GENERAL SERVICE ADMINISTRATION
Federal Supply Service

Multiple Award Schedule

PSC Class: DA01
Contract Number: 47QTC18D006Y (GS35F234HA)
Contract Period: July 23, 2018 - July 23, 2023
Updated per Mass Modification Number A812

CALIBRE Systems, Inc.
6361 Walker Lane, Suite 1100, Metro Park
Alexandria, Virginia 22310-3252
Telephone: 703.797.8500

Website: www.calibresys.com
E-mail: contracts@calibresys.com
Contract Administrator: Barbara A. Richitt
Business Size: Large

For more information on ordering from Federal Supply Schedules go to the GSA Schedules page at GSA.gov. Prices Shown Herein are Net (discount deducted)

Authorized Federal Supply Schedule Price List

Online access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA Advantage®, a menu-driven database system. The INTERNET address GSA Advantage® is: GSAAAdvantage.gov.
Prices Shown Herein are Net (discount deducted)

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

<table>
<thead>
<tr>
<th>SIN</th>
<th>SIN Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>54151S</td>
<td>Information Technology (IT) Professional Services</td>
</tr>
<tr>
<td>54151HEAL</td>
<td>Health IT Services</td>
</tr>
<tr>
<td>OLM</td>
<td>Order-Level Materials (OLM’s)</td>
</tr>
</tbody>
</table>

1b. See Rate table below.

1c. See Labor Category Descriptions below.

2. Maximum order: $1,000,000.

3. Minimum order: $100

4. Geographic coverage (delivery area). Worldwide. Service provided outside of the continental United States will include any additional expense required such as travel and living expenses.

5. Point(s) of production (city, county, and State or foreign country). The primary point of production is the CALIBRE office located in Alexandria, Fairfax County, Commonwealth of Virginia. Upon request, contractor can identify various locations.

6. Discount from list prices or statement of net price. All prices listed are Net prices; basic discounts have been deducted.

7. Quantity discounts. Discount of 0.5% on orders in excess of $1,000,000.00.

8. Prompt payment terms. 0 percent, net 30 days.


10a. Time of delivery. To Be Determined at the Task Order level.

10b. Expedited Delivery. To Be Determined at the Task Order level.

10c. Overnight and 2-day delivery. To Be Determined at the Task Order level.
10d. Urgent Requirements. To Be Determined at the Task Order level.

11. F.O.B. point(s). Destination.

12a. Ordering address(es).

    CALIBRE Systems, Inc.
    6361 Walker Lane, Suite 1100 Metro Park
    Alexandria, Virginia 22310-3226

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).

    CALIBRE Systems, Inc.
    Attention: Accounts Payable
    6361 Walker Lane, Suite 11000
    Alexandria, Virginia 22310-3226

14. Warranty provision. Standard Commercial Warranty Terms & Conditions

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.


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/. Not Applicable.
23. Data Universal Number System (DUNS) number: 55-5498187

24. Notification regarding registration in System for Award Management (SAM) database. Contractor registered and active in SAM.
1. DESCRIPTION OF IT SERVICES AND PRICING.

16.1 54151S INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES LABOR CATEGORIES

1. Senior Consultant

Functional Responsibility. Provides consulting services at the highest level of expertise in a given area. Develops and recommends process improvement methods; Provides expert advice regarding information technology, engineering, cost and economic analysis, resource management, or other applicable technical areas; Possesses highly developed knowledge to be used in identification of complex problems and their solutions.

Minimum Education. Possess a Bachelor’s degree (Arts/Science) or specialized certification in area of expertise; Education and training, commensurate experience, and demonstrated ability of individual may be substituted.

Minimum/General Experience. Ten years of experience in management, resource allocation, and information technology is required. Specialized experience may include a business, technology, industry or specific application.

2. Consultant

Functional Responsibility. Provide consulting to agency heads, directors, and senior managers on management information analysis and information technology solutions, strategic analysis and organizational engineering, resource management, and cost and economic analysis; Conduct senior executive level workshops, benchmarking, and surveys; Facilitate process improvement efforts; Manage a team of consultants and analysts; Give lectures, speeches or write articles; Develop, analyze, and promote the client’s needs and issues, including the responsiveness of required deliverables.

Minimum Education. Possess a Bachelor of Arts or Bachelor of Science degree.

Minimum/General Experience. Fifteen years of functional experience, which includes experience in the application of research and analytical methodologies, information technology and tools; Specializing in management, business development, resource allocation or information technology; Possess and apply highly developed leadership and managerial skills which cross-functional areas and core competencies; Possess executive level, managerial and communication skills that allow for development, presentation and promotion of integrated solutions to clients.

3. Program Executive

Functional Responsibility. Responsible for multiple programs. Oversees individual program managers to ensure compliance with established corporate policy and performance standards; monitors and adjusts resource allocation and expenditure; serves as liaison between top internal and client management; markets information IT services.

Minimum Education. Bachelor’s or Master’s degree in Business, Accounting, Information Systems, Engineering, or other relevant discipline; or equivalent work experience.

Minimum/General Experience. Fifteen years of management experience, ten of which are in a multi-project environment involving large data communications and/or data processing systems projects.

4. Program Manager

Functional Responsibility. Primarily responsible for program management in accordance with client requirements and company guidelines; Specific responsibilities may include oversight of program level cost, schedule, performance, and deliverable services and products; Detects and creatively solves a wide variety of business problems; Provides the strategic planning for successful completion of the program; Directs, organizes, and monitors work activity and is responsible for meeting program cost, schedule, and performance objectives; Creates process change in response to program challenges.

Minimum Education. Possess a Bachelor’s degree (Arts/Science) or specialized training certification, commensurate experience and demonstrated ability of individual may be substituted.

Minimum/General Experience. Ten years of management experience throughout a program life cycle, includes coordinating work activity, allocation of resources, managing performance, and development of solutions for information technology challenge. Specialized experience may substitute for years of experience.
5. **Senior Project Manager**

Functional Responsibility. Independently performs, or leads one or more project teams in performing, data processing or data communications project tasks. Manages tasks within a work breakdown structure (WBS). Organizes and coordinates planning and production of support activities. Meets with client’s management personnel and IMC’s Program Executive to report progress, problems, and problem resolution. Formulates and reviews project plans and deliverable items and ensures conformance with standards. Assigns, schedules, and reviews work of subordinates. Explains policies, purposes, and project goals to subordinates.

Minimum Education. Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other relevant discipline; or equivalent work experience.

Minimum/General Experience. Ten years of supervisory experience in managing large data communications and/or data processing systems projects.

6. **Project Manager**

Functional Responsibility. Manages projects, tasks, or subtasks; Project Manager/Leader advises and assists project staff on execution of specific project requirements; May be responsible for management of complete project or specific task elements; Implements directives and schedules necessary to ensure effective project management; Possesses a detailed knowledge of concepts, practices, and procedures in several activity, technical and management fields; Provides technical consulting on complex projects and provides detailed guidance and direction to project staff.

Minimum Education. Possess a Bachelor of Arts/Science degree; other education, commensurate experience and demonstrated ability of individual may be substituted.

Minimum/General Experience. Seven years of experience required, specializing in management, resource allocation, or information technology. Specialized experience may substitute for years of experience.

7. **Junior Project Manager**

Functional Responsibility. Manages projects, tasks, or subtasks; Project Manager/Leader advises and assists project staff on execution of specific project requirements; May be responsible for management of complete project or specific task elements; Implements directives and schedules necessary to ensure effective project management; Possesses a detailed knowledge of concepts, practices, and procedures in several activity, technical and management fields; Provides technical consulting on complex projects and provides detailed guidance and direction to project staff.

Minimum Education. Possess a Bachelor of Science degree in Computer Science, Information Systems, Engineering, Business, or other relevant discipline; other education or training, commensurate experience and demonstrated ability of individual may be substituted.

Minimum/General Experience. Three years of experience in managing large data communications and/or data processing systems projects. Specialized experience may substitute for years of experience.

8. **Project Assistant**

Functional Responsibility. Supports project and/or program managers in document preparation; interoffice and client communications via electronic mail, paper mail, and fax; maintains correspondence and other records in hard and soft files; schedules internal and client meetings.

Minimum Education. High-school diploma.

Minimum/General Experience. Experience in performing general administrative support duties for multiple program and/or project managers.
9. **Senior Task Leader**

**Functional Responsibility.** Leads a technical team on projects of a complex nature with duties of instructing, directing, and checking the work of other team members. Provides quality assurance review and creates and evaluates team procedures. Submits reports (verbal and/or written) to project managers. Participates in senior team meetings.

**Minimum Education.** Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other relevant discipline; or equivalent work experience.

**Minimum/General Experience.** Three to five years of experience working in a technically complex information technology environment.

10. **Task Leader**

**Functional Responsibility.** Leads a technical team on projects of a complex nature with duties of instructing, directing, and checking the work of other team members. Provides quality assurance review and creates and evaluates team procedures.

**Minimum Education.** Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other relevant discipline; or equivalent work experience.

**Minimum/General Experience.** One to three years of experience working in a technically complex information technology environment.

11. **Sr. Business Analyst**

**Functional Responsibility.** Leads the analysis of business systems and processes. Formulates and defines systems scope and objectives based on both user needs and a thorough understanding of business systems and industry requirements. Recommends procedures, policies, technologies, software products, and custom systems that will help the organization achieve its goals. Acts as team leader on projects of small to intermediate size.

**Minimum Education.** Possess a Bachelor of Art or Bachelor of Science degree in related field; other education, commensurate experience and demonstrated ability of individual may be substituted.

**Minimum/General Experience.** Twelve years of functional experience and possess knowledge of IT systems. Specialized experience may substitute for years of experience.

12. **Principal Analyst**

**Functional Responsibility.** Provide consulting to directors and senior managers on strategic analysis and organizational engineering, resource management, cost and economic analysis, and information systems development and integration; Develop, lead, and conduct workshops, benchmarking, and surveys; Facilitate process improvement efforts; Manage a team of consultants and analysts; Generates papers and documents; Assist in developing, analyzing, and promoting the client’s needs and issues, including the responsiveness of required deliverables.

**Minimum Education.** Possess a Bachelor of Arts or Bachelor of Science degree.

**Minimum/General Experience.** Ten years of functional experience, which includes experience in the application of research and analytical methodologies, information technology and tools; Specializing in management, business development, resource allocation or information technology; Possess functional, managerial, technical, and communication skills that allows for development and presentation of integrated solutions to clients. Specialized experience may substitute for years of experience.

13. **Business Analyst**

**Functional Responsibility.** Analyzes business systems and processes. Formulates and defines systems scope and objectives based on both user needs and a thorough understanding of business systems and industry requirements. Recommends procedures, policies, technologies, software products, and custom systems that will help the organization achieve its goals. May serve team leader on projects of small to intermediate size.

**Minimum Education.** Possess a Bachelor of Art or Bachelor of Science degree in related field; other education, commensurate experience and demonstrated ability of individual may be substituted.
Minimum/General Experience. Nine years of experience, including three years supervisory experience, on information systems development, functional and data requirements analysis, systems analysis and design, programming, program design, data conversion implementation, and documentation preparation. Specialized experience may substitute for years of experience.

14. Senior Analyst

Functional Responsibility. Provide leadership and/or coordination for the evaluation and redesign of current business processes to ensure effective and efficient use of business information technology and resources, and improve process performance; Recommend and design cost effective strategies for use of system technology to meet client information objectives; must be adept at problem definition and resolution.

Minimum Education. Possesses a Bachelor of Arts or Bachelor of Science degree; other education, commensurate experience and demonstrated ability of individual may be substituted.

Minimum/General Experience. Ten years of functional experience, which includes experience in the application of research and analytical methodologies and tools; Specializing in management, business development, resource allocation or information technology; Experience in analysis, design and development of large business information systems is required. Specialized experience may substitute for years of experience.

15. Analyst

Functional Responsibility. Participates in data collection, modeling, analysis and product generation; Organizes and translates data into useful automated information; Conducts analyses including defining parameters of requested data output and analysis; Assists in preparation of reports, briefings, and documentation deliverables; Must have advanced PC and Internet search skills and other applicable ADP based tools such as process engineering and database.

Minimum Education. Possesses a Bachelor of Arts or Bachelor of Science degree; other education, commensurate experience and demonstrated ability of individual may be substituted.

Minimum/General Experience. Four years of experience required. Specialized experience may substitute for years of experience.

16. Assistant Analyst

Functional Responsibility. Assists in data collection, data analysis, and product generation; Works closely with analysts and technical staff to support translation of data output, report preparation, and deliverables; Performs computer programming tasks; Programming experience is commensurate with responsibilities.

Minimum Education. Possess a Bachelor of Arts or Bachelor of Science degree; other education or training, commensurate experience and demonstrated ability of individual may be substituted.

Minimum/General Experience. Four years of experience required; Experience may include knowledge of hardware, software, and operating systems. Specialized experience may substitute for years of experience.

17. Senior Program Analyst

Functional Responsibility. Assists or directs the analysis and design of management systems; Identifies key users, their needs, and determines disconnects between data and information; Identifies data storage or handling of information and provides solutions; Devises improved methods of data descriptions, data outputs, and data feeds to support a variety of users; Responsibilities may include analysis of technical, financial, and program data.

Minimum Education. Possess a Bachelor of Art or Bachelor of Science degree in related field; other education, commensurate experience and demonstrated ability of individual may be substituted.

Minimum/General Experience. Three years of experience may include design, installation, maintenance, and requirements development; Knowledge of systems applications, equipment processes, capabilities and limitations. Specialized experience may substitute for years of experience.

18. Program Analyst

Functional Responsibility. Provide consulting to managers and supervisors on strategic analysis & organizational engineering, resource management, cost and economic analysis, and information systems development and
integration; Assist in the presentation of workshops, seminars, training sessions, benchmarking, and surveys; Assist in the facilitation of process improvement efforts; Responsible for directing efforts in data collection, modeling, analysis, and documentation as required; Maintain high degree of competency in required technical skills (use of ADP hardware & software products) appropriate to specific project environment.

**Minimum Education.** Possess a Bachelor of Arts or Bachelor of Science degree; other education, commensurate experience and demonstrated ability of individual may be substituted.

**Minimum/General Experience.** Six years of experience required; Applies knowledge of one or more functional areas. Specialized experience may substitute for years of experience.

19. **Principal Systems Analyst**

**Functional Responsibility.** Formulates and defines system scope and objectives based on user needs; May prepare detailed specifications from which complex application programs are written; Works at a high level of application systems analysis activities; Plans, manages, and promotes technology applications using systems technology, procedures, and methods; May be responsible for systems information centers, data security, and telecommunications.

**Minimum Education.** Possess a degree (Bachelor of Arts/Science) or specialized certification or training; other education, commensurate experience and demonstrated ability of individual may be substituted.

**Minimum/General Experience.** Nine years of functional experience and possess knowledge of system logic, able to promote technology applications; Experience may include management of information centers, data security, or telecommunications. Specialized experience may substitute for years of experience.

20. **Senior Systems Analyst**

**Functional Responsibility.** Assists in developing new automated systems, consults with and advises users concerning efficient methods of automating processes, works with users to define requirements, and recommends methods to automate processes; Creates high-level systems design and models including data flow diagrams, processing specifications and guide’s programmers and systems analysts in development of appropriate application systems; Participates in all phases of software development projects including definition, design, coding, testing, documenting and implementation of automated systems.

**Minimum Education.** Possess a Bachelor of Science degree in Computer Science, Information Systems, Business, Engineering, or related technical discipline; other education, commensurate experience and demonstrated ability of individual may be substituted.

**Minimum/General Experience.** Eight years of experience in data processing which should include analysis and design of business applications on complex systems for large scale computers and client-server environments, version control, configuration management, and other quality control techniques, logical and physical database design, and the use of current programming languages and DBMSs; knowledge of current storage and retrieval methods and demonstrated ability to formulate specifications for computer programmers to use in coding, testing, and debugging of computer programs is required. Specialized experience may substitute for years of experience.

21. **Senior Database Administrator**

**Functional Responsibility.** Works at the highest level of database management; May be responsible for design, implementation, and maintenance of complex databases with respect to JCL, access methods, access time, device allocation, validation, organization, and statistical methods; Duties may include protection and security of physical information; Provides advice to database administrators on design and development of large scale or complex database applications; May monitor the performance of subordinates and provide guidance and instruction to project/task team members.

**Minimum Education.** Possess a degree (Bachelor of Arts/Science) or specialized certification; other education, commensurate experience and demonstrated ability of individual may be substituted.

**Minimum/General Experience.** Seven years of experience with complex databases is required; Possess knowledge of standards and procedures, able to maintain database dictionaries, and competent in the database management. Specialized experience may substitute for years of experience.
22. Database Administrator

Functional Responsibility. Plans and produces database technology applications; May implement database management and program objectives; Analyzes system data requirements for the design and development of software solutions; Defines interrelationships between database fields and clarifies system use of data items; Provides detailed knowledge of concepts, practices, and procedures in several technical areas, including data security, telecommunications, training, and information centers.

Minimum Education. Possess a Bachelor’s (Arts/Science) degree; other education, commensurate experience and demonstrated ability of individual may be substituted.

Minimum/General Experience. Requires seven years of experience and detailed knowledge of concepts, practices, and procedures in several fields of technical activity; specialized experience may substitute for years of experience.

23. Junior Database Administrator

Functional Responsibility. Typically assists the Database Administrator in database applications; Contributes to system design and testing, development of system performance specifications, evaluation of system concepts; Coordinates fabrication, integration, test and evaluation of system software; Duties may include drafting technical documentation.

Minimum Education. Possess a Bachelor’s (Arts/Science) degree or specialized training in database administration; other education, commensurate experience, and demonstrated ability of individual may be substituted.

Minimum/General Experience. Four years of experience required; May include skills in network administration, design, troubleshooting, and installation. Specialized experience may substitute for years of experience.

24. Principal Information Engineer

Functional Responsibility. Applies business process improvement practices to reengineer methodologies/principles and business process modernization projects; Assists in establishing standards for information systems procedures; Creates organization wide information models for use in the design and production of integrated, shared software and database system management systems; May be responsible for oversight of mathematicians, statisticians, operations research analysts, or modelers.

Minimum Education. Possess a Bachelor’s (Arts/Science) degree; other education, commensurate experience and demonstrated ability of individual may be substituted.

Minimum/General Experience. Seven years of experience which may include systems development, functional and data requirements analysis, and implementation of information engineering projects. Specialized experience may substitute for years of experience.

25. Senior Information Engineer

Functional Responsibility. Develops and refines new engineering techniques to enhance quality and productivity; Develops and recommends standards for information systems procedures; Develops and recommends cost effective information engineering methodologies and tools for application across functional and project boundaries; develops and applies organization-wide information models for use in designing and building integrated, shared software and database measurement systems; develops and assists in development of activity and data models in both the “as-is” and “to-be” environments, identifies targets of opportunity for improvement; develops and leads development of simulation models for “what-if” analyses of identified core and business processes targeted for re-engineering and improvement.

Minimum Education. Possess a Bachelor of Science degree in Computer Science, Information Systems, Business, Engineering, or related technical discipline; other education, commensurate experience and demonstrated ability of individual may be substituted.

Minimum/General Experience. Eight years of experience in information engineering with knowledge of functional and data requirements analysis, activity-based costing, modeling, functional economic analysis, process improvement, and performance measurement; Knowledge of information engineering methodologies, tools, and techniques for application across project, functional area, and organizational boundaries. Specialized experience may substitute for years of experience.
26. Information Engineer

**Functional Responsibility.** Applies business process improvement principles and the information engineering methodologies, tools, and techniques to implement these principles across a wide array of project, functional and organizational boundaries; Applies and assists in the development of organization-wide information models for use in designing and building integrated, shared software and database measurement systems; Defines activity and data modeling requirements; May perform or participate in development of simulation models for “what-if” analyses of identified core and business processes targeted for reengineering and improvement; assists in development of strategic information management plans in support of the clients’ corporate vision, strategic plans, and mission.

**Minimum Education.** Possess a Bachelor of Science degree in Computer Science, Information Systems, Engineering, Business or other related technical discipline; other education, commensurate experience and demonstrated ability of individual may be substituted.

**Minimum/General Experience.** Four years of experience in information engineering with knowledge of functional and data requirements analysis, activity-based costing, modeling, functional economic analysis, process improvement, and performance measurement; experience in the use of state-of-the-art information engineering tools is required. Specialized experience may substitute for years of experience.

27. Senior Network Engineer

**Functional Responsibility.** Performs a variety of network engineering tasks, either independently or under supervision, which are broad in nature and are concerned with the design and implementation of integrated networks, including personnel, hardware, software, and support facilities and/or equipment; Plans and performs network engineering research, design development, and other assignments in conformance with network design, engineering and client specifications; Responsible for major technical/engineering projects of higher complexity and importance than those normally assigned; Supervises a team of Network Engineers through project completion.

**Minimum Education.** Possess a Bachelor’s (Arts/Science) degree; other education or training, commensurate experience and demonstrated ability of individual may be substituted.

**Minimum/General Experience.** Possesses up to seven years of experience in a wide variety of network related areas, which may include management. Specialized experience may substitute for years of experience.

28. Network Engineer

**Functional Responsibility.** Performs technical support in evaluating and resolving network and processor problems; Provides support in designing, installing and may maintain networks that link numerous computing platforms, operating systems, network topologies, and network protocols; Responsible for the design, configuration, and implementation of networks.

**Minimum Education.** Possess a Bachelor’s (Arts/Science) or Associate’s degree; other education or training, commensurate experience and demonstrated ability of individual may be substituted.

**Minimum/General Experience.** Possess up to four years of experience in network related tasks. Specialized experience may substitute for years of experience.

29. Network Technician

**Functional Responsibility.** Performs installation, testing, and operations of computer communications and LAN hardware.

**Minimum Education.** Zero to three years of experience in designing, testing, installing, implementing, and maintaining computer networks.

**Minimum/General Experience.** Post-secondary technical training in related discipline.

30. Senior Programmer Analyst

**Functional Responsibility.** Performs requirements analysis, software design, development, installation, testing, and maintenance for application system components for large-scale and distributed systems. Performs operating system and/or product evaluation, integration, testing, and problem diagnosis/resolution. Assists in planning and coordinating large-scale, complex, or technically unique projects that require the efforts of multiple technical individuals.
Minimum Education. Possess a Bachelor of Science degree in Computer Science, Information Systems, Engineering, Business, or other relevant discipline; other education or training, commensurate experience and demonstrated ability of individual may be substituted.

Minimum/General Experience. Five years of experience in software analysis, design, development, installation, and integration. Specialized experience may substitute for years of experience.

31. Senior Programmer

Functional Responsibility. Performs requirements analysis, software design, development, installation, testing, and maintenance for application system components for large-scale and distributed systems. Performs operating system and/or product evaluation, integration, testing, and problem diagnosis/resolution. Provides technical leadership, reviews work products, and makes technical recommendations, as needed, for changes in the supported technical architecture.

Minimum Education. Possess a Bachelor of Science degree in Computer Science, Information Systems, Engineering, Business, or other relevant discipline; other education or training, commensurate experience and demonstrated ability of individual may be substituted.

Minimum/General Experience. Two years of experience in software design, development, installation, integration, evaluation, enhancement, maintenance, testing, or problem diagnosis/resolution. Specialized experience may substitute for years of experience.

32. Senior Systems Programmer/Analyst

Functional Responsibility. Performs complex assignments on operating systems and application programs; Performs work on moderately complex applications programs; Codes, tests, and debugs applications; Analyzes a variety of systems, programs, and develops documentation, and design specifications; Analyzes system specifications and develops methods for problem solution; May perform system test and integration and select computer systems, languages and equipment; Defines nature of data contained in the database.

Minimum Education. Possess a Bachelor’s (Arts/Science) degree or specialized certifications; other education or training, commensurate experience and demonstrated ability of individual may be substituted.

Minimum/General Experience. Four years of experience in transfer, sustainment, modernization, and continuous improvement of automated data processing activities; specialized experience may substitute for years of experience.

33. Systems Programmer/Analyst

Functional Responsibility. Performs system-wide analysis, primarily with respect to software development, hardware development and reliability, maintainability and availability; Defines and develops user requirements and system specifications for new and expanded automated system; Creates high-level systems designs including data flow diagrams, and processing specifications; Performs in coding, testing, documenting, and maintaining newly created and/or existing application software; Recommend redesign of programs, investigate and analyze feasibility and program requirements, and develop program specifications; Designs, codes, tests, and debugs applications software.

Minimum Education. Possess a Bachelor of Science degree in Computer Science, Math, Engineering, or other related technical discipline; other education, commensurate experience and demonstrated ability of individual may be substituted.

Minimum/General Experience. Five years of experience in data processing, which should include analysis and design of business applications on complex systems for large-scale computers and client-server environments, database management, and the use of current programming languages and DBMSs; knowledge of current storage and retrieval methods and demonstrated ability to formulate specifications for computer programmers to use in coding, testing, and debugging of computer programs and applications is required. Specialized experience may substitute for years of experience.

34. Computer Programmer/Analyst

Functional Responsibility. Codes and tests routine or complex application programs; develops programming specifications and associated documentation to support program changes; analyzes applications software to resolve problems, determine efficient methods to code program changes; implements and tests changes; updates systems and
operations documentation to reflect program and operational changes and enhancements; assist in designing and debugging applications software; develops structure charts and associated documentation to support program changes.

**Minimum Education.** Possess a Bachelor of Science degree in Computer Science, Information Systems, Engineering, Business, or other relevant discipline; other education or training, commensurate experience, and demonstrated ability of individual may be substituted.

**Minimum/General Experience.** Three years of experience in various specialized areas; Specialization includes coding software applications and/or utilizing database management system technologies. Specialized experience may substitute for years of experience.

### 35. Senior Technical Support

**Functional Responsibility.** Maintains information systems at local or remote sites, and typically provides help desk support; responds to user help calls, diagnoses end-user problems, and may use diagnostic software to ascertain nature of problem and provide solutions; responsible for maintenance of systems, system administration, programming, and database security; provides special operational documentation and initial operation instruction.

**Minimum Education.** Possess a degree (Bachelor of Arts/Science) or specialized training; other education, commensurate experience and demonstrated ability of individual may be substituted.

**Minimum/General Experience.** One year experience required in use of diagnostic software, repair and replacement of non-functional parts, installation and relocation of hardware and software. Specialized experience may substitute for years of experience.

### 36. Technical Support

**Functional Responsibility.** Responds to help desk requests of a routine, non-complex nature. Possesses comprehensive knowledge of PC operating systems and standard software applications. May provide phone or in-person problem identification and solution support to users.

**Minimum Education.** High school degree required. Other education, commensurate experience and demonstrated ability of individual may be substituted.

**Minimum/General Experience.** Requires two years of experience and familiarity with Windows desktop applications. Specialized experience may substitute for years of experience.

### 37. Junior Technical Support

**Functional Responsibility.** Responds to help desk requests of a routine, non-complex nature. Possesses comprehensive knowledge of PC operating systems and standard software applications. May provide phone or in-person problem identification and solution support to users.

**Minimum Education.** High school degree required; other education, commensurate experience and demonstrated ability of individual may be substituted.

**Minimum/General Experience.** Up to two years of experience and familiarity with Windows desktop applications. Specialized experience may substitute for years of experience.

### 38. Admin Technical Support

**Functional Responsibility.** Responds to help desk requests of a routine, non-complex nature. May provide phone or in-person problem identification and solution support to users.

**Minimum Education.** High school degree or GED required; other education, commensurate experience and demonstrated ability of individual may be substituted.

**Minimum/General Experience.** Familiarity with Windows desktop applications.

### 39. Consulting Functional Expert

**Functional Responsibility.** Provides expert guidance in his/her area of expertise, e.g., biological sciences, health care, engineering, statistics, and mathematics. Serves as top-level consultant to project teams as well as advisor to senior management.
Minimum Education. Ph.D. or Master’s degree in a subject matter area such as human resources management, financial management, health care, biological sciences, etc.

Minimum/General Experience. More than fifteen years of industry/government experience in subject matter areas such as human resources management, financial management, grants management, scientific research, etc.

40. Senior Functional Specialist

Functional Responsibility. Provides functional guidance to IT staff in reengineering of business processes within the subject matter area. Performs business process analysis and recommends areas for improvement. Develops “as-is” and “to be” process models. Works with client management and end-users to define requirements.

Minimum Education. Possess a Master’s degree in a subject matter area such as human resources management, financial management, etc.; or Master’s degree in business administration with specialization in a subject matter area; some specialized training in application and use of automation tools for business process reengineering; other education, commensurate experience and demonstrated ability of individual may be substituted.

Minimum/General Experience. Ten years of industry/government experience in subject matter areas such as human resources management, financial management, grants management, scientific research, etc., with demonstrated experience in business process reengineering for automation; specialized experience may substitute for years of experience.

41. Functional Specialist

Functional Responsibility. Assists IT staff in the reengineering of business processes within the subject matter area. Performs business process analysis and recommends areas for improvement. Develops “as-is” and “to be” process models. Works with client management and end-users to define requirements.

Minimum Education. Bachelor’s degree in a subject matter area such as human resources management, financial management, public administration, etc.

Minimum/General Experience. Five to ten years of industry/government experience in subject matter areas such as human resources management, financial management, grants management, scientific research, etc., with demonstrated experience in business process reengineering for automation.

42. Junior Functional Specialist

Functional Responsibility. Assists IT staff in the reengineering of business processes within the subject matter area. Performs business process analysis and recommends areas for improvement. Develops “as-is” and “to be” process models. Works with client management and end-users to define requirements.

Minimum Education. Bachelor’s degree in a subject matter area such as human resources management, financial management, public administration, etc.

Minimum/General Experience. One to four years of industry/government experience in subject matter areas such as human resources management, financial management, grants management, scientific research, etc., with demonstrated experience in business process reengineering for automation.

43. Database Architect

Functional Responsibility. Translates business needs into long-term architecture solutions. Develops and reviews logical and physical database designs. Develops the database architecture including the metadata structure and the repository configuration. Evaluates hardware and software platforms and plans for the integration of system components.

Minimum Education. Bachelor’s or Master’s degree in Computer Science, Information Systems, Engineering, Business, or other relevant discipline.

Minimum/General Experience. Eight years of experience in relational database design and database administration.

44. Business Process Reengineering (BPR) Specialist

Functional Responsibility. Applies business process improvement practices to reengineer business processes, data flow, organizational structure, and technology throughout an organization. Facilitates working sessions with the client BPR team. Develops current “as-is” model. Develops target “to-be” model. Constructs relevant reengineering
recommendations consistent with client’s reengineering objectives. Outlines details for implementation (costs, resources, timeframe, responsibilities, approvals, etc.) in reengineering recommendations. Uses BPR modeling tools to aid in project model development.

**Minimum Education.** Possess a Bachelor of Science degree in Computer Science, Information Systems, Engineering, Business, or other relevant discipline; other education or training, commensurate experience and demonstrated ability of individual may be substituted.

**Minimum/General Experience.** Seven years of experience required in information systems development, functional and data requirements analysis, systems analysis and design, programming, program design, data conversion implementation, and document preparation; to include two (2) years of experience in business process reengineering analysis. Specialized experience may substitute for years of experience.

45. **Senior Web Designer**

**Functional Responsibility.** Leads the design and building of Web pages using a variety of graphics software applications, techniques, and tools. Designs the Web site to support an organization’s strategy and goals relative to eBusiness. Has extensive knowledge of design-related applications.

**Minimum Education.** Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other relevant discipline; or equivalent work experience.

**Minimum/General Experience.** Three years or more years industry experience with a variety of web design tasks.

46. **Web Development Manager**

**Functional Responsibility.** Plans, designs, develops, and deploys web sites; prepares and manages content including text, graphics, audio, and videos; may work directly with clients to determine scope, analyze requirements, document design, and produce site specifications; reviews task progress, manages task resources, and ensures overall quality of completed tasks and site; provides high level of understanding of current and emerging web technologies.

**Minimum Education.** Possess a High School diploma or specialized training or certification; other education, commensurate experience and demonstrated ability of individual may be substituted.

**Minimum/General Experience.** Knowledge required in the area of web development, may include management of development efforts. Specialized experience may substitute for years of experience.

47. **Web Designer**

**Functional Responsibility.** Designs and builds Web pages using a variety of graphics software applications, techniques and tools. Designs and develops user interface features, site animation, and special effects elements. Experienced with Web-based technologies and design-related applications.

**Minimum Education.** Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other relevant discipline; or equivalent work experience.

**Minimum/General Experience.** One to three years of experience with a variety of web design tasks.

48. **Junior Web Designer**

**Functional Responsibility.** Designs and builds Web pages using a variety of graphics software applications, techniques, and tools. Designs and develops user interface features, site animation, and special effects elements. Experienced with Web-based technologies and design related applications.

**Minimum Education.** Bachelor’s degree, preferably in Information Systems, Computer Science, or related discipline; or equivalent work experience.

**Minimum/General Experience.** One year experience with a variety of Web development tasks.

49. **Graphics Specialist**

**Functional Responsibility.** Develops graphics design and usage. Sets up computer graphics systems for business communications. Operates computer hardware and software to prepare, revise, print, and store text, illustrations, graphs, charts, etc. Interfaces with users to determine scope and best graphics medium.
Minimum Education. Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other relevant discipline; or equivalent work experience.

Minimum/General Experience. Zero to two years of experience designing and installing computer graphics.

50. Configuration Management Specialist

Functional Responsibility. Develops project Configuration Management Plan in accordance with established policy and procedure. Establishes and maintains software engineering configuration items, including plans, reports, source code, and requirements and design documents. Responsible for producing software releases and deliverables and for tracking response to changes requests. Provides document and data management, prepares special reports from the configuration management database, and administers problem and change management.

Minimum Education. Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other relevant discipline; or equivalent work experience.

Minimum/General Experience. At least one year of well-documented software engineering experience.

51. Data Mining Specialist

Functional Responsibility. Utilizes generic, application independent, embedded data mining, algorithm-specific and/or analytical programming tools to derive or discover new information from data, finding patterns across data sets. Applies knowledge discovery in databases (KDD) finding patterns across multi-dimensions.

Minimum Education. Bachelor’s or Master’s degree in Computer Science, Information Systems, or other relevant discipline; or equivalent work experience.

Minimum/General Experience. Three or more years of experience in relational database design and database administration. Specialized experience and/or training in the usage of data mining tools and techniques.

52. Senior Electronic Document Management (EDM) Analyst

Functional Responsibility. Provides technical EDM expertise to project teams in one or more of the following areas: a) Develops requirements analysis, alternatives analysis, and design; develops and installs document-imaging and management systems. b) Uses development tools for imaging systems development. c) Performs application development and programming for workflow management-based document management systems, including conversion of document file formats, migration of documents, migration of index information, and conversion of application data.

Minimum Education. Possess a Bachelor of Science degree in Computer Science, Information Systems, Engineering, Business, or other relevant discipline; other education or training, commensurate experience and demonstrated ability of individual may be substituted.

Minimum/General Experience. Five to seven years of industry experience in software development, maintenance, testing, and documentation working in a large-scale, multi-platform, distributed data processing environment; to include three years of document management-related experience. Specialized experience may substitute for years of experience.

53. Electronic Document Management (EDM) Analyst

Functional Responsibility. Provides technical EDM expertise to project teams in one or more of the following areas: a) Develops requirements analysis, alternatives analysis, and design; develops and installs document imaging and management systems. b) Uses development tools for imaging systems development. c) Performs application development and programming for workflow management-based document management systems, including conversion of document file formats, migration of documents, migration of index information, and conversion of application data.

Minimum Education. Possess a Bachelor of Science degree in Computer Science, Information Systems, Engineering, Business, or other relevant discipline; other education or training, commensurate experience and demonstrated ability of individual may be substituted.

Minimum/General Experience. Three to five years of industry experience, to include one to three years of document management-related experience. Specialized experience may substitute for years of experience.
54. **Data Warehousing Analyst**

**Functional Responsibility.** Interviews end-users to prioritize reporting needs. Interviews Database Administrators to identify sources of data to supply the needed reporting tools. Selects database engine to support the data in the warehouse. Selects the end-user tool to access the data in the warehouse. Provides input into the selection of the ETL (extraction, transformation, and load) tool to pull the data from the OLTP (on-line transactional processing) systems to the data warehouse. Identifies key “facts” on which the data warehouse should focus (e.g., revenue, employee head count, units sold, etc.), as well as the granularity of the facts (revenue per day or per month, or per transaction). Identifies the dimensions by which to analyze the facts.

**Minimum Education.** Bachelor’s or Master’s degree in Computer Science, Information Systems, or other relevant discipline; or equivalent work experience.

**Minimum/General Experience.** Three or more years of experience in relational database design and database administration. Specialized experience and/or training in the design of data warehouses.

55. **Data Warehousing Applications Developer**

**Functional Responsibility.** De-normalizes traditional entity relationship diagrams (ERD) into star schemas. Migrates data from OLTP systems to star schema. Extracts data from star schema to form virtual or persistent multi-dimensional cubes. Creates GUI-interface to multi-dimensional cubes to allow users to drill down, drill up, filter, etc. Creates template reports for users and managers to modify as required.

**Minimum Education.** Bachelor’s or Master’s degree in Computer Science, Information Systems, or other relevant discipline; or equivalent work experience.

**Minimum/General Experience.** Two years of experience developing ad-hoc reporting tools for end-users. One year of experience using a modern data warehousing front-end.

56. **Senior Documentation Specialist**

**Functional Responsibility.** Designs and develops user manuals, training materials, installation guides, proposals, and reports. Edits functional descriptions, system specifications, user manuals, special reports, and other deliverables and documents. Ensures that all documentation is in compliance with client documentation requirements. Establishes documentation standards. Establishes and manages documentation change control.

**Minimum Education.** Bachelor’s degree from an accredited college or university, or equivalent work experience.

**Minimum/General Experience.** More than five years of experience in writing and editing technical materials, two years of which involve information technology subjects.

57. **Documentation Specialist**

**Functional Responsibility.** Assists project teams in collecting and organizing information required for preparation of user manuals, training materials, installation guides, proposals, and reports. Edits functional descriptions, system specifications, user manuals, special reports, and other deliverables and documents. Ensures that all documentation is in compliance with client documentation requirements. Establishes documentation standards. Establishes and manages documentation change control.

**Minimum Education.** Bachelor’s degree from an accredited college or university, or equivalent work experience.

**Minimum/General Experience.** Up to five years of experience in writing and editing technical materials, two years of which involve information technology subjects.

58. **Junior Documentation Specialist**

**Functional Responsibility.** Assists project teams in collecting and organizing clinical/health information required for preparation of user manuals, training materials, installation guides, proposals, and reports. Configures complex paper input for scanning operations. Scans documents and correctly performs all quality control functions.

**Minimum Education.** High School degree or equivalent work experience.

**Minimum/General Experience.** Zero to one year of experience in writing and editing technical materials.
59. **Help Desk Manager**

**Functional Responsibility.** Supervises Help Desk support operations. Establishes processes by which problems are controlled. Reports various statistical analyses of Help Desk operations to client management.

**Minimum Education.** Post-secondary training in a related discipline, or equivalent work experience.

**Minimum/General Experience.** More than four years of experience in Help Desk operations.

60. **Senior Help Desk Specialist**


**Minimum Education.** Post-secondary training in a related discipline, or equivalent work experience.

**Minimum/General Experience.** Two to four years of experience in Help Desk operations.

61. **Help Desk Specialist**


**Minimum Education.** Post-secondary training in a related discipline, or equivalent work experience.

**Minimum/General Experience.** One year of experience in Help Desk operations.

62. **Junior Help Desk Specialist**


**Minimum Education.** Post-secondary training in a related discipline, or equivalent work experience.

**Minimum/General Experience.** Zero to one year of experience in Help Desk operations.

63. **Senior Testing Specialist**

**Functional Responsibility.** Establishes test standards and methods. Leads development of test strategies. Develops business scenarios. Leads development of test plans to guide the full test cycle. Uses automated testing tools to develop, debug, and execute test scripts for business scenarios. Troubleshoots results of tests. Prepares test results for system evaluation. Works with client and/or software product vendor to improve system performance. Performs regression testing as necessary. Provides guidance to testing team as necessary.

**Minimum Education.** Bachelor’s or Master’s degree in Computer Science, Information Systems, Engineering, Business, or other relevant discipline; or equivalent work experience.

**Minimum/General Experience.** At least three years of experience in functional testing of software and/or load testing of system configuration components with automated testing tools, with additional four years of experience as programmer/analyst or network engineer. Alternatively, at least seven years of experience as programmer/analyst or network engineer. Programmer/analyst experience includes software development, installation, integration, testing, maintenance, problem diagnosis/ resolution for large-scale and/or technically complex systems. Network engineer experience includes network installation, connection, testing, monitoring, analysis, problem diagnosis/ resolution for LANs, WANs, Intranets, and the Internet.

64. **Testing Specialist**

**Functional Responsibility.** Follows established test standards and methods. Assists in the development of test strategies. Develops business scenarios. Assists in development of test plans to guide the full test cycle. Uses automated testing tools to develop, debug, and execute test scripts for business scenarios. Troubleshoots results of tests. Prepares test results for system evaluation. Works with client and/or software product vendor to improve system performance.
Minimum Education. Possess a Bachelor of Science degree in Computer Science, Information Systems, Engineering, Business, or other relevant discipline; other education or training, commensurate experience and demonstrated ability of individual may be substituted.

Minimum/General Experience. One to two years of experience in functional testing of software and/or load testing of system configuration components with automated testing tools, with additional three to five years of experience as programmer/analyst or network technician. Programmer/analyst experience includes software development, installation, integration, testing, maintenance, problem diagnosis/ resolution for large-scale and/or technically complex systems. Network support experience includes network installation, connection, testing, monitoring, analysis, problem diagnosis/ resolution for LANs, WANs, Intranets, and the Internet. Specialized experience may substitute for years of experience.

65. Junior Testing Specialist


Minimum Education. Possess a Bachelor of Science degree in Computer Science, Information Systems, Engineering, Business, or other relevant discipline; other education or training, commensurate experience and demonstrated ability of individual may be substituted.

Minimum/General Experience. Up to one year of experience in functional testing of software and/or load testing of system configuration components with automated testing tools, with additional zero to two years of experience as programmer/analyst or network technician. Programmer/analyst experience includes software development, installation, integration, testing, maintenance, problem diagnosis/ resolution for large-scale and/or technically complex systems. Network support experience includes network installation, connection, testing, monitoring, analysis, problem diagnosis/ resolution for LANs, WANs, Intranets, and the Internet. Specialized experience may substitute for years of experience.

66. Senior Systems Architect

Functional Responsibility. Leads a team that evaluates and recommends computer systems architecture in an organization. Develops sufficient understanding of the organization’s current architecture, future IT plans, corporate standards, and emerging trends to recommend hardware and software infrastructure. Acts as highest level technical expert, addressing problems of systems integration, compatibility and multiple platforms.

Minimum Education. Bachelor’s or Master’s degree in Computer Science, Information Systems, Engineering, Business, or other relevant discipline; or professional certification in network engineering; or equivalent work experience.

Minimum/General Experience. Seven years of experience working with computer telecommunications, LANs and networks, hardware and software.

67. Systems Architect

Functional Responsibility. Supports a team that evaluates and recommends computer systems architecture in an organization. Develops sufficient understanding of the organization’s current architecture, future IT plans, corporate standards, and emerging trends to recommend hardware and software infrastructure. Acts as highest level technical expert, addressing problems of systems integration, compatibility and multiple platforms.

Minimum Education. Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or other relevant discipline; or professional certification in network engineering; or equivalent work experience.

Minimum/General Experience. Five years of experience working with computer telecommunications, LANs and networks, hardware and software.
68. Quality Assurance Specialist

**Functional Responsibility.** Develops project Quality Assurance (QA) Plan in accordance with established policy and procedure. Ensures quality of project processes and products by executing activities described in the QA Plan. Compares activities and products to established standards and plans. Establishes quantitative measurements and techniques for measuring software quality. Reports to project management and executive management when quality issues are encountered during project review cycle.

**Minimum Education.** Possess a Bachelor of Science degree in Computer Science, Information Systems, Engineering, Business, or other relevant discipline; other education or training, commensurate experience and demonstrated ability of individual may be substituted.

**Minimum/General Experience.** At least one year software engineering experience and/or one year of quality assurance review experience. Specialized experience may substitute for years of experience.

69. Technical Writer

**Functional Responsibility.** Develops and edits the content of technical documentation. Assures that spelling, content, and grammar are accurate. Develops and maintains style guides for document standards.

**Minimum Education.** Bachelor’s degree from an accredited college or university or equivalent work experience.

**Minimum/General Experience.** Up to two years of experience in writing and editing technical materials.

70. DevOPS Manager

**Functional Responsibility.** Manages the implementation of technical systems, software, or solutions. Evaluates client needs, develops configurations that support business processes, plans and executes on delivery and implementation plans, and tests and troubleshoots final system setups. Provides training and end-user support during and after the implementation process. Implements DevOps concepts and principles including Infrastructure as Code (IaC) and integration of cloud capabilities in system development. May be responsible for more complex or high value implementation projects.

**Minimum Education.** Bachelor’s degree, preferably in Information Systems, Computer Science, or related discipline; or equivalent work experience.

**Minimum/General Experience.** Seven years of experience in information technology is required. Specialized experience may substitute for years of experience.

71. Enterprise Resource Planning (ERP) Program Executive

**Functional Responsibility.** Manages multiple ERP implementation projects; organizes, directs, and coordinates planning and execution of client’s contract activities. Meets with client’s management personnel and IMC project managers to conduct top-level coordination, project oversight, progress reporting, and problem resolution. Formulates and reviews project plans and deliverable items, determines contract costs, and ensures conformance with standards. Assigns, schedules, and reviews work of subordinates. Explains client’s policies, purposes, and goals to subordinates.

**Minimum Education.** Bachelor’s or Master’s degree in Computer Science, Information Systems, Business, Accounting, Human Resources, or other relevant discipline; or equivalent work experience.

**Minimum/General Experience.** Ten years of supervisory experience in managing large ERP projects that involve planning, analysis, design, development, or conversion/implementation.

72. Enterprise Resource Planning (ERP) Project Manager

**Functional Responsibility.** Manages the ERP implementation team. Assembles project team, assigns individual responsibilities, identifies appropriate resources, and develops and tracks schedules. Communicates with technical management and end-users on status of the project.

**Minimum Education.** Bachelor’s or Master’s degree in Computer Science, Information Systems, Business, Accounting, Human Resources, or other relevant discipline; or equivalent work experience.
Minimum/General Experience. Eight years of experience in managing software engineering projects, to include the full life cycle of an ERP project.

73. Senior Enterprise Resource Planning (ERP) Product Consultant

Functional Responsibility. Provides functional expertise for the implementation of ERP applications such as PeopleSoft and Lawson. Meets with the organization’s end-users to develop functional descriptions of the current business processes related to the ERP solution. Creates a fit analysis of the enterprise business process versus the organization business process. Develops requirement specifications to determine application customizations.

Minimum Education. Bachelor’s or Master’s degree in Computer Science, Information Systems, Business, Accounting, Human Resources, or other relevant discipline; or equivalent work experience.

Minimum/General Experience. Five years of specific application and functional experience with such ERP products as PeopleSoft and Lawson.

74. Enterprise Resource Planning (ERP) Product Consultant

Functional Responsibility. Assists in providing functional expertise for the implementation of ERP applications such as PeopleSoft or Lawson. Assists in the development of a fit analysis of the enterprise business process versus the organization business process. Helps to develop requirement specifications to determine application customizations.

Minimum Education. Bachelor’s or Master’s degree in Computer Science, Information Systems, Business, Accounting, Human Resources, or other relevant discipline; or equivalent work experience.

Minimum/General Experience. Three years of specific application and functional experience with such ERP products as PeopleSoft and Lawson.

75. Senior Enterprise Resource Planning (ERP) Developer

Functional Responsibility. Provides technical design support for ERP application modifications. Develops and unit-tests code modifying ERP application. Develops screens, views, and batch processes. Develops interfaces for data capture, table population, and data transfer to and from legacy systems. Provides technical assistance in configuration of system operation and workflow.

Minimum Education. Bachelor’s or Master’s degree in Computer Science, Information Systems, Business, Accounting, Human Resources, or other relevant discipline; or equivalent work experience.

Minimum/General Experience. More than three years of industry experience with specific application development for such ERP products as PeopleSoft and Lawson.

76. Enterprise Resource Planning (ERP) Developer

Functional Responsibility. Provides the technical design support for ERP application modifications. Develops and unit-tests the code modifying the ERP application. Develops screens, views, and batch processes. Develops interfaces for data capture, table population, and data transfer to and from legacy systems.

Minimum Education. Bachelor’s or Master’s degree in Computer Science, Information Systems, Business, Accounting, Human Resources, or other relevant discipline; or equivalent work.

Minimum/General Experience. Zero to three years of industry experience with specific application development for such ERP products as PeopleSoft and Lawson.

77. Cloud Specialist (SME)

Functional Responsibility. Supports the planning and vision-setting for cloud adoption and modernization of the enterprise IT computing infrastructure. Develops guidance and high-level architectures that support IT modernization efforts. Review solution-level architectures and implementation plans to determine their alignment with the overarching vision. Conduct analyses of IT requirements to identify opportunities to leverage cloud capabilities. Develops the associated transition plans and architecture baselines for data center consolidation and hybrid cloud programs. Assist with the development of integration plans, migration plans, and schedules to effectively implement the cloud migration strategy. Performs research and analyses on new technologies that reduce IT infrastructure implementation, operations, and maintenance costs.
Minimum Education. Bachelor’s degree, preferably in Information Systems, Computer Science, or related
discipline; or equivalent work experience.

Minimum/General Experience. Ten years of experience in information technology is required. Specialized
experience may substitute for years of experience.

78. Senior Cloud/Web Architect

Functional Responsibility. Responsible for designing and implementing enterprise infrastructure and platforms
required for cloud computing. Analyzes system requirements and ensures that systems will be securely integrated
with current applications. Has a deep understanding of system development in cloud environments, including
Software as Service (SaaS), Platform as Service (PaaS), or Infrastructure as a Service (IaaS).

Minimum Education. Bachelor’s degree, preferably in Information Systems, Computer Science, or related
discipline; or equivalent work experience.

Minimum/General Experience. Ten years of experience in information technology is required. Specialized
experience may substitute for years of experience.

79. Cloud/Web Architect

Functional Responsibility. Responsible for designing and implementing enterprise infrastructure and platforms
required for cloud computing. Analyzes system requirements and ensures that systems will be securely integrated
with current applications. Has a deep understanding of system development in cloud environments, including
Software as Service (SaaS), Platform as Service (PaaS), or Infrastructure as a Service (IaaS).

Minimum Education. Bachelor’s degree, preferably in Information Systems, Computer Science, or related
discipline; or equivalent work experience.

Minimum/General Experience. Six years of experience in information technology is required. Specialized
experience may substitute for years of experience.

80. Cloud/Web Developer

Functional Responsibility. Responsible for developing, testing, implementing, and maintaining web-based
application systems. Troubleshoots system problems and issues and looks for ways to improve the application. Has
knowledge of commonly-used concepts, practices, and procedures within a particular field (i.e., HTML, Java, etc.).
Develops applications and components that leverage the underlying cloud capabilities through APIs calls. Familiar
with a variety of the field's concepts, practices, and procedures.

Minimum Education. Bachelor’s degree, preferably in Information Systems, Computer Science, or related
discipline; or equivalent work experience.

Minimum/General Experience. Five years of experience in information technology is required. Specialized
experience may substitute for years of experience.

81. Senior Cloud Systems Engineer

Functional Responsibility. Responsible for planning and engineering of an organization's cloud computing
infrastructure and applications. Implements and designs server, network, and software configurations for a cloud
computing infrastructure and applications with a focus on DevOps principles. Monitors the performance of systems.
Familiar with standard concepts, practices, and procedures of cloud technology, including Software as Service
(SaaS), Platform as Service (PaaS), or Infrastructure as a Service (IaaS).

Minimum Education. Bachelor’s degree, preferably in Information Systems, Computer Science, or related
discipline; or equivalent work experience.

Minimum/General Experience. Ten years of experience in information technology is required. Specialized
experience may substitute for years of experience.

82. Cloud Systems Engineer

Functional Responsibility. Implements and designs server, network, and software configurations for a cloud
computing infrastructure and applications with a focus on DevOps principles. Monitors the performance of systems.
Familiar with standard concepts, practices, and procedures of cloud technology, including Software as Service (SaaS), Platform as Service (PaaS), or Infrastructure as a Service (IaaS).

Minimum Education. Bachelor’s degree, preferably in Information Systems, Computer Science, or related discipline; or equivalent work experience.

Minimum/General Experience. Five years of experience in information technology is required. Specialized experience may substitute for years of experience.

83. SME Data Scientist

Functional Responsibility. Provides consulting relating to the data mining and analysis of data from a range of sources to transform raw data into concise and actionable insights. Designs and implements data-driven solutions, with specific focus on advanced analytical methods, data models, and visualizations. Designs and develops advanced analytical methods such as link analysis, natural language processing, decision trees, and risk scoring. Uses data visualizations to analyze and present complex trends to bring structure to large quantities of formless data and make analysis possible. Maintains current in emerging tools and techniques in machine learning, statistical modeling, and analytics.

Minimum Education. Master's degree preferably in Data Science, Computer Science, operations Research or other quantitative or mathematical subject area.

Minimum/General Experience. Twelve years of experience performing data analysis; Knowledge of data mining methods, databases, data visualization and machine learning is required; Experience in successfully communicating analysis techniques, concepts and products is required; Must have experience in mentoring and managing more junior Data Scientists; Understanding of hardware limitations/requirements for various analytical techniques is also required; Specialized experience may substitute for years of experience.

84. Senior Data Scientist

Functional Responsibility. Analyzes business systems and processes. Formulates and defines systems scope and objectives based on both user needs and a thorough understanding of business systems and industry requirements. Recommends procedures, policies, technologies, software products, and custom systems that will help the organization achieve its goals. May serve team leader on projects of small to intermediate size.

Minimum Education. Bachelor's degree preferably in Data Science, Computer Science, Operations Research or other quantitative or mathematical subject area.

Minimum/General Experience. Nine years of experience performing data analysis, at least four of which must be in data science; Knowledge of data mining methods, databases, data visualization and machine learning is required; Experience in successfully communicating analysis techniques, concepts and products is required; Specialized experience may substitute for years of experience.

85. Data Scientist

Functional Responsibility. Leads the data mining and analysis of data from a range of sources to transform raw data into concise and actionable insights. Designs and implements data-driven solutions, with specific focus on advanced analytical methods, data models, and visualizations. Designs and develops advanced analytical methods such as link analysis, natural language processing, decision trees, and risk scoring. Uses data visualizations to analyze and present complex trends to bring structure to large quantities of formless data and make analysis possible. Maintains current in emerging tools and techniques in machine learning, statistical modeling, and analytics.

Minimum Education. Bachelor's degree preferably in Data Science, Computer Science, Operations Research or other quantitative or mathematical subject area.

Minimum/General Experience. Five years of experience performing data analysis, at least two of which must be in data science; Knowledge of data mining methods, databases, data visualization and machine learning is required; Experience in successfully communicating analysis techniques, concepts and products is required; Specialized experience may substitute for years of experience.

86. Junior Data Scientist

Functional Responsibility. Supports in the data mining and analysis of data from a range of sources to transform raw data into concise and actionable insights. Designs and implements data-driven solutions, with specific focus on
advanced analytical methods, data models, and visualizations. Designs and develops advanced analytical methods such as link analysis, natural language processing, decision trees, and risk scoring. Uses data visualizations to analyze and present complex trends to bring structure to large quantities of formless data and make analysis possible. Maintains current in emerging tools and techniques in machine learning, statistical modeling, and analytics.

**Minimum Education.** Bachelor's degree preferably in Data Science, Computer Science, Operations Research or other quantitative or mathematical subject area.

**Minimum/General Experience.** Two years of experience performing data analysis; Knowledge of data mining methods, databases, data visualization and machine learning is required; Experience in successfully communicating analysis techniques, concepts and products is required; Proven Specialized experience may substitute for years of experience.

<table>
<thead>
<tr>
<th>Labor Category</th>
<th>GSA Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Senior Consultant</td>
<td>$231.65</td>
</tr>
<tr>
<td>Consultant</td>
<td>$231.65</td>
</tr>
<tr>
<td>Program Executive</td>
<td>$252.99</td>
</tr>
<tr>
<td>Program Manager</td>
<td>$206.99</td>
</tr>
<tr>
<td>Senior Project Manager</td>
<td>$172.97</td>
</tr>
<tr>
<td>Project Manager</td>
<td>$155.15</td>
</tr>
<tr>
<td>Junior Project Manager</td>
<td>$118.79</td>
</tr>
<tr>
<td>Project Assistant</td>
<td>$54.17</td>
</tr>
<tr>
<td>Senior Task Leader</td>
<td>$136.54</td>
</tr>
<tr>
<td>Task Leader</td>
<td>$117.14</td>
</tr>
<tr>
<td>Sr. Business Analyst</td>
<td>$190.83</td>
</tr>
<tr>
<td>Principal Analyst</td>
<td>$173.74</td>
</tr>
<tr>
<td>Business Analyst</td>
<td>$168.35</td>
</tr>
<tr>
<td>Senior Analyst</td>
<td>$143.85</td>
</tr>
<tr>
<td>Analyst</td>
<td>$118.24</td>
</tr>
<tr>
<td>Assistant Analyst</td>
<td>$70.61</td>
</tr>
<tr>
<td>Senior Program Analyst</td>
<td>$137.73</td>
</tr>
<tr>
<td>Program Analyst</td>
<td>$124.46</td>
</tr>
<tr>
<td>Principal Systems Analyst</td>
<td>$148.55</td>
</tr>
<tr>
<td>Senior Systems Analyst</td>
<td>$126.71</td>
</tr>
<tr>
<td>Senior Database Administrator</td>
<td>$170.78</td>
</tr>
<tr>
<td>Database Administrator</td>
<td>$134.20</td>
</tr>
<tr>
<td>Junior Database Administrator</td>
<td>$101.54</td>
</tr>
<tr>
<td>Principal Information Engineer</td>
<td>$148.88</td>
</tr>
<tr>
<td>Senior Information Engineer</td>
<td>$143.58</td>
</tr>
<tr>
<td>Information Engineer</td>
<td>$99.42</td>
</tr>
<tr>
<td>Senior Network Engineer</td>
<td>$160.98</td>
</tr>
<tr>
<td>Network Engineer</td>
<td>$120.98</td>
</tr>
<tr>
<td>Network Technician</td>
<td>$82.00</td>
</tr>
<tr>
<td>Senior Programmer Analyst</td>
<td>$165.50</td>
</tr>
<tr>
<td>Senior Programmer</td>
<td>$131.56</td>
</tr>
<tr>
<td>Senior Systems Programmer/Analyst</td>
<td>$137.49</td>
</tr>
<tr>
<td>Systems Programmer/Analyst</td>
<td>$115.57</td>
</tr>
<tr>
<td>Computer Programmer/Analyst</td>
<td>$99.27</td>
</tr>
<tr>
<td>Senior Technical Support</td>
<td>$112.38</td>
</tr>
<tr>
<td>Technical Support</td>
<td>$124.64</td>
</tr>
<tr>
<td>Junior Technical Support</td>
<td>$54.17</td>
</tr>
<tr>
<td>Admin Technical Support</td>
<td>$26.73</td>
</tr>
<tr>
<td>Consulting Functional Expert</td>
<td>$269.68</td>
</tr>
<tr>
<td>Position</td>
<td>Salary</td>
</tr>
<tr>
<td>----------------------------------</td>
<td>---------</td>
</tr>
<tr>
<td>Senior Functional Specialist</td>
<td>$160.96</td>
</tr>
<tr>
<td>Functional Specialist</td>
<td>$131.99</td>
</tr>
<tr>
<td>Junior Functional Specialist</td>
<td>$121.00</td>
</tr>
<tr>
<td>Database Architect</td>
<td>$166.53</td>
</tr>
<tr>
<td>Business Process Reengineering (BPR) Specialist</td>
<td>$186.62</td>
</tr>
<tr>
<td>Senior Web Designer</td>
<td>$146.98</td>
</tr>
<tr>
<td>Web Development Manager</td>
<td>$137.84</td>
</tr>
<tr>
<td>Web Designer</td>
<td>$128.62</td>
</tr>
<tr>
<td>Junior Web Designer</td>
<td>$102.35</td>
</tr>
<tr>
<td>Graphics Specialist</td>
<td>$85.42</td>
</tr>
<tr>
<td>Configuration Management Specialist</td>
<td>$79.40</td>
</tr>
<tr>
<td>Data Mining Specialist</td>
<td>$219.99</td>
</tr>
<tr>
<td>Senior Electronic Document Management (EDM) Analyst</td>
<td>$157.24</td>
</tr>
<tr>
<td>Electronic Document Management (EDM) Analyst</td>
<td>$123.73</td>
</tr>
<tr>
<td>Data Warehousing Analyst</td>
<td>$153.44</td>
</tr>
<tr>
<td>Data Warehousing Applications Developer</td>
<td>$144.46</td>
</tr>
<tr>
<td>Senior Documentation Specialist</td>
<td>$96.10</td>
</tr>
<tr>
<td>Documentation Specialist</td>
<td>$75.14</td>
</tr>
<tr>
<td>Junior Documentation Specialist</td>
<td>$48.45</td>
</tr>
<tr>
<td>Help Desk Manager</td>
<td>$122.53</td>
</tr>
<tr>
<td>Senior Help Desk Specialist</td>
<td>$57.78</td>
</tr>
<tr>
<td>Help Desk Specialist</td>
<td>$46.31</td>
</tr>
<tr>
<td>Junior Help Desk Specialist</td>
<td>$40.63</td>
</tr>
<tr>
<td>Senior Testing Specialist</td>
<td>$157.09</td>
</tr>
<tr>
<td>Testing Specialist</td>
<td>$121.00</td>
</tr>
<tr>
<td>Junior Testing Specialist</td>
<td>$82.00</td>
</tr>
<tr>
<td>Senior Systems Architect</td>
<td>$158.80</td>
</tr>
<tr>
<td>Systems Architect</td>
<td>$134.76</td>
</tr>
<tr>
<td>Quality Assurance Specialist</td>
<td>$98.88</td>
</tr>
<tr>
<td>Technical Writer</td>
<td>$83.26</td>
</tr>
<tr>
<td>DevOPS Manager</td>
<td>$179.22</td>
</tr>
<tr>
<td>Enterprise Resource Planning (ERP) Program Executive</td>
<td>$269.68</td>
</tr>
<tr>
<td>Enterprise Resource Planning (ERP) Project Manager</td>
<td>$248.13</td>
</tr>
<tr>
<td>Senior Enterprise Resource Planning (ERP) Product Consultant</td>
<td>$231.65</td>
</tr>
<tr>
<td>Enterprise Resource Planning (ERP) Product Consultant</td>
<td>$168.73</td>
</tr>
<tr>
<td>Senior Enterprise Resource Planning (ERP) Developer</td>
<td>$167.29</td>
</tr>
<tr>
<td>Enterprise Resource Planning (ERP) Developer</td>
<td>$165.50</td>
</tr>
<tr>
<td>Cloud Specialist (SME)</td>
<td>$224.03</td>
</tr>
<tr>
<td>Senior Cloud/Web Architect</td>
<td>$193.48</td>
</tr>
<tr>
<td>Cloud/Web Architect</td>
<td>$137.99</td>
</tr>
<tr>
<td>Cloud/Web Developer</td>
<td>$123.73</td>
</tr>
<tr>
<td>Senior Cloud Systems Engineer</td>
<td>$165.76</td>
</tr>
<tr>
<td>Cloud Systems Engineer</td>
<td>$121.03</td>
</tr>
<tr>
<td>SME Data Scientist</td>
<td>$302.41</td>
</tr>
<tr>
<td>Position</td>
<td>Rate</td>
</tr>
<tr>
<td>------------------------</td>
<td>--------</td>
</tr>
<tr>
<td>Senior Data Scientist</td>
<td>$302.41</td>
</tr>
<tr>
<td>Data Scientist</td>
<td>$132.73</td>
</tr>
<tr>
<td>Junior Data Scientist</td>
<td>$103.84</td>
</tr>
</tbody>
</table>
16.2 54151HEAL HEALTHCARE IT LABOR CATEGORIES

1. Healthcare Program Executive

**Functional Responsibility.** Responsible for top level compliance with program performance standards, laws, and regulations; monitors and adjusts resource allocation and expenditure; serves as liaison between top internal and client managers advises and assists clients in a broad spectrum of Health IT service challenges.

**Minimum Education.** Possess a Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, Social Science, or other relevant discipline; other education, commensurate experience, certifications, and demonstrated ability of individual may be substituted.

**Minimum / General Experience.** Fifteen or more years of management experience, 10 of which are in a multi-project environment involving data communications and/or data processing systems projects.

2. Healthcare Program Manager

**Functional Responsibility.** Manages, organizes, directs, and coordinates planning and execution of project staff to successfully deliver contract requirements. Meets client management personnel to conduct top-level coordination, project oversight, progress reporting, and problem resolution of Health IT program activities. Formulates and reviews project plans and deliverable items, determines contract costs, and ensures conformance with standards. Assigns, schedules, and reviews work of subordinates. Explains client policies, purposes, and goals to subordinates.

**Minimum Education.** Possess a Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, Social Science, or other relevant discipline; other education, commensurate experience, certifications, and demonstrated ability of individual may be substituted.

**Minimum / General Experience.** Seven years or more of supervisory experience in managing projects, which involve planning, analysis, design, development, or conversion/implementation.

3. Healthcare Project Manager

**Functional Responsibility.** Supervises and works directly on the analysis, design, or support of a Health IT project. Assembles project team, assigns individual responsibilities, identifies appropriate resources, and develops and tracks schedules. Uses Health IT project experience to ensure unique Health IT project requirements are met.

**Minimum Education.** Possess a Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, Social Science or other relevant discipline; other education, commensurate experience, certifications, and demonstrated ability of individual may be substituted.

**Minimum / General Experience.** Five years or more of supervisory experience in managing large data communications and/or data processing systems projects, with a focus on Health IT projects.


**Functional Responsibility.** Provides expert guidance in area of expertise, e.g., biological sciences, patient safety, healthcare, clinical informatics, engineering, statistics, and/or mathematics as related to Health IT projects. Serves as top-level consultant to project teams as well as advisor to client’s senior management. Provides industry expert advice to clients.

**Minimum Education.** Possess a Master’s degree in Computer Science, Information Systems, Engineering, Mathematics, Business, Social Science or other relevant discipline; other education, commensurate experience, certifications, and demonstrated ability of individual may be substituted.

**Minimum / General Experience.** Fifteen years or more of industry / government experience in subject matter areas that focus on healthcare, Health IT, healthcare human resources management, healthcare financial management, scientific research, grants management, etc.

5. Healthcare Subject Matter Expert

**Functional Responsibility.** Provides expert guidance in area of expertise, e.g., biological sciences, patient safety, healthcare, clinical informatics, engineering, statistics, and/or mathematics related to Health IT projects. Serves as top-level consultant to project teams as well as advisor to senior client management. Provides health industry expert advice to clients.
Minimum Education. Possess a Bachelor’s degree in Computer Science, Information Systems, Engineering, Mathematics, Business, Social Science or other relevant discipline; other education, commensurate experience, certifications, and demonstrated ability of individual may be substituted.

Minimum / General Experience. Ten or more years of industry / government experience in subject matter areas focusing on healthcare, Health IT, healthcare human resources management, healthcare financial management, scientific research, grants management, etc.

6. Healthcare Business Process Reengineering (BPR) Specialist

Functional Responsibility. Applies business process improvement practices to reengineer Health IT business processes (including biomedical informatics, clinical informatics, pre-clinical informatics, and health policy development), data flow, organizational structure, and technology throughout an organization. Facilitates working sessions with the client BPR team. Develops current “as-is” model. Develops target “to-be” model. Constructs relevant reengineering recommendations consistent with client reengineering objectives. Outlines details for implementation (costs, resources, timeframe, responsibilities, approvals, etc.) in healthcare reengineering recommendations. Uses BPR modeling tools to aid in healthcare project model development.

Minimum Education. Possess a Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, Social Science or other relevant discipline; other education, commensurate experience, certifications, and demonstrated ability of individual may be substituted.

Minimum / General Experience. Ten or more years of industry experience in information systems development, functional and data requirements analysis, systems analysis and design, programming, program design, data conversion implementation, and document preparation, to include two years of experience in BPR analysis, with a focus of Health IT projects.


Functional Responsibility. Provides healthcare functional guidance to IT staff in reengineering of business processes within the subject matter area (including biomedical informatics, clinical informatics, pre-clinical informatics, and health policy development). Performs healthcare business process analysis and recommends areas for improvement. Develops performance metrics and measurement tools for reengineered, automated business processes using healthcare knowledge and experience. Develops current “as-is” and target “to-be” models. Recommends technology solutions to IT staff. Works with client management and end users to define Health IT requirements. Presents findings and recommendations to clients.

Minimum Education. Possess a Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, Social Science or other relevant discipline; other education, commensurate experience, certifications, and demonstrated ability of individual may be substituted.

Minimum / General Experience. Seven or more years of industry / government experience in subject matter areas such as human resources management, financial management, grants management, scientific research, etc., with a focus on applying subject matter expertise to healthcare projects.

8. Healthcare Senior Functional Specialist

Functional Responsibility. Provides functional guidance to IT staff in reengineering of Health IT business processes within the subject matter area (including biomedical informatics, clinical informatics, pre-clinical informatics, and health policy development). Performs business process analysis and recommends areas for improvement. Develops current “as-is” and target “to-be” models. Works with client management and end users to define Health IT requirements.

Minimum Education. Possess a Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, Social Science or other relevant discipline; other education, commensurate experience, certifications, and demonstrated ability of individual may be substituted.

Minimum / General Experience. Four or more years of industry / government experience in subject matter areas such as human resources management, financial management, grants management, scientific research, etc., with a focus applying subject matter expertise to Health IT projects.

9. Healthcare Functional Specialist
Functional Responsibility. Assists IT staff in the reengineering of Health IT business processes within the subject matter area (including biomedical informatics, clinical informatics, pre-clinical informatics, and health policy development). Performs business process analysis and recommends areas for improvement. Assists in the development of current “as-is” and target “to-be” models. Works with client management and end users to define Health IT requirements.

Minimum Education. Possess a Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, Social Science or other relevant discipline; other education, commensurate experience, certifications, and demonstrated ability of individual may be substituted.

Minimum / General Experience. Zero or more years of industry / government experience in subject matter areas such as human resources management, financial management, grants management, scientific research, etc., with a focus on Health IT projects.


Functional Responsibility. Leads a team that evaluates and recommends computer systems architecture in a Health IT environment. Develops full understanding of the organization’s current architecture, future IT plans, corporate standards, and emerging trends to recommend hardware and software infrastructure. Acts as high-level technical expert, addressing problems of systems integration, compatibility and multiple platforms for Health IT projects.

Minimum Education. Possess a Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, Social Science or other relevant discipline; other education, commensurate experience, certifications, and demonstrated ability of individual may be substituted.

Minimum / General Experience. Ten or more years of experience, on information systems development, functional and data requirements analysis, systems analysis and design, programming, program design, data conversion implementation, and documentation preparation, with a focus on Health IT projects.

11. Healthcare Senior Business Analyst

Functional Responsibility. Analyzes business systems and processes in Health research, services, and policy organizations. Formulates and defines systems scope and objectives based on both user needs and a thorough understanding of Health-related business systems and industry requirements. Recommends procedures, policies, technologies, software products, and custom systems that will help Health organizations achieve their goals through Health IT solutions. May serve as team leader on projects of small to intermediate size.

Minimum Education. Possess a Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, Social Science or other relevant discipline; other education, commensurate experience, certifications, and demonstrated ability of individual may be substituted.

Minimum / General Experience. Seven or more years of IT industry experience, with a focus on Health IT projects.

12. Healthcare Data Scientist

Functional Responsibility. Leads the data mining and analysis of Health-related data from a range of sources to transform raw data into concise and actionable insights. Designs and implements data-driven Health IT solutions, with specific focus on advanced analytical methods, data models, and visualizations. Designs and develops advanced analytical methods such as link analysis, natural language processing, decision trees, and risk scoring in a Health-related environment. Uses data visualizations to analyze and present complex trends to bring structure to large quantities of formless Health IT data and make analysis possible. Maintains current in emerging tools and techniques in machine learning, statistical modeling, and analytics, with a focus on Health IT applications.

Minimum Education. Possess a Bachelor’s degree in Computer Science, Information Systems, Mathematics, Engineering, Business, Social Science or other relevant discipline; other education, commensurate experience, certifications, and demonstrated ability of individual may be substituted.

Minimum / General Experience. Seven or more years of IT industry experience, with a focus on Health IT projects. Experience with Python, R, Matlab, SQL, or other related analytical/programming tools.

13. Healthcare Senior Systems Analyst

Functional Responsibility. Devises and prepares computer systems requirements for IT systems tailored to Health research, services, and policy and develops procedures to process Health-related data. Confers with end users and
technical personnel to determine functional problems and types of data to be processed within Health IT systems. Analyzes Health IT functional problems and determines techniques and requirements most feasible for processing the data. Prepares definition of Health IT functional problems and makes recommendations for equipment and/or software to resolve the problems. Develops analytical reports or other products. Ensures all work performed in compliance with client system development life cycle procedures.

**Minimum Education.** Possess a Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, Social Science or other relevant discipline; other education, commensurate experience, certifications, and demonstrated ability of individual may be substituted.

**Minimum / General Experience.** Seven or more years of IT industry experience involving planning and performing complex studies and analyses of functional requirements and the derivation of automated processes that satisfy application requirements, with a focus on Health IT projects.

### 14. Healthcare Systems Analyst

**Functional Responsibility.** Devises and prepares computer systems requirements for IT systems tailored to Health research, services, and policy and develops procedures to process Health-related data. Confers with end users and technical personnel to determine functional problems and types of data to be processed within Health IT systems. Analyzes Health IT functional problems and determines techniques and requirements most feasible for processing the data. Prepares definition of Health IT functional problems and makes recommendations for equipment and/or software to resolve the problems. Develops analytical reports or other products. Ensures all work performed in compliance with client’s system development life cycle procedures.

**Minimum Education.** Possess a Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, Social Science or other relevant discipline; other education, commensurate experience, certifications, and demonstrated ability of individual may be substituted.

**Minimum / General Experience.** Seven or more years of IT industry experience involving planning and performing complex studies and analyses of functional requirements and the derivation of automated processes that satisfy application requirements, with a focus on Health IT projects.

### 15. Healthcare Junior Systems Analyst

**Functional Responsibility.** Assists the project team in analyzing and supporting resolution of functional issues for Health IT projects. Assists in the development and preparation of analytical reports or other Health related IT services.

**Minimum Education.** Possess a Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, Social Science or other relevant discipline; other education, commensurate experience, certifications, and demonstrated ability of individual may be substituted.

**Minimum / General Experience.** Zero or more years of experience on information systems projects involving planning and performing complex studies and analyses of functional requirements and the derivation of automated processes that satisfy application requirements, with a focus on Health IT projects.

### 16. Healthcare Senior Programmer / Analyst

**Functional Responsibility.** Performs requirements analysis, software design, development, installation, testing, and maintenance for IT application system components for large-scale and distributed systems in support of Health research, services, and policy. Performs operating system and/or product evaluation, integration, testing, and problem diagnosis/resolution. Assists in planning and coordinating large-scale, complex, or technically unique Health IT projects that require the efforts of multiple technical individuals.

**Minimum Education.** Possess a Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, Social Science or other relevant discipline; other education, commensurate experience, certifications, and demonstrated ability of individual may be substituted.

**Minimum / General Experience.** Seven or more years of experience in software design, development, installation, integration, evaluation, enhancement, maintenance, testing, or problem diagnosis and resolution, with a focus on Health IT projects.
17. Healthcare Programmer / Analyst

**Functional Responsibility.** Performs requirements analysis, software design, development, installation, testing, and maintenance for application system components for large-scale and distributed IT systems in support of Health research, services, and policy development. Performs operating system and/or product evaluation, integration, testing, and problem diagnosis/resolution. Assists in planning and coordinating large-scale, complex, or technically unique Health IT projects that require the efforts of multiple technical individuals.

**Minimum Education.** Possess a Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, Social Science or other relevant discipline; other education, commensurate experience, certifications, and demonstrated ability of individual may be substituted.

**Minimum / General Experience.** Four or more years of experience in software design, development, installation, integration, evaluation, enhancement, maintenance, testing, or problem diagnosis and resolution, with a focus on Health IT projects.

18. Healthcare Programmer

**Functional Responsibility.** Assists the project team in performing requirements analysis, software design, development, installation, testing, and maintenance for application system components for IT systems in support of Health research, services, and policy development.

**Minimum Education.** Possess a Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, Social Science or other relevant discipline; other education, commensurate experience, certifications, and demonstrated ability of individual may be substituted.

**Minimum / General Experience.** Zero or more years of experience in software design, development, installation, integration, evaluation, enhancement, maintenance, testing, or problem diagnosis and resolution, with a focus on Health IT projects.

19. Healthcare Senior Database Administrator

**Functional Responsibility.** Provides technical expertise in the use of Database Management Systems (DBMS)/Relational Database Management Systems (RDBMS) for IT systems in support of Health research, services, and policy development. Evaluates and recommends available DBMS or products to meet client Health IT requirements. Defines organization and indexing methods for specific application databases. Works closely with client security specialists to define required security and patient privacy procedures for backup and recovery and to control access to the data. Monitors and tunes database performance. Establishes standards for data access while meeting Health IT security and privacy rules. Specifies and controls implementation of database software enhancements and provides problem solutions to Health IT operational database systems.

**Minimum Education.** Possess a Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, Social Science or other relevant discipline; other education, commensurate experience, certifications, and demonstrated ability of individual may be substituted.

**Minimum / General Experience.** Seven or more years of experience in relational database design and database administration, with a focus on Health IT projects.

20. Healthcare Database Administrator

**Functional Responsibility.** Assists in monitoring and in tuning database performance. Assists in providing problem solutions to operational IT database systems in support of Health research, services, and policy development. Performs research for evaluating and recommending available DBMS or database products for Health IT systems.

**Minimum Education.** Possess a Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, Social Science or other relevant discipline; other education, commensurate experience, certifications, and demonstrated ability of individual may be substituted.

**Minimum / General Experience.** Four or more years of experience in relational database administration, with a focus on Health IT projects.
21. Healthcare Junior Database Administrator

Functional Responsibility. Assists in monitoring and in tuning database performance. Assists in providing problem solutions to operational IT database systems in support of Health research, services, and policy development. Performs research for evaluating and recommending available DBMS or database products for Health IT systems.

Minimum Education. Possess a Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, Social Science or other relevant discipline; other education, commensurate experience, certifications, and demonstrated ability of individual may be substituted.

Minimum / General Experience. Zero or more years of experience in relational database administration, with a focus on Health IT projects.

22. Healthcare Senior Electronic Document Management (EDM) Analyst

Functional Responsibility. Provides technical IT EDM expertise to Health research, services, and policy development project teams. Develops requirements analysis, alternatives analysis, and design; develops and installs document-imaging Health IT systems. Uses development tools for imaging systems development. Performs application development and programming for workflow management-based Health IT document management systems, including conversion of document file formats, migration of documents, migration of index information, and conversion of application data.

Minimum Education. Possess a Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, Social Science or other relevant discipline; other education, commensurate experience, certifications, and demonstrated ability of individual may be substituted.

Minimum / General Experience. Seven or more years of industry experience in software development, maintenance, testing, and documentation working in a large-scale, multi-platform, distributed data processing environment, including three years of document management-related experience, with a focus of Health IT projects.


Functional Responsibility. Provides technical IT EDM expertise to Health research, services, and policy development project teams. Develops requirements analysis, alternatives analysis, and design; develops and installs document-imaging systems. Uses development tools for Health IT imaging systems development. Performs application development and programming for workflow management-based Health IT document management systems, including conversion of document file formats, migration of documents, migration of index information, and conversion of application data.

Minimum Education. Possess a Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, Social Science or other relevant discipline; other education, commensurate experience, certifications, and demonstrated ability of individual may be substituted.

Minimum / General Experience. Four or more years of industry experience, to include one to three years of document management-related experience, with a focus on Health IT projects.

24. Healthcare Junior Electronic Document Management (EDM) Analyst

Functional Responsibility. Provides technical IT EDM expertise to Health research, services, and policy development project teams. Assists with development of requirements analysis, alternatives analysis, and design; installs Health IT document-imaging systems. Uses development tools for Health IT imaging systems development. Assists application development and programming for workflow management-based Health IT document management systems, including conversion of document file formats, migration of documents, migration of index information, and conversion of application data.

Minimum Education. Possess a Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, Social Science or other relevant discipline; other education, commensurate experience, certifications, and demonstrated ability of individual may be substituted.

Minimum / General Experience. Zero or more years of industry experience, to include zero to two years of document management-related experience, with a focus on Health IT projects.
25. **Healthcare Senior Web Designer**

**Functional Responsibility.** Leads the design and building of Web pages using a variety of graphics software applications, techniques, and tools for IT systems tailored to Health research, services, and policy development. Designs the Web sites to support a Health IT organization’s Web strategy and goals relative. Demonstrates extensive knowledge of design related applications.

**Minimum Education.** Possess a Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, Social Science or other relevant discipline; other education, commensurate experience, certifications, and demonstrated ability of individual may be substituted.

**Minimum / General Experience.** Seven or more years of industry experience with a variety of Web design tasks, with a focus on Health IT projects.

26. **Healthcare Web Designer**

**Functional Responsibility.** Designs and builds Web pages using a variety of graphics software applications, techniques, and tools for IT systems tailored to Health research, services, and policy development. Designs and develops user interface features, site animation, and special effects elements. Experienced with Web-based technologies and design related applications.

**Minimum Education.** Possess a Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, Social Science or other relevant discipline; other education, commensurate experience, certifications, and demonstrated ability of individual may be substituted.

**Minimum / General Experience.** Four or more years of experience with a variety of Web design tasks, with a focus on Health IT projects.

27. **Healthcare Junior Web Designer**

**Functional Responsibility.** Designs and builds Web pages using a variety of graphics software applications, techniques, and tools for IT systems tailored to Health research, services, and policy development. Designs and develops user interface features, site animation, and special effects elements. Experienced with Web-based technologies and design related applications.

**Minimum Education.** Possess a Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, Social Science or other relevant discipline; other education, commensurate experience, certifications, and demonstrated ability of individual may be substituted.

**Minimum / General Experience.** Zero or more years of experience with a variety of Web design tasks, with a focus on Health IT projects.

28. **Healthcare Technical Support Specialist**

**Functional Responsibility.** Resolves user questions and issues on Health-related IT systems. Records Help Desk calls. Ensures call closure. Reports on Help Desk activity. Assists to resolve Help Desk-related operational problems/issues for Health IT systems.

**Minimum Education.** Possess post-secondary training in a related discipline or equivalent work experience.

**Minimum / General Experience.** Four or more years of experience in Help Desk operations, with a focus on Health IT projects.

29. **Healthcare Junior Technical Support Specialist**


**Minimum Education.** Possess post-secondary training in a related discipline or equivalent work experience.

**Minimum / General Experience.** Zero or more years of experience in Help Desk operations, with a focus on Health IT projects.
30. Healthcare Quality Assurance (QA) Specialist

Functional Responsibility. Develops Health-related IT project Quality Assurance (QA) Plan in accordance with established policy and procedures. Ensures quality of Health IT project processes and products by executing activities described in project QA Plan. Compares activities and products to established Health IT standards and plans. Establishes quantitative measurements and techniques for measuring software quality on Health IT projects. Reports to project and executive management when encounters quality issues during project review cycle.

Minimum Education. Possess a Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, Social Science or other relevant discipline; other education, commensurate experience, certifications, and demonstrated ability of individual may be substituted.

Minimum / General Experience. At least one year of software engineering experience and/or one year of quality assurance review experience, with a focus on Health IT projects.

31. Healthcare Senior Documentation Specialist

Functional Responsibility. Designs and develops user manuals, training materials, installation guides, proposals, and reports for Health-related IT systems. Edits Health IT functional descriptions, system specifications, user manuals, special reports, and other deliverables and documents. Ensures that all documentation is compliant with Health IT documentation requirements. Establishes documentation standards. Establishes and manages documentation change control.

Minimum Education. Possess a Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, Social Science or other relevant discipline; other education, commensurate experience, certifications, and demonstrated ability of individual may be substituted.

Minimum / General Experience. Seven or more years of experience in writing and editing technical materials, with a focus on Health IT projects.

32. Healthcare Documentation Specialist

Functional Responsibility. Assists project teams in collecting and organizing clinical/health information required for preparation of user manuals, training materials, installation guides, proposals, and reports for Health-related IT systems. Edits Health IT functional descriptions, system specifications, user manuals, special reports, and other deliverables and documents. Ensures that all documentation is compliant with Health IT documentation requirements. Establishes documentation standards. Establishes and manages documentation change control.

Minimum Education. Possess a Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, Social Science or other relevant discipline; other education, commensurate experience, certifications, and demonstrated ability of individual may be substituted.

Minimum / General Experience. Four or more years of experience in writing and editing technical materials, with a focus on Health IT projects.

33. Healthcare Junior Documentation Specialist

Functional Responsibility. Assists project teams in collecting and organizing clinical/health information required for preparation of user manuals, training materials, installation guides, proposals, and reports for Health-related IT systems. Configures complex paper input for Health IT scanning operations. Scans documents and correctly performs all quality control functions.

Minimum Education. Possess post-secondary training in a related discipline or equivalent work experience.

Minimum / General Experience. Zero or more years of experience assisting in the writing and editing technical materials or performing scanning operations for Health IT projects.

34. Healthcare Technical Writer

Functional Responsibility. Develops and edits the content of technical documentation for Health-related IT systems. Assures that spelling, content, and grammar are accurate. Develops and maintains style guides for document standards.
Minimum Education. Possess a Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, Social Science or other relevant discipline; other education, commensurate experience, certifications, and demonstrated ability of individual may be substituted.

Minimum / General Experience. Zero or more years of experience in writing and editing technical materials, with a focus on Health IT projects.

<table>
<thead>
<tr>
<th>Labor Category</th>
<th>GSA Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Healthcare Program Executive</td>
<td>$269.68</td>
</tr>
<tr>
<td>Healthcare Program Manager</td>
<td>$162.91</td>
</tr>
<tr>
<td>Healthcare Project Manager</td>
<td>$137.41</td>
</tr>
<tr>
<td>Healthcare Consulting Functional Expert</td>
<td>$269.68</td>
</tr>
<tr>
<td>Healthcare Subject Matter Expert</td>
<td>$195.88</td>
</tr>
<tr>
<td>Healthcare Business Process Re-Engineering (BPR) Specialist</td>
<td>$177.66</td>
</tr>
<tr>
<td>Healthcare Functional Expert</td>
<td>$144.05</td>
</tr>
<tr>
<td>Healthcare Senior Functional Specialist</td>
<td>$100.09</td>
</tr>
<tr>
<td>Healthcare Functional Specialist</td>
<td>$70.37</td>
</tr>
<tr>
<td>Healthcare Senior Systems Architect</td>
<td>$152.52</td>
</tr>
<tr>
<td>Healthcare Senior Business Analyst</td>
<td>$152.71</td>
</tr>
<tr>
<td>Healthcare Data Scientist</td>
<td>$130.13</td>
</tr>
<tr>
<td>Healthcare Senior Systems Analyst</td>
<td>$131.56</td>
</tr>
<tr>
<td>Healthcare Systems Analyst</td>
<td>$107.06</td>
</tr>
<tr>
<td>Healthcare Junior Systems Analyst</td>
<td>$89.26</td>
</tr>
<tr>
<td>Healthcare Senior Programmer / Analyst</td>
<td>$174.36</td>
</tr>
<tr>
<td>Healthcare Programmer / Analyst</td>
<td>$174.36</td>
</tr>
<tr>
<td>Healthcare Programmer</td>
<td>$88.11</td>
</tr>
<tr>
<td>Healthcare Senior Database Administrator</td>
<td>$158.03</td>
</tr>
<tr>
<td>Healthcare Database Administrator</td>
<td>$111.08</td>
</tr>
<tr>
<td>Healthcare Junior Database Administrator</td>
<td>$74.98</td>
</tr>
<tr>
<td>Healthcare Senior Electronic Document Management (EDM) Analyst</td>
<td>$138.95</td>
</tr>
<tr>
<td>Healthcare Electronic Document Management (EDM) Analyst</td>
<td>$105.59</td>
</tr>
<tr>
<td>Healthcare Junior Electronic Document Management (EDM) Analyst</td>
<td>$69.54</td>
</tr>
<tr>
<td>Healthcare Senior Web Designer</td>
<td>$162.91</td>
</tr>
<tr>
<td>Healthcare Web Designer</td>
<td>$112.62</td>
</tr>
<tr>
<td>Healthcare Junior Web Designer</td>
<td>$70.80</td>
</tr>
<tr>
<td>Healthcare Technical Support Specialist</td>
<td>$79.40</td>
</tr>
<tr>
<td>Healthcare Junior Technical Support Specialist</td>
<td>$62.20</td>
</tr>
<tr>
<td>Healthcare Quality Assurance Specialist</td>
<td>$81.03</td>
</tr>
<tr>
<td>Healthcare Senior Documentation Specialist</td>
<td>$76.82</td>
</tr>
<tr>
<td>Healthcare Documentation Specialist</td>
<td>$75.14</td>
</tr>
<tr>
<td>Position</td>
<td>Rate</td>
</tr>
<tr>
<td>--------------------------------</td>
<td>---------</td>
</tr>
<tr>
<td>Healthcare Junior Documentation Specialist</td>
<td>$55.12</td>
</tr>
<tr>
<td>Healthcare Technical Writer</td>
<td>$91.10</td>
</tr>
</tbody>
</table>