written consent before placing any subcontract for furnishing any of the work called for in a task order.
16. SUBSTITUTIONS:
InterImage, Inc. reserves the right to make the following substitutions in the education and/or experience requirements of any of the service skill categories set forth herein for all positions:

a. May substitute an Associate’s Degree with an additional 2 years of experience.

b. May substitute a Bachelor’s Degree with an Associate’s Degree and an additional 2 years of experience or high school diploma and an additional 4 years of experience.

c. May substitute a Master’s Degree with a Bachelor’s Degree and an additional 2 years of experience.

17. DESCRIPTION OF IT SERVICES AND PRICING
The negotiated method for price escalation for the base period and option periods of the resulting contract is Clause 552.216-70, Economic Price Adjustments with Commercial Pricing (InterImage, Inc.’s Commercial Pricelist, dated January 1, 2017).

18. SIN 132-51 PROFESSIONAL LABOR CATEGORY RATES

<table>
<thead>
<tr>
<th>SIN</th>
<th>GSA Labor Category</th>
<th>GSA Price interImage Site</th>
<th>GSA Price Government Site</th>
</tr>
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<tr>
<td>132-51</td>
<td>Administrative Support Specialist **</td>
<td>$ 57.90</td>
<td>$ 49.17</td>
</tr>
<tr>
<td>132-51</td>
<td>Application Developer</td>
<td>$ 88.67</td>
<td>$ 76.11</td>
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<tr>
<td>132-51</td>
<td>Application Developer - Junior</td>
<td>$ 74.96</td>
<td>$ 64.10</td>
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<tr>
<td>132-51</td>
<td>Application Developer - Senior</td>
<td>$ 115.65</td>
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<td>132-51</td>
<td>Business Process Analyst - Senior</td>
<td>$ 154.17</td>
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<td>Communications Specialist - Senior</td>
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<td>Communications Specialist **</td>
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<td>Database Administrator</td>
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<tr>
<td>132-51</td>
<td>Database Specialist - Master</td>
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<td>Database Specialist - Mid</td>
<td>$ 111.64</td>
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<td>Database Specialist - Senior</td>
<td>$ 137.33</td>
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<td>132-51</td>
<td>Documentation Specialist - Senior **</td>
<td>$ 86.48</td>
<td>$ 74.53</td>
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<td>132-51</td>
<td>Enterprise Systems Programmer</td>
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<td>Help Desk Lead **</td>
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<td>132-51</td>
<td>Help Desk Specialist - Senior **</td>
<td>$ 73.15</td>
<td>$ 61.77</td>
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<td>Help Desk Specialist **</td>
<td>$ 64.07</td>
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<td>132-51</td>
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<td>$ 109.98</td>
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<td>Information Assurance/ Security Specialist - Senior</td>
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<td>IT Training Specialist</td>
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<td>132-51</td>
<td>Junior Web Developer</td>
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<td>132-51</td>
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<td>GSA Price Government Site</td>
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<td>132-51</td>
<td>Network/Systems Specialist</td>
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<td>132-51</td>
<td>Network/Systems Specialist - Master</td>
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<td>Program Manager</td>
<td>$183.10</td>
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<td>132-51</td>
<td>Project Control Specialist</td>
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<td>132-51</td>
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<td>132-51</td>
<td>Quality Assurance Specialist - Senior</td>
<td>$103.49</td>
<td>$89.98</td>
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<td>132-51</td>
<td>Scrum Master - Senior</td>
<td>$144.22</td>
<td>$123.36</td>
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<td>132-51</td>
<td>Software/ Systems Engineer</td>
<td>$111.35</td>
<td>$94.55</td>
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<td>132-51</td>
<td>Software/ Systems Engineer - Senior</td>
<td>$172.37</td>
<td>$147.08</td>
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<td>132-51</td>
<td>Solutions Architect/Subject Matter Expert</td>
<td>$189.76</td>
<td>$162.27</td>
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<td>132-51</td>
<td>Technical Support Specialist - Senior</td>
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<td>Test Engineer</td>
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<tr>
<td>132-51</td>
<td>Test Engineer - Senior</td>
<td>$113.75</td>
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</tr>
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</table>

** Applicable to the Service Contract Act

19. SIN 132-51 INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES LABOR CATEGORY DESCRIPTIONS

1) Administrative Support Specialist

Functional Responsibility. Provides administrative support on projects or programs. Provides clerical support for program staff, including answering telephones, greeting visitors, making appointments and referrals, typing, Excel skills, maintaining calendars, and filing. Fills out and organize forms, invoices, correspondence, and other paperwork. Provides assistance to management by conducting research and preparing reports or presentations. Compiles and analyzes basic information for inclusion in reports or presentation materials, prepares charts, graphs, or tables as necessary. Develops, drafts, writes and edits reports, briefs, and other documents. Interfaces with personnel to coordinate meetings, maintain logs, records and files, provides end-user support, and performs general administrative duties. Receives and responds to routine correspondence, following established procedures without management review. Works under general supervision.

Minimum Education. High School Degree.

Minimum / General Experience. Three years of experience providing administrative support to technical teams.

2) Application Developer

Functional Responsibility. Writes, modifies, and debugs software for applications. Writes code to create single-threaded, multi-threaded or user interface event driven applications, either stand-alone and those which access servers or services. Develops computer applications that allow users to perform specific tasks on computers or other devices. Modifies or customizes existing applications. Uses source debuggers and visual development environments. Tests and documents software for applications. Applies knowledge of various computer languages, operating systems, and databases. Applies knowledge of software development concepts, practices, and procedures. Works under general supervision.

Minimum Education. Bachelor’s Degree.

Minimum / General Experience. Two years of experience and technical expertise in software programming.
3) Application Developer – Junior

**Functional Responsibility.** Writes, modifies, debugs and tests software for applications. Develops computer applications that allow users to perform specific tasks on computers or other devices. Modifies or customizes existing applications. Works with various computer languages, operating systems, and databases. Uses source debuggers and visual development environments. Tests and documents software for applications. Has limited knowledge of software development concepts, practices, and procedures. Works under immediate supervision.

**Minimum Education.** Associate’s Degree.

**Minimum / General Experience.** One year of programming experience and technical knowledge of programming languages and practices.

4) Application Developer – Senior

**Functional Responsibility.** Writes, modifies, and debugs software for applications. Writes code to create single-threaded, multi-threaded or user interface event driven applications, either stand-alone and those which access servers or services. Develops computer applications that allow users to perform specific tasks on computers or other devices. Modifies or customizes existing applications. Uses source debuggers and visual development environments. Tests and documents software for applications. Experienced with various computer languages, operating systems, and databases. Has knowledge of advanced software development concepts, practices, and procedures. May lead a team of software developers.

**Minimum Education.** Bachelor’s Degree.

**Minimum / General Experience.** Four years of experience and technical expertise in software programming.

5) Business Process Analyst - Senior

**Functional Responsibility.** Analyzes complex business processes and recommends process and system modifications. Prepares system requirements and functional specifications. Analyzes and re-engineers processes, with an understanding of technical problems and solutions as they relate to the current and future business environment. Creates process change by integrating new processes with existing ones and communicating these changes to impacted Business Systems teams. Recommends and facilitates quality improvement efforts. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operation time, and form of desired results. Includes analysis of business and user needs, documentation of requirements, and translation into proper system requirements specifications. Provides consultation on complex projects and is considered to be the top level contributor/specialist of most phases of systems analysis, while considering the business implications of the application of technology to the current and future business environment.

**Minimum Education.** Bachelor’s Degree.

**Minimum / General Experience.** Eight years of experience and advanced technical expertise in computer systems analysis and business process re-engineering with the ability to independently produce technical products/deliverables and manage staff.

6) Communications Specialist

**Functional Responsibility.** Provides engineering knowledge for voice and data communications activities systems including developing, testing, installing, and maintaining large communications networks. Ensures adequate and appropriate technical implementation is provided to support voice and data communications requirements according to industry standards. Develops, operates, and maintains troubleshoots voice, wireless, video, and data communications systems. Provides engineering or analytical tasks and activities associated with one or more technical areas within the IT communications function. Works under general supervision.

**Minimum Education: Associate’s Degree.**

**Minimum / General Experience:** Two years of experience in voice and/or data communications.

7) Communications Specialist - Senior

**Functional Responsibility.** Provides technical direction and engineering knowledge for voice and data communications systems including planning, designing, developing, testing, installing and troubleshooting large communications networks. Ensures adequate and appropriate planning and technical design to meet current and
future voice and data needs according to industry standards. Designs, develops, operates, and maintains voice, wireless, video, and data communications systems. Provides complex engineering or analytical tasks and activities associated with more than one technical area within the IT communications function. Leads project teams.

Minimum Education. Bachelor’s Degree

Minimum / General Experience. Five years of experience in voice and/or data communications

8) Database Administrator

Functional Responsibility. Ensures proper configuration of the database for performance, provides guidance on optimization, develops logic and physical designs and develops the data dictionary. Provides administration of databases. Projects long-range requirements for database administration and design in conjunction with others. Maintains databases. Advises users on access to various databases. Maintains access methods, access time, device allocation, validation checks, organization, protection and security, and documentation. Monitors standards and procedures, file design and storage. Works under general supervision.

Minimum Education.

Minimum / General Experience. Three years of experience with a variety of relational databases and in database administration or development

9) Database Specialist - Junior


Minimum Education. Bachelor’s Degree

Minimum / General Experience. One year of experience with a variety of relational databases with knowledge of database administration or development practices

10) Database Specialist - Master

Functional Responsibility. Designs, builds, analyzes and develops strategies for managing complex data and relational databases to deliver knowledge systems using data warehousing, business intelligence, and big data management concepts. Performs data access analysis design, and archive/recovery design and implementation. Develops strategies for data acquisitions, archive recovery, and implementation of a database. Typically works in a data warehouse environments, which includes data design, database architecture, and metadata repository creation. Translates business needs into long-term architecture data solutions. Defines, designs, and builds multi-dimensional databases. Develops data warehousing blueprints, evaluating and integrating hardware and software platforms, and integrating systems. Reviews and develops object and data models and the metadata repository to structure the data for better management and quicker access.

Minimum Education. Bachelor’s Degree

Minimum / General Experience. Eight years of experience with a variety of relational databases and expertise in all aspects of database administration, design and development

11) Database Specialist - Mid

Functional Responsibility. Analyzes and designs databases of medium complexity. Ensures proper configuration of the database for performance, provides guidance on optimization, develops logic and physical designs and develops the data dictionary. Provides administration of databases. Creates, and maintains databases. Conducts quality control and auditing of databases to ensure accurate and appropriate use of data. Advises users on access to various databases. Designs, implements, and maintains access methods, access time, device allocation, validation checks, organization, access permissions, and documentation. Applies knowledge and experience with database technologies, development methodologies, and front-end/back-end programming languages. Monitors standards and procedures, file design and storage, and integration of systems through database design.

Minimum Education. Bachelor’s Degree
Minimum / General Experience. Four years of experience with a variety of relational databases with knowledge of database administration or development practices.

12) Database Specialist –Senior

Functional Responsibility. Analyzes and designs complex databases. Ensures proper configuration of the database for performance, provides guidance on optimization, develops logic and physical designs and develops the data dictionary. Provides administration of databases. Projects long-range requirements for database administration and design. Conducts quality control and auditing of databases to ensure accurate and appropriate use of data. Advises users on access to various databases. Designs, implements, and maintains access methods, access time, device allocation, validation checks, organization, protection and security, and documentation. Applies knowledge and experience with database technologies, development methodologies, and front-end/back-end programming languages. Performs database design and programming. Monitors standards and procedures, file design and storage, and integration of systems through database design.

Minimum Education. Bachelor’s Degree

Minimum / General Experience. Six years of experience with a variety of relational databases and in database administration or development

13) Documentation Specialist - Senior

Functional Responsibility. Prepares and/or maintains documentation pertaining to programming, systems operation and user documentation. Translates business specifications into user documentation. Plans, writes, and maintains systems and user support documentation efforts, including online help screens. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. Creativity and latitude is required.

Minimum Education. Associate’s Degree

Minimum / General Experience. Five years of experience in providing documentation support

14) Enterprise Systems Programmer

Functional Responsibility. Assesses business requirements and processes to determine technical solutions based upon comprehensive enterprise application solution sets. Specialized expertise in COTS applied to customize COTS to customer requirements. Develops code to provide enterprise capabilities in compliance with security requirements. Conversant in the use of enterprise system tools such as queries, visualization, and report generation.

Minimum Education. Bachelor’s Degree

Minimum / General Experience. Six years of programming experience and technical expertise in enterprise applications analysis, development and implementation

15) Help Desk Lead

Functional Responsibility. Manages Tier 1 and/or Tier 2 help desk personnel. Guides staff to respond to and diagnose problems through discussion with users. Ensures a timely process through which problems are controlled. Includes problem recognition, research, isolation, resolution, and follow-up steps. Serves as focal point for customer concerns. Provides support to end users on a variety of issues. Identifies, researches, and resolves technical problems. Documents, tracks, and monitors the problem to ensure a timely resolution. Interacts with network services, software systems engineering, and/or applications development to restore service and/or identify and correct core problem. Simulates or recreates user problems to resolve operating difficulties. Recommends systems modifications to reduce user problems.

Minimum Education. Associate’s Degree

Minimum / General Experience. Five years of experience performing and managing help desk activities

16) Help Desk Specialist

Functional Responsibility. Responds to and diagnoses problems through discussion with users. Ensures a timely process through which problems are controlled. Includes problem recognition, research, isolation, resolution, and follow-up steps. Serves as focal point for customer concerns. Provides support to end users on a variety of issues. Identifies, researches, and resolves technical problems. Responds to telephone calls, email and personal requests for
technical support. Documents, tracks, and monitors the problem to ensure a timely resolution. May provide second-tier support to end users for either PC, server, or mainframe applications or hardware. Interacts with network services, software systems engineering, and/or applications development to restore service and/or identify and correct core problem. Simulates or recreates user problems to resolve operating difficulties. Works under general supervision.

**Minimum Education.** High School Diploma

**Minimum / General Experience.** One year of experience in providing Tier 1 or Tier 2 help desk support

**17) Help Desk Specialist - Senior**

**Functional Responsibility.** Responds to and diagnoses problems through discussion with users. Ensures a timely process through which problems are controlled. Includes problem recognition, research, isolation, resolution, and follow-up steps. May supervise operation of help desk. Serves as focal point for customer concerns. Provides support to end users on a variety of issues. Identifies, researches, and resolves technical problems. Responds to telephone calls, email and personal requests for technical support. Documents, tracks, and monitors the problem to ensure a timely resolution. Provides second-tier support to end users for either PC, server, or mainframe applications or hardware. Interact with network services, software systems engineering, and/or applications development to restore service and/or identify and correct core problem. Simulates or recreates user problems to resolve operating difficulties. Recommends systems modifications to reduce user problems.

**Minimum Education.** Associate’s Degree

**Minimum / General Experience.** Four years of experience in providing Tier 1 or Tier 2 help desk support

**18) Information Assurance/ Security Specialist**

**Functional Responsibility.** Develops and implements information assurance/security standards and procedures. Coordinates, develops, and evaluates security programs for an organization. Recommends information assurance/security solutions to support customers’ requirements. Identifies, reports, and resolves security violations. Establishes and satisfies information assurance and security requirements based upon the analysis of user, policy, regulatory, and resource demands. Applies know-how to secure systems. Performs analysis, design, and development of security features for systems. Analyzes and defines security requirements for computer systems. Engineers and implements solutions that meet security requirements. Identifies computer system security solutions. Analyzes and defines security requirements for computer systems. Analyzes general information assurance-related technical problems and provides technical support in solving these problems. Performs vulnerability/risk analyses of computer systems and applications during all phases of the system development life cycle. Ensures that all information systems are functional and secure. Works under general supervision.

**Minimum Education.** Bachelor’s Degree

**Minimum / General Experience.** Three years of experience in information assurance or cyber security

**19) Information Assurance/ Security Specialist - Junior**

**Functional Responsibility.** Assesses compliance with information assurance/security standards and procedures. Recommends information assurance/security solutions to support customers’ requirements. Identifies, reports, and resolves security violations. Determines information assurance and security compliance requirements based upon the analysis of user, policy, regulatory, and resource demands. Performs analysis of security features for systems. Develops and implements solutions that meet security requirements. Analyzes information assurance-related problems and provides technical support in solving these. Performs vulnerability/risk analyses of computer systems and applications during all phases of the system development life cycle. Ensures that all information systems are functional and secure. Works under immediate supervision.

**Minimum Education.** Associate’s Degree

**Minimum / General Experience.** One year of experience in information assurance or cyber security

**20) Information Assurance/ Security Specialist - Senior**

**Functional Responsibility.** Determines enterprise information assurance and security standards. Develops and implements information assurance/security standards and procedures. Coordinates, develops, and evaluates security programs for an organization. Recommends information assurance/security solutions to support customers’
requirements. Identifies, reports, and resolves security violations. Establishes and satisfies information assurance and security requirements based upon the analysis of user, policy, regulatory, and resource demands. Supports customers in the development and implementation of policies. Applies know-how to assess and define security features and procedures. Performs analysis, design, and development of security features for system architectures. Analyzes and defines security requirements for computer systems. Designs, develops, engineers, and implements solutions that meet security requirements. Provides integration and implementation of computer system security solutions. Analyzes general information assurance-related technical problems and provides engineering and technical support in solving these problems. Performs vulnerability/risk analyses of computer systems and applications during all phases of the system development life cycle. Ensures that all information systems are functional and secure.

**Minimum Education.** Bachelor’s Degree

**Minimum / General Experience.** Five years of experience in information assurance or cyber security

### 21) Information Systems Analyst

**Functional Responsibility.** Gathers and develops requirements and detailed specifications for moderately complex programs. Assists in the design, development, testing, implementation, and documentation of new software and enhancements of existing applications. Works with project managers, developers, stakeholders and end users to ensure application designs meet business requirements. Researches and resolves issues around requirements. Devises or modifies procedures to solve problems considering computer equipment capacity and limitations, operating time, and form of desired results. Designs, tests, debugs, and documents applications. Modifies/maintains existing applications. Assists all phases of software systems programming applications. Evaluates new and existing software products. Conducts testing. Works under general supervision.

**Minimum Education.** Bachelor’s Degree

**Minimum / General Experience.** Four years of experience and technical expertise in computer systems analysis and testing; ability to produce technical products and deliverables

### 22) Information Systems Analyst - Junior

**Functional Responsibility.** Gathers and develops requirements and conducts business analyses. Assists in the design, development, testing, implementation, and documentation of new software and enhancements of existing applications. Works with project managers, developers, and end users to ensure application designs meet business requirements. Researches issues around requirements. Tests, debugs, and documents applications. Modifies/maintains requirements for existing applications. Assists all phases of the software lifecycle in a support capacity. Evaluates new and existing software products. Conducts testing. Works under supervision.

**Minimum Education.** Associate’s Degree

**Minimum / General Experience.** Two years of experience and technical expertise in computer systems analysis and testing

### 23) Information Systems Analyst - Senior

**Functional Responsibility.** Formulates/defines system scope and objectives. Gathers and develops requirements and detailed specifications for complex programs. Analyzes processes and conducts business analyses. Assists in the design, development, testing, implementation, and documentation of new software and enhancements of existing applications. Works with project managers, developers, stakeholders and end users to ensure application designs meet business requirements. Researches and resolves issues around requirements. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time, and form of desired results. Designs, tests, debugs, and documents applications. Modifies/maintains existing applications. Leads teams to support all phases of software systems programming applications. Evaluates new and existing software products. Establishes test plans and conducts testing of complex functions.

**Minimum Education.** Bachelor’s Degree

**Minimum / General Experience.** Five years of experience and technical expertise in computer systems analysis and testing with the ability to produce technical products and deliverables
24) Junior Web Developer


**Minimum Education.** Associate’s Degree

**Minimum / General Experience.** Two years of web development experience and competence with web development tools and scripting methodologies

25) Network Specialist - Junior

**Functional Responsibility.** Performs activities to support system availability and functionality. Performs system backups, prepares system documentation, conducts testing, analyzes system performance and installs software. Performs network and system administration activities to maintain and ensure the integrity and uptime of servers, systems and related equipment. Provides assistance for all information systems operations activities. Monitors and responds to hardware, software, and network problems. Performs testing and analysis of network components. Supports activities to troubleshoot servers and system issues and implements improvements under the direction of senior personnel. Works under immediate supervision.

**Minimum Education.** High School Degree

**Minimum / General Experience.** One year of network administration experience or an equivalent combination of training that provides the required knowledge, skills, and abilities

26) Network Specialist - Senior

**Functional Responsibility.** Responsible for system availability and functionality. Performs system backups, prepares system documentation, conducts testing, analyzes system performance and installs software. Provides technical guidance for directing and monitoring information systems operations. Designs, builds, and implements network systems. Directs compilation of records and reports concerning network operations and maintenance. Troubleshoots network performance issues. Analyzes network traffic and provides capacity planning solutions. Monitors and responds to complex technical control facility hardware and software problems. Interfaces with vendor support service groups. Performs system-level design and configuration of products. Plans systems projects. Performs a variety of systems engineering activities that are broad in nature. Provides review and evaluation of new and existing software products. Provides assistance and oversight for all information systems operations activities. Supervises operations that involve network operations, systems security, systems software support, and production support activities. Monitors and responds to hardware, software, and network problems. Provides testing and analysis of network facilities. Utilizes software and hardware tools and identifies and diagnoses complex problems and factors affecting network performance. Troubleshoots network systems when necessary and makes improvements to the network.

**Minimum Education.** Bachelor’s Degree

**Minimum / General Experience.** Five years of network administration experience or an equivalent combination of training that provides the required knowledge, skills, and abilities

27) Network/Systems Specialist

**Functional Responsibility.** Performs activities to support system availability and functionality. Performs system backups, prepares system documentation, conducts testing, analyzes system performance and installs software. Performs a variety of network and system administration and engineering activities to maintain and ensure the integrity and uptime of servers, systems and related equipment. Provides assistance for all information systems operations activities. Monitors and responds to hardware, software, and network problems. Provides testing and analysis of network facilities (including power, software, communications machinery, lines, modems, and terminals). Utilizes software and hardware tools and identifies and diagnoses problems and factors affecting server and network performance. Troubleshoots servers and systems when necessary and implements improvements. Works under general supervision.

**Minimum Education.** Associate’s Degree
Minimum / General Experience: Three years of network or systems administration experience or an equivalent combination of training that provides the required knowledge, skills, and abilities

28) Network/Systems Specialist - Master

Functional Responsibility. Responsible for system availability and functionality of large, complex networks and systems. Performs system backups, prepares system documentation, conducts testing, analyzes system performance and installs software. Performs system-level design and configuration of products including determination of hardware, OS, and other platform specifications. Plans systems projects. Performs a variety of systems engineering activities that are broad in nature. Provides quality assurance review and the evaluation of new and existing software products. Provides assistance and oversight for all information systems operations activities. Supervises complex operations that involve network operations, systems security, systems software support, and production support activities. Monitors and responds to hardware, software, and network problems. Provides testing and analysis of all elements of the network facilities. Utilizes software and hardware tools and identifies and diagnoses complex problems and factors affecting network performance. Troubleshoots network systems when necessary and makes improvements to the network.

Minimum Education: Bachelor’s Degree

Minimum / General Experience: Ten years of network or systems administration experience or an equivalent combination of training that provides the required knowledge, skills, and abilities

29) Program Manager

Functional Responsibility. Provides overall management, technical guidance and primary interface with the Government on a program. Responsible for the timeliness and quality of deliverables on IT programs. Organizes, directs, and manages contract operation support functions, involving multiple complex inter-related project tasks. Manages one or more teams that may be in multiple locations. Maintains and manages the customer interface at the senior levels of the customer organization. Meets with customer and team members to formulate and review plans and deliverables. Ensures conformance with program scope, schedule and cost.

Minimum Education: Bachelor’s Degree

Minimum / General Experience: Ten years of experience in management of information system programs with expertise in managing and directing the technical activities of complex analysis, design, and implementation projects and programs

30) Project Control Specialist

Functional Responsibility. Supports project management with analytical skills. Develops budgets and schedules to conform to project requirements. Prepares financial projections by analyzing costs. Compiles and maintains plans and reports. Coordinates and compiles input from team members. Maintains schedules and prepares diagrams, graphs and charts. Supports monitoring of project execution to achieve maximum effectiveness. Compiles performance and progress reports using analytical techniques to validate cost and performance. Minimizes risk through accountability of project decisions.

Minimum Education: Bachelor’s Degree

Minimum / General Experience: Two years of relevant financial, cost control, and schedule management experience

31) Project Manager

Functional Responsibility. Provides overall management, technical guidance and primary interface with the Government on a project. Responsible for the timeliness and quality of deliverables on IT projects. Leads team on projects or a segment of a large program. Analyzes project objectives and guides creation of solutions involving technology, methodology, tools, and solution components. Manages the delivery of IT services. Prepares long and short-range plans in accordance with project scope and objectives. Oversees all aspects of projects.

Minimum Education: Bachelor’s Degree

Minimum / General Experience: Five years of experience in the management of information system programs; ability to manage and direct the technical activities of a group of programmers or analysts
32) **Quality Assurance Specialist**

**Functional Responsibility.** Provides development of project Software Quality Assurance Plan and the implementation of procedures that conforms to the requirements of moderately complex contracts. Provides an independent assessment of how the project's software development process is being implemented relative to the defined process. Assesses compliance with defined regulatory requirements. Conducts audits and reviews/analyzes data and documentation. Develops and implements procedures and test plans for assuring quality in a system development environment which supports databases and applications.

**Minimum Education.** Associate’s Degree

**Minimum / General Experience.** Two years of experience performing quality assurance on IT projects with knowledge of CMMI and ISO

33) **Quality Assurance Specialist -Senior**

**Functional Responsibility.** Provides development of project Software Quality Assurance Plan and the implementation of procedures that conforms to the requirements of complex contracts. Provides an independent assessment of how the project's software development process is being implemented relative to the defined process and recommends methods to optimize the organization's process. Responsible for all activities involving quality assurance and compliance with applicable regulatory requirements. Conducts audits and reviews/analyzes data and documentation. Develops and implements procedures and test plans for assuring quality in a system development environment which supports large databases and applications.

**Minimum Education.** Bachelor’s Degree

**Minimum / General Experience.** Five years of experience performing quality assurance on IT projects with knowledge of CMMI and ISO

34) **Scrum Master - Senior**

**Functional Responsibility.** Leads teams performing iterative development and leverages techniques to provide value to an agile development team. Guides agile development teams on how to use Agile/Scrum practices and values to delight customers. Interfaces with customers and management to remove impediments. Support grooming and maintaining the product backlog. Builds a trusting and safe environment with an emphasis on problem solving. Facilitates discussion, decision making, and conflict resolution to ensure continued sustainable progress. Manages the software development process as a servant leader. Tracks and reports backlog, burndown metrics, velocity, and task definitions. Educates team members and customers on common Agile practices. Communicates with teams and customers to ensure Agile/Scrum concepts and principles are adhered to.

**Minimum Education.** Bachelor’s Degree

**Minimum / General Experience.** Five years of experience in application development leadership roles; holds scrum master certification

35) **Software/ Systems Engineer - Senior**

**Functional Responsibility.** Assesses requirements and processes to determine technical solutions based upon comprehensive application solution sets. Analyzes upgrade or implementation requirements, prepares development specifications, develops applications or leads programming team. Performs data mapping, data conversion, interface design and development, workflow analysis and design, web integration, testing and custom application development for applications. Specialized expertise in COTS applied to customize COTS to customer requirements. Assesses information security requirements and compliance. Develops solutions to provide capabilities in compliance with security requirements. Conversant in the use of enterprise system tools such as queries, visualization, and report generation.

**Minimum Education.** Bachelor’s Degree

**Minimum / General Experience.** Eight years of experience and extensive technical expertise in complex applications analysis, development, and implementation
36) **Solutions Architect/Subject Matter Expert**

**Functional Responsibility.** Analyzes software and system requirements to identify and design a solution. Prepares design specifications. Specifies and designs presentation, business, enablement, and data layers to support a solution. Determines and specifies software/system standards to ensure compliance. Creates prototypes. Provides subject matter expertise on specific business processes, technologies, or programmatic issues. Collaborates with programmers and engineers to develop and implement a solution. May lead a team. Has knowledge of advanced technical concepts and solution approaches. Experienced with a wide array of technologies, programming languages and tools.

**Minimum Education.** Bachelor’s Degree

**Minimum / General Experience.** Eight years of experience and extensive technical expertise in IT solution analysis, development, and implementation

37) **Systems/ Software Engineer**

**Functional Responsibility.** Develops information systems by designing, developing, and installing technical IT solutions. Documents and demonstrates solutions by developing documentation, flowcharts, layouts, diagrams, charts, code comments and clear code. Identifies and resolves software and service issues. Develops solutions by studying information needs; conferring with users; studying systems flow, data usage, and work processes; investigating problem areas. Researches, tests, builds and coordinates the conversion and/or integration of new products based on customer requirements. Addresses problems of systems integration, compatibility, and platforms. Evaluates tools and components to develop, integrate and test solutions. Performs application/ systems design and development, integration, and testing. Ensures compliance with standards and requirements. Works under general supervision.

**Minimum Education.** Bachelor’s Degree

**Minimum / General Experience.** Two years of experience and advanced technical knowledge in applications and/or systems analysis and development

38) **Technical Support Specialist**

**Functional Responsibility.** Performs technical support in a variety of disciplines including configuration management, technical writing, document presentation preparation including graphics, document management, technical research, and programmatic technical support. Provides support in one discipline. Performs activities by interfacing with members of technical teams. Works under general supervision.

**Minimum Education.** High School Degree

**Minimum / General Experience.** Two years of experience in providing technical support to information technology teams; areas of specialization may include configuration management, technical writing, document management, or other technical support

39) **Technical Support Specialist - Senior**

**Functional Responsibility.** Performs technical support in a variety of disciplines including configuration management, testing, technical writing, document management, technical evaluations, and other types of technical support. Provides support in one or more disciplines. Plans and executes activities. Interfaces with members of technical teams to accomplish activities. Manages execution of support functions for technical teams which may involve leading other technical support staff.

**Minimum Education.** Associate’s Degree

**Minimum / General Experience.** Five years of experience in providing technical support to information technology teams; areas of specialization may include configuration management, technical writing, document management, or other technical support

40) **Test Engineer**

**Functional Responsibility.** Interacts with other groups to define, document, analyze, perform, and interpret tests for products, systems, components, or modifications. Evaluates, recommends, and implements automated test tools and strategies. Designs, implements, and conducts test and evaluation procedures to ensure system requirements are met.
Develops, maintains, and upgrades automated test scripts and architectures for application products. Writes, implements, and reports status for test cases for testing. Analyzes test cases and provides regular progress reports. Participates in all phases of risk management assessments with emphasis on analysis of user requirements, test design and test tools selection. Identifies functional problems and suggests resolutions. Has knowledge of commonly-used concepts, practices, and procedures. Works under general supervision.

**Minimum Education.** Bachelor’s Degree

**Minimum / General Experience.** Two years of experience testing applications and IT systems including experience in automated testing

41) **Test Engineer - Senior**

**Functional Responsibility.** Interacts with other groups to define, document, analyze, perform, and interpret tests for products, systems, components, or modifications. Evaluates, recommends, and implements automated test tools and strategies. Designs, implements, and conducts test and evaluation procedures to ensure system requirements are met. Develops, maintains, and upgrades automated test scripts and architectures for application products. Writes, implements, and reports status for test cases for testing. Analyzes test cases and provides regular progress reports. Identifies functional problems and suggests resolutions. Has knowledge of testing concepts, practices, and procedures. Serves as subject matter specialist providing testing know-how for the support of user requirements of complex to highly complex software/hardware applications. Directs and/or participates in all phases of risk management assessments and software/hardware development with emphasis on analysis of user requirements, test design and test tools selection. May lead a team of testers.

**Minimum Education.** Bachelor’s Degree

**Minimum / General Experience.** Five years of experience testing applications and IT systems including expertise in automated testing techniques

42) **IT Training Specialist**

**Functional Responsibility.** Assesses, designs, and conceptualizes training scenarios, approaches, objectives, plans, tools, aids, and curriculum to deliver IT training to end users and support personnel on computer systems, applications, and other IT products. Identifies training methods including computer-based and oral presentations, hand-outs, classroom, and webinar. Delivers training in classroom, webinar, seminars, and desk-side environments.

**Minimum Education.** Bachelor’s Degree

**Minimum / General Experience.** Five years of experience designing and conducting technical training on IT solutions and applications
20. SIN 132-56 HEALTH IT SERVICES LABOR CATEGORY RATES

<table>
<thead>
<tr>
<th>SIN</th>
<th>GSA Labor Category</th>
<th>Government Site Rate</th>
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<td>132-56</td>
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<td>Health IT Help Desk Specialist</td>
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21. SIN 132-56 HEALTHCARE IT LABOR CATEGORIES

1) Health IT Administrative Support Specialist

**Functional Responsibility** Provides administrative support. This may include managing document and records in accordance with local and federal government records management policies with particular attention to personal health records and information; creating presentation materials and reports and other administrative activities in support of adherence to health IT, HIPAA and Privacy Act regulations and requirements.

**Minimum Education** High School Diploma

**Minimum / General Experience** One year of experience in clerical work involving document management

2) Health IT Help Desk Specialist

**Functional Responsibility** Responds to and diagnoses problems through discussion with users relating to medical information systems and electronic health records. Ensures a timely process through which problems are controlled. Includes problem recognition, research, isolation, resolution, and follow-up steps. Serves as focal point for customer concerns. Provides support to end users on a variety of issues. Identifies, researches, and resolves technical problems. Responds to telephone calls, email and personal requests for technical support. Documents, tracks, and monitors the problem to ensure a timely resolution. May provide second-tier support to end users for either PC, server, or mainframe applications or hardware. Interacts with network services, software systems engineering, and/or applications development to restore service and/or identify and correct core problem. Simulates or recreates user problems to resolve operating difficulties. Works under general supervision.

**Minimum Education** High School Degree

**Minimum / General Experience** One year of experience in providing Tier 1 or Tier 2 help desk support

3) Health IT Help Desk Specialist – Senior

**Functional Responsibility** Responds to and diagnoses problems through discussion with users relating to medical information systems and electronic health records. Ensures a timely process through which problems are controlled. Includes problem recognition, research, isolation, resolution, and follow-up steps. Serves as focal point for customer concerns. Provides support to end users on a variety of issues. Identifies, researches, and resolves technical problems. Responds to telephone calls, email and personal requests for technical support. Documents, tracks, and monitors the problem to ensure a timely resolution. Provides second-tier support to end users for either PC, server, or mainframe applications or hardware. Interacts with network services, software systems engineering, and/or
applications development to restore service and/or identify and correct core problem. Simulates or recreates user problems to resolve operating difficulties. Recommends systems modifications to reduce user problems.

Minimum Education. High School Degree

Minimum / General Experience Three years of experience in providing Tier 1 or Tier 2 help desk support

4) Health IT IA/Cyber Security Engineer

Functional Responsibility Implements information assurance/security standards and procedures pertaining to health IT systems, health record management systems, or systems subject to HIPAA and/or Privacy Act regulations. Coordinates, develops, and evaluates security programs for an organization. Recommends information assurance/security solutions to support customers’ requirements. Establishes and satisfies information assurance and security requirements based upon the analysis of user, policy, regulatory, and resource demands. Applies know-how to secure systems. Performs analysis, design, and development of security features for systems. Analyzes and defines security requirements for computer systems. Engineers solutions that meet security requirements. Analyzes general information assurance-related technical problems and provides technical support in solving these problems. Ensures that all information systems are functional and secure. Works under general supervision.

Minimum Education. Bachelor’s Degree

Minimum / General Experience Four years of cyber security experience or an equivalent combination of training that provides the required knowledge, skills, and abilities

5) Health IT IA/Cyber Security Network Specialist

Functional Responsibility Implements information assurance/security standards and procedures pertaining to health IT systems, health record management systems, or systems subject to HIPAA and/or Privacy Act regulations. Recommends information assurance/security solutions to support customers’ requirements. Identifies, reports, and resolves security violations. Establishes and satisfies information assurance and security requirements based upon the analysis of user, policy, regulatory, and resource demands. Applies know-how to secure systems. Analyzes and defines security requirements for computer systems. Implements solutions that meet security requirements. Identifies computer system security solutions. Analyzes general information assurance-related technical problems and provides technical support in solving these problems. Performs vulnerability/risk analyses of computer systems and applications. Ensures that all information systems are functional and secure. Works under general supervision.

Minimum Education. Associate’s Degree

Minimum / General Experience Three years of network administration experience with an emphasis in vulnerability management or an equivalent combination of training that provides the required knowledge, skills, and abilities

6) Health IT Network Engineer - Senior

Functional Responsibility Responsible for system availability and functionality of large networks and systems in a health IT/clinical environment. Performs system backups, prepares system documentation, conducts testing, analyzes network and system performance and installs software. Performs design and configuration of networks including determination of hardware, OS, and other platform specifications. Plans systems projects. Performs a variety of systems engineering activities that are broad in nature. Performs activities in support of network operations, systems security, systems software support, and production support. Monitors and responds to hardware, software, and network problems. Provides testing and analysis of all elements of the network facilities. Utilizes software and hardware tools and identifies and diagnoses complex problems and factors affecting network performance. Troubleshoots network systems when necessary and makes improvements to the network.

Minimum Education. Bachelor’s Degree

Minimum / General Experience Five years of network administration experience or an equivalent combination of training that provides the required knowledge, skills, and abilities

7) Health IT Project Analyst/Lead

Functional Responsibility Provides team leadership and/or management support to a senior project management for the overall management of a program. Interfaces with team members and the government on a project involving healthcare management systems or systems subject to HIPAA and/or Privacy Act regulations. Responsible for the timeliness and quality of deliverables on IT projects. Leads team on projects or a segment of a large program.
Analyzes project objectives and guides creation of solutions involving technology, methodology, tools, and solution components. Manages the delivery of IT services. Prepares long and short-range plans in accordance with project scope and objectives.

**Minimum Education**. Associate’s Degree

**Minimum / General Experience** Two years of experience providing support for the management of information system projects; ability to manage and direct the technical activities of a group of programmers or analysts

8) **Health IT Project Manager**

**Functional Responsibility** Provides overall management, technical guidance and primary interface with the government on IT projects in a health IT/clinical environment supporting clinical informatics business processes. Responsible for the timeliness and quality of deliverables on IT projects. Leads team on projects or a segment of a large program. Analyzes project objectives and guides creation of solutions involving technology, methodology, tools, and solution components. Prepares long and short-range plans in accordance with project scope and objectives. Oversees all aspects of projects as described in the Program Management Body of Knowledge.

**Minimum Education**. Bachelor’s Degree

**Minimum / General Experience** Four years of experience in the management of information system programs; ability to manage and direct the technical activities of a group of programmers or analysts

9) **Health IT Project Manager - Senior**

**Functional Responsibility** Provides overall management, technical guidance, and primary interface with the government on a program involving healthcare management systems or systems subject to HIPAA and/or Privacy Act regulations. Responsible for the timeliness and quality of deliverables on IT programs. Organizes, directs, and manages contract operation support functions, involving multiple complex inter-related project tasks. Manages one or more teams that may be in multiple locations. Maintains and manages the customer interface at the senior levels of the customer organization. Meets with customer and team members to formulate and review plans and deliverables. Ensures conformance with program scope, schedule and cost.

**Minimum Education**. Bachelor’s Degree

**Minimum / General Experience** Eight years of experience in the management of information system programs with expertise in managing and directing the technical activities of complex analysis, design, and implementation projects and programs

10) **Health IT Systems Administrator**

**Functional Responsibility** Responsible for administration of systems in a health IT/clinical environment. Performs system backups, prepares system documentation, conducts testing, analyzes system performance and installs software. Maintains configuration of systems in accordance with specifications. Performs activities in support of systems and application operations, systems security, systems software support, and production support. Monitors and responds to hardware, software, and network problems. Provides testing and analysis of all elements of systems and applications. Utilizes software and hardware tools and identifies and diagnoses problems and factors affecting systems performance. Troubleshoots systems when necessary and makes improvements to the systems.

**Minimum Education**. Associate’s Degree

**Minimum / General Experience** Two years of experience in system administration and management including software installation and maintenance

11) **Health IT Systems Analyst**

**Functional Responsibility** Gathers and develops requirements and conducts business analyses in healthcare management IT systems and/or systems subject to HIPAA and/or Privacy Act regulations. Assists in the design, development, testing, implementation, and documentation of new software and enhancements of existing applications. Works with project managers, developers, and end users to ensure application designs meet business requirements. Researches issues around requirements. Tests, debugs, and documents applications. Modifies/maintains requirements for existing applications. Assists all phases of the software lifecycle in a support
capacity. Evaluates new and existing software products including compliance with security standards to support
information assurance activities. Conducts testing.

Minimum Education. Bachelor’s Degree

Minimum / General Experience Four years of experience and technical expertise in computer systems analysis and
testing

12) Health IT Systems Analyst - Junior

Functional Responsibility Gathers and develops requirements in healthcare management IT systems and/or systems
subject to HIPAA and/or Privacy Act regulations. Assists in the design, development, testing, implementation, and
documentation of new software and enhancements of existing applications. Works with project managers,
developers, and end users to ensure application designs meet business requirements. Researches issues around
requirements. Tests, debugs, and documents applications. Modifies/maintains requirements for existing applications.
Assists all phases of the software lifecycle in a support capacity. Documents compliance with security standards to
support information assurance activities. Conducts testing. Works under supervision.

Minimum Education. Associate’s Degree

Minimum / General Experience Two years of experience and technical expertise in computer systems analysis and
testing

13) Health IT Systems Analyst - Senior

Functional Responsibility Gathers and develops requirements and conducts business analyses in healthcare
management IT systems and/or systems subject to HIPAA and/or Privacy Act regulations. Assists in the design,
development, testing, implementation, and documentation of new software and enhancements of existing
applications. Works with project managers, developers, and end users to ensure application designs meet business
requirements. Researches issues around requirements. Tests, debugs, and documents applications. Modifies/maintains requirements for existing applications. Assists all phases of the software lifecycle in a support
capacity. Evaluates new and existing software products including compliance with security standards to support
information assurance activities. Conducts testing. Made lead team of analysts.

Minimum Education. Bachelor’s Degree

Minimum / General Experience Six years of experience and technical expertise in computer systems analysis and
testing with the ability to produce technical products and deliverables

14) Health IT Systems Engineer/Programmer

Functional Responsibility Writes, modifies, and debugs software for health information applications or systems
subject to HIPAA and/or Privacy Act regulations. Writes code to create single-threaded, multi-threaded or user
interface event driven applications, either stand-alone and those which access servers or services. Develops and/or
integrates computer applications that allow users to perform specific tasks on computers or other devices. Modifies
or customizes existing applications. Uses source debuggers and visual development environments. Tests and
documents software for applications. Experienced with various computer languages, operating systems, and
databases. Has knowledge of advanced software development concepts, practices, and procedures.

Minimum Education. Associate’s Degree

Minimum / General Experience Three years of experience and technical expertise in software programming

15) Health IT Systems / Software / Security Engineer

Functional Responsibility Writes, modifies, and debugs software for health information applications or systems
subject to HIPAA and/or Privacy Act regulations. Writes code to create single-threaded, multi-threaded or user
interface event driven applications, either stand-alone and those which access servers or services. Develops and/or
integrates computer applications that allow users to perform specific tasks on computers or other devices. Modifies
or customizes existing applications. Uses source debuggers and visual development environments. Tests and
documents software for applications. Experienced with various computer languages, operating systems, and
databases. Has knowledge of advanced software development concepts, practices, and procedures.

Minimum Education. Bachelor’s Degree
16) Health IT Technical Writer

**Functional Responsibility** Prepares and/or maintains documentation pertaining to programming, information assurance, systems operation and user documentation pertaining to Health IT systems. Translates business specifications into user documentation. Plans, writes, and maintains systems and user support documentation efforts, including online help screens. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision.

**Minimum Education.** High School Diploma

**Minimum / General Experience** One year of experience performing technical writing

17) Health IT Test Specialist

**Functional Responsibility** Interacts with other groups to define, document, analyze, perform, and interpret tests for products, systems, components, or modifications of systems subject to HIPAA and Privacy Act regulations. Conducts manual and automated testing. Designs, implements, and conducts test and evaluation procedures to ensure system requirements are met. Develops, maintains, and upgrades automated test scripts for application products. Writes, implements, and reports status for test cases for testing. Analyzes test cases and provides regular progress reports. Participates in all phases of risk management assessments with emphasis on analysis of user requirements, test design and test tools selection. Identifies functional problems and suggests resolutions. Has knowledge of commonly-used concepts, practices, and procedures. Works under general supervision.

**Minimum Education.** Associate’s Degree

**Minimum / General Experience** Two years of experience testing applications and IT systems including experience in automated testing