Federal Supply Service

Authorized Federal Supply Schedule Price List

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA Advantage!, a menu-driven database system. The INTERNET address for GSA Advantage! is: GSAAdvantage.gov.

**Multiple Award Schedule**

**FSC GROUP: MAS**

**CONTRACT # 47QTCA18D009B**

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

**CONTRACT PERIOD:**

Mar 29 2018 - Mar 28, 2023

<table>
<thead>
<tr>
<th>CONTRACTOR:</th>
<th>Oran Inc.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>13800 Coppermine Rd Suite 162</td>
</tr>
<tr>
<td></td>
<td>Herndon, VA 20170</td>
</tr>
</tbody>
</table>

| PHONE:      | (703) 673 6285 |
| WEBSITE:    | http://www.oraninc.com |
| CONTACT:    | Mr. Saroj Rout |
| Email:      | saroj@oraninc.com |
| BUSINESS SIZE: | Small |
| CERTIFICATIONS: | EDWOSB, WOSB, SDB |

Price list current effective as of Modification PS-0009 Effective Aug 17th 2021
CUSTOMER INFORMATION

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

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

1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. This price is the Government price based on a unit of one, exclusive of any quantity/dollar volume, prompt payment, or any other concession affecting price. Those contracts that have unit prices based on the geographic location of the customer, should show the range of the lowest price, and cite the areas to which the prices apply.

OFFERED PRICING

<table>
<thead>
<tr>
<th>POSITION</th>
<th>HOURLY RATE</th>
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</thead>
<tbody>
<tr>
<td>Analytic Engineer Level II</td>
<td>$71.97</td>
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<tr>
<td>Analytic Engineer Level III</td>
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<tr>
<td>Application Engineer- Level I</td>
<td>$79.26</td>
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<tr>
<td>Application Engineer- Level III</td>
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<tr>
<td>Business Analyst Level I</td>
<td>$54.83</td>
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<tr>
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<tr>
<td>Configuration Engineer</td>
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<tr>
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<td>Data Analyst Level II</td>
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<td>Data Warehouse Analyst Level I</td>
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<td>Position</td>
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<tr>
<td>Project Manager</td>
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<tr>
<td>Service Desk Manager</td>
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<tr>
<td>Subject Matter Expert</td>
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<tr>
<td>System Architect</td>
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<td>Level III</td>
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<tr>
<td>Tester Level</td>
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<td></td>
<td>Level II</td>
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<tr>
<td>User Interface Developer</td>
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<td></td>
<td>Level III</td>
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<tr>
<td></td>
<td>Level IV</td>
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<tr>
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<td>System Administrator</td>
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<tr>
<td>System Administrator, Sr</td>
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<tr>
<td>Subject Matter Expert, Sr</td>
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<tr>
<td>System Architect</td>
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<td></td>
<td>Level II</td>
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<tr>
<td>Test Engineer</td>
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</table>
Service Contract Labor Standards: The Service Contract Labor Standards (SCLS), formerly known as the Service Contract Act (SCA), is applicable to this contract as it applies to the entire Multiple Award Schedule (MAS) and all services provided. While no specific labor categories have been identified as being subject to SCLS/SCA due to exemptions for professional employees (FAR 22.1101, 22.1102 and 29 CRF 541.300), this contract still maintains the provisions and protections for SCLS/SCA eligible labor categories. If and/or when the contractor adds SCLS/SCA labor categories to the contract through the modification process, the contractor must inform the Contracting Officer and establish a SCLS/SCA matrix identifying the GSA labor category titles, the occupational code, SCLS/SCA labor category titles and the applicable WD number. Failure to do so may result in cancellation of the contract.

1c. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided. If hourly rates are not applicable, indicate “Not applicable” for this item.

54151S LABOR CATEGORY DESCRIPTIONS

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**Analytic Engineer Level II**

- Basic knowledge using analytic development tools for data gathering or analysis
- Monitor, gather, and communicate analytic solutions performance issues.
- Document, track and escalate issues as appropriate
- Perform regression and unit testing.
- Participate in QA peer reviews
- Excellent written and verbal communication skills.

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**Analytic Engineer Level III**

- Extensive knowledge using analytic development tools for data gathering or analysis.
- Develop, document and revise system design procedures, test procedures, and quality standards.
- Consult with engineering staff to evaluate interface between hardware and software, develop specifications and performance requirements, or resolve customer problems.
- Plan and develop test plans and test cases to ensure development outputs meet defined specification cases in coordination with Business requirements, Technical Specifications, installers / upgrades documents, and management. Document, track and escalate issues as appropriate
- Perform regression and unit testing.
- Participate in QA peer reviews
- Excellent written and verbal communication skills.
- Strong analytical and problem-solving skills.
Application Engineer - Level I

- Basic knowledge using software development tools for data gathering or analysis.
- Monitor, gather, and communicate application performance issues.
- Document, track and escalate issues as appropriate.
- Perform regression and unit testing.
- Participate in QA peer reviews.
- Excellent written and verbal communication skills.

Application Engineer - Level III

- Extensive knowledge using software development tools for data gathering or analysis.
- Develop, document and revise system design procedures, test procedures, and quality standards.
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- Perform regression and unit testing.
- Participate in QA peer reviews.
- Excellent written and verbal communication skills.
- Strong analytical and problem-solving skills.

Business Analyst Level I

- Determines cost of operations by establishing standard key performance indicators by departments, by divisions, and by events; collecting operational data.
- Conduct monthly variance analysis by providing financial analytics by departments, by division, and by events.
- Guides cost analysis process by establishing and enforcing policies and procedures; providing trends and forecasts; explaining processes and techniques; recommending actions.
- Monitors project progress by tracking activity; resolving problems; publishing progress reports; recommending actions.
- Reconciles transactions by comparing and correcting data.
- Work closely with IT to maintain database integrity by entering, verifying, and backing up data.
- Recommends actions by analyzing and interpreting data and making comparative analyses; studying proposed changes in methods and materials. Maintains compliance with company policies, practices and procedures.
- Participates in proactive efforts to achieve departmental and company goals. Works effectively and communicates clearly with other employees.
- Handles changing deadlines and priorities.
- Reviews work for accuracy, completeness and proper authority.
Business Analyst Level II

- Determines cost of operations by establishing standard key performance indicators by departments, by divisions, and by events; collecting operational data.
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- Handles changing deadlines and priorities.
- Reviews work for accuracy, completeness and proper authority.

Configuration Engineer

- Document and perform hardware and software version control processes, policies and procedures.
- Uses or recommends automated CM tools to implement CM policies and procedures.
- Develops or modifies CM plans, policies, and procedures tailored to the complexity and scope of the developmental or operational system.
- Implements CM discipline for the entire life cycle of systems from initial requirements/capabilities baselines to system end-of-life.
- Perform change control and configuration audits.
- Experience and/or familiarity with CM standards such as ISO, ITIL and CMMI.
- Define and implement hardware and software configuration management processes and procedures.
- Develop product build scripts and procedures and integrate scripts with the hardware and software build process.
- Establish and maintain program's CM systems and document and software libraries
- Develop and improve the program CM processes.
- Provide CM process training to program team.
- Communicate CM status to CM Management and Program Management.
**Configuration Engineer**

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- Communicate CM status to CM Management and Program Management.

**Cyber Security Consultant**

- Knowledge of software asset management processes including knowledge of software licensing and compliance practices and software contract practices.
- Knowledge of hardware asset management processes including knowledge of hardware maintenance, from acquisition through disposal.
- Strong due diligence skills and attention to detail.
- Ability to diagnose problem areas, and identify improvement opportunities.
- Develop and maintain processes and procedures that enable the organization to manage assets with respect to risk, control, governance, and compliance objectives.
- Actively manage and support Risk Assessment and asset management activities.
- Partner with stakeholders to ensure compliance with Risk Management procedures and establish effective communication across the organization.
- Partner with Stakeholders to track and report key initiatives.

**Data Analyst Level I**

- Statistical Analysis and Reporting knowledge.
- Ability to comprehend raw data, Determine the constraints and control.
- Expertise in data collection methodologies, preparing customized reports, technical documentation, training materials, presentation materials and process flow charts.
**Data Analyst Level II**

- Well experienced in statistical Analysis and Reporting Experience and ability to define and implement the appropriate statistical analysis methods and demonstrated expertise in Data collection methodologies.
- Proven experience in analyzing and categorizing raw data, determine the constraints and control, define and implement the appropriate statistical analysis methods.
- Years of Expertise in data collection methodologies, preparing customized reports, technical documentation, training materials, presentation materials and process flow charts.

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**Data Warehouse Analyst Level I**

Work as a member of the Data Warehouse Team to:
- Knowledge of data modeling/mapping/mining and Extraction, Transformation and Loading (ETL) activities
- Apply data quality solution and participate in assessments of business data and existing processes.
- Maintain the accuracy of the data warehouse solution.
- Work closely with business analysts to help measure change proposal impact on business.
- Application of Data Modeling, Profiling or Analysis techniques to establish patterns and trends
- Statistical Analysis and Reporting knowledge
- Assist in development and distribution of new reports.

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**Data Warehouse Analyst Level II**

Work as a senior member of the Data Warehouse Team to:
- Experienced data modeling/mapping/mining and Extraction, Transformation and Loading (ETL) activities
- Experience in applying data quality solution and participate in assessments of business data and existing processes.
- Maintain the accuracy of the data warehouse solution.
- Work closely with business analysts to help measure change proposal impact on business.
- Application of Data Modeling, Profiling or Analysis techniques to establish patterns and trends
- Statistical Analysis and Reporting knowledge
- Assist in development and distribution of new reports.
- Application of Data Modeling, Profiling or Analysis techniques to establish patterns and trends
- Statistical Analysis and Reporting knowledge
- Assist in development and distribution of new reports.
Data Warehouse Analyst Level III

- Well Experienced data modeling/mapping/mining and Extraction, Transformation and Loading (ETL) activities.
- Proven experience in applying data quality solution and participate in assessments of business data and existing processes.
- Maintain the accuracy of the data warehouse solution.
- Work closely with business analysts to help measure change proposal impact on business.
- Application of Data Modeling, Profiling or Analysis techniques to establish patterns and trends.
- Well experienced in Statistical Analysis and Reporting knowledge.
- Assist in development and distribution of new reports.
- Proven experience in leading and mentoring team.

Database Management Specialist- Level I

- Produces and maintains data management plans, data dictionaries, and database design documents.
- Collaborates in an interdisciplinary environment with system and network engineers, software developers, and information security specialists to design and implement data management solutions that meet system requirements.
- Perform day to day database development efforts.

Database Management Specialist- Level II

- Produces and maintains data management plans, data dictionaries, and database design documents.
- Collaborates in an interdisciplinary environment with system and network engineers, software developers, and information security specialists to design and implement data management solutions that meet system requirements.
- Perform day to day database development efforts.
- Design data models to support development efforts.
Enterprise Architect (Technical)

- Proven experience on Enterprise Architecture model like DODAF and TOGAF.
- Work with the business, functional, and technical teams to define, document, communicate, implement, and support solutions to meet business objectives
- Enforce architecture governance processes
- Collaborate with business analysts to map functional business requirements and processes to systems architecture.
- Produce, articulate, implement and enhance Enterprise Architecture concepts, roadmaps, principles, or effective strategies
- Serve as evangelist of the architectural vision, strategy, and principles
- Lead analysis of the current environment to detect critical deficiencies and recommend solutions for improvement
- Define high-level migration plans to address the gaps between the current and future state of current systems
- Demonstrate out-of-the-box thinking and innovation for enterprise solutions (focus on customer impact/experience, responsive design, data management & analytics etc.)

Environment Engineer Level I

- Experience in build and deployment of COTS and GOTS product on different technology stacks.
- Experience in configuration management and release management
- Excellent technical capabilities with demonstrated history of exceptional professional and/or academic achievement
- Energetic personality, motivated, go-getter interested in being part of a team with national impact in science and technology development
- Team-oriented individual with the ability to integrate easily into a team with diverse technical backgrounds and skill sets
- Strong organization skills with the ability to multi-task and respond to quick turn-around requests
Environment Engineer Level II

- Proven Experience in build deployment of COTS and GOTS product on different technology stacks.
- Proven Experience in configuration management and release management
- Experience in performance tuning in different environment
- Excellent technical capabilities with demonstrated history of exceptional professional and/or academic achievement
- Energetic personality, motivated, go-getter interested in being part of a team with national impact in science and technology development
- Self-starter who is willing to both take the lead and provide support in a team role in a complex, fast-paced, cross-disciplinary work environment
- Creative thinker who can conceptualize research directions, analyze trends, and help develop justification for new research areas
- Team-oriented individual with the ability to integrate easily into a team with diverse technical backgrounds and skill sets
- Strong organization skills with the ability to multi-task and respond to quick turn-around requests

Integration Engineer Level I

A self-starter with solid software integration skills who can:
- Work independently and handle multiple integration aspects of a program
- Experience in build automation leveraging DevOps
- Strong experience with the ability to create and edit scripts (i.e., bash, csh, ksh, and tclsh), along with software and hardware debugging/troubleshooting experience
- Strong communication and organization skills

Integration Engineer Level II

A self-starter with solid software integration skills who can:
- Work independently and handle multiple integration aspects of a program
- Experience in build automation leveraging DevOps
- Experience in API based solution for seamless integration
- Strong experience with the ability to create and edit scripts (i.e., bash, csh, ksh, and tclsh), along with software and hardware debugging/troubleshooting experience
- Strong communication and organization skills
Penetration Tester

- Plan, assess, test, analyze, and report information on security vulnerabilities and possible exploitations present in a variety of complex and secure computer systems
- Review design documentation, vendor self-assessments, network protocols, and software code for system vulnerabilities
- Provide technical information system security testing in support of the appropriate security risk management processes using security assessment and technical testing efforts, including in-depth network and application vulnerability testing for automated and manual testing and demonstrable false positive validation
- Develop documentation in support of testing efforts, including test plans, preliminary finding reports, security assessment reports, and other test artifacts, as required by the customer
- Work with approved commercial and government open source vulnerability assessment tools and techniques used for evaluating operating systems, databases, and web solutions

Program Analyst

Analyzing requirements and developing additional functionality by performing the following duties (other duties may be assigned):
- Researching and evaluating software and hardware to assist in programming or to use as program platforms
- Writing and maintaining technical specifications, documentation to describe program development, logic, coding, testing, changes, and corrections
- Working directly with the client to analyze requirements
- Develop and maintain additional functionality and possible integrations as needed
- Maintain and document packages/processes currently in production
- Developing and maintaining plans outlining steps and timetables for developing programs

Program Manager

- Organizing programs and activities in accordance with the mission and goals of the organization.
- Developing a budget and operating plan for the program.
- Developing an evaluation method to assess program strengths and identify areas for improvement.
- Writing program funding proposals to guarantee uninterrupted delivery of services.
- Managing a team with a diverse array of talents and responsibilities.
- Ensuring goals are met in areas including customer satisfaction, safety, and quality and team member performance.
- Implementing and managing changes and interventions to ensure project goals are achieved.
- Meeting with stakeholders to make communication easy and transparent regarding project issues and decisions on services.
- Producing accurate and timely reporting of program status throughout its life cycle.
- Analyzing program risks.
- Works on strategy with the marketing team.
Project Manager Level I

- Plan, initiate, and manage IT projects
- Manage resource plans and risk profiles for large-complexity projects
- Coordinate with internal resources and service delivery partners to deliver complex technology solutions
- Develop project plans to define deliverables, establish timelines, identify dependencies and identify critical path items
- Maintain accurate project installation data to aid in forecasting of installs impacting revenue
- Lead and guide the work of skill specific technical staff
- Monitor progress to ensure deadlines, standards, and cost targets are met

Project Manager Level II

- Plan, initiate, and manage IT projects
- Manage resource plans and risk profiles for large-complexity projects
- Coordinate with internal resources and service delivery partners to deliver complex technology solutions
- Develop project plans to define deliverables, establish timelines, identify dependencies and identify critical path items
- Maintain accurate project installation data to aid in forecasting of installs impacting revenue
- Establish communications management plans for each project consisting of cadence calls, scheduled email communication, and other agreed upon tools
- Forecast and communicate revenue milestones for each project
- Perform risk management to minimize project risks and understand steps to mitigate proactively
- Lead and guide the work of skill specific technical staff
- Monitor progress to ensure deadlines, standards, and cost targets are met
**Project Manager Level III**

- Plan, initiate, and manage IT projects
- Manage resource plans and risk profiles for large-complexity projects
- Coordinate with internal resources and service delivery partners to deliver complex technology solutions
- Develop project plans to define deliverables, establish timelines, identify dependencies and identify critical path items
- Maintain accurate project installation data to aid in forecasting of installs impacting revenue
- Establish communications management plans for each project consisting of cadence calls, scheduled email communication, and other agreed upon tools
- Forecast and communicate revenue milestones for each project
- Perform risk management to minimize project risks and understand steps to mitigate proactively
- Lead and guide the work of skill specific technical staff
- Monitor progress to ensure deadlines, standards, and cost targets are met
- Identify changes to the project scope and schedule using appropriate verification techniques
- Successfully communicate with CTO/CIO level executives on projects and can articulate highly technical subject matter to non-technical individuals
- Create and maintain comprehensive project documentation
- Enhance department and organization by accepting ownership for various internal projects

**Service Desk Level II**

- Proven ability to learn new systems as required to effectively support customer needs
- Team-oriented and able to work in a fast-paced environment
- Exhibit quick-response customer support and work with clients over the phone to troubleshoot, analyze, diagnose and engage appropriate technical resources to resolve client issues.
- Excellent communication skills
- Customer Service skills, including a positive attitude and ability to instill confidence in customers
- Proactive follow-up, effective problem resolution, and end-to-end ownership of the problems is required
Service Desk Manager

- Supervise the Service Desk support staff by defining and establishing schedules, setting priorities, providing support/direction and dealing with administrative issues as needed
- Gather and analyze metrics to benchmark the Service Desk workload/performance and identify trends in call center issues
- Promote excellent customer service, effective response times and provide expert insights into general support issues
- Enforce quality of service guidelines for dealing with customers, completing services, and overall customers’ satisfaction
- Train Service Desk staff on operational procedures and troubleshooting techniques
- Provide training on new hardware and/or software applications as requested
- Provide deep functional and technical application expertise
- Work with end-users and providers to minimize impact when production applications fail.

Subject Matter Expert

- Acts as the subject matter expert for specific areas of interest for the agency
- Provide strategic guidance to business and technical points of contact
- Must have excellent executive-level written and verbal communication skills and work independently with minimal oversight, while providing hands-on review, analysis, and program support.
- Demonstrated experience with providing research, analysis, facilitation, and technical support to assist with revising and/or developing targeted policy, guidance, and standard operating procedures organization

System Architect Level I

- Ensure that proposed and existing systems architectures are aligned with the customer’s goals and objectives
- Provide architectural expertise, direction and assistance to systems analysts, systems engineers, other systems architects, and software development teams
- Develop, document and communicate plans for investing in systems architecture, including analysis of cost reduction opportunities
- Conduct research on emerging technologies in support of systems development efforts and recommend technologies that will increase cost effectiveness and systems flexibility
System Architect Level II

- Experienced in healthcare domain that includes provider, healthcare, health data exchange, Medicaid and Medicare Electronic Health Record (EHR) Incentive Programs etc.
- Experienced in health science domain that includes clinical research, bio informatics, and epidemiology are preferred.
- Ensure that proposed and existing systems architectures are aligned with the customer’s goals and objectives
- Provide architectural expertise, direction and assistance to systems analysts, systems engineers, other systems architects, and software development teams
- Develop, document and communicate plans for investing in systems architecture, including analysis of cost reduction opportunities
- Conduct research on emerging technologies in support of systems development efforts and recommend technologies that will increase cost effectiveness and systems flexibility
- Document the customer’s existing systems architecture and technology portfolio, and make recommendations for improvements and/or alternatives
- Review new and existing systems design projects and procurement or outsourcing plans for compliance with standards and architectural plans
- Negotiate and administer vendor, outsourcer and consultant contracts and service agreements

System Architect Level III

- Experienced in healthcare domain that includes provider, healthcare, health data exchange, Medicaid and Medicare Electronic Health Record (EHR) Incentive Programs etc.
- Experienced in health science domain that includes clinical research, bio informatics, and epidemiology are preferred.
- Ensure that proposed and existing systems architectures are aligned with the customer’s goals and objectives
- Provide architectural expertise, direction and assistance to systems analysts, systems engineers, other systems architects, and software development teams
- Develop, document and communicate plans for investing in systems architecture, including analysis of cost reduction opportunities
- Conduct research on emerging technologies in support of systems development efforts and recommend technologies that will increase cost effectiveness and systems flexibility
- Document the customer’s existing systems architecture and technology portfolio, and make recommendations for improvements and/or alternatives
- Review new and existing systems design projects and procurement or outsourcing plans for compliance with standards and architectural plans
- Negotiate and administer vendor, outsourcer and consultant contracts and service agreements
- Model the customer’s IT Enterprise and systems processes based on findings through use case scenarios, workflow diagrams, and data models Develop and execute test plans to check infrastructure and systems technical performance, report on findings, and make recommendations for improvement
**Tester Level I**

- Execute software test plans to identify software problems and their causes
- Develop, test, document, and support automated test development tool interfaces using approved tool suites
- Creates and tracks defects
- Creates defect reports and proper status updates
- Creates and maintains traceability matrices between test cases and requirements

**Tester Level II**

- Develop and execute software test plans to identify software problems and their causes
- Design, develop, test, document, and support automated test development tool interfaces using approved tool suites
- Creates User Acceptance Test (UAT) Plans and test cases
- Supports Automation of Test Cases for regression testing
- Conducts usability and 508 testing
- Coordinates and supports UAT
- Supports analysis of requirements
- Produces high quality documentation
- Collects test metrics and perform test metrics analysis

**User Interface Developer**

- Design and develop custom graphics
- Responsible for designing the user interface and overall customer experience for agency websites and solutions, including overall navigation flow, layout of specific pages, and creation of individual graphic elements
- Make recommendation to the information systems manager regarding design issues.
**Business Analyst Level III**

- Determines cost of operations by establishing standard key performance indicators by departments, by divisions, and by events; collecting operational data.
- Conduct monthly variance analysis by providing financial analytics by departments, by division, and by events.
- Guides cost analysis process by establishing and enforcing policies and procedures; providing trends and forecasts; explaining processes and techniques; recommending actions.
- Monitors project progress by tracking activity; resolving problems; publishing progress reports; recommending actions.
- Reconciles transactions by comparing and correcting data.
- Work closely with IT to maintain database integrity by entering, verifying, and backing up data.
- Recommends actions by analyzing and interpreting data and making comparative analyses; studying proposed changes in methods and materials. Maintains compliance with company policies, practices and procedures.
- Participates in proactive efforts to achieve departmental and company goals. Works effectively and communicates clearly with other employees.
- Handles changing deadlines and priorities.
- Reviews work for accuracy, completeness and proper authority.

**Configuration Management Specialist**

- Designs and establishes configuration management documentation for IT systems/solutions.
- Authorizes the release of drawings, and software configuration changes specified by management and other functional groups.
- Manages and creates provisions for configuration identification, change control, and configuration audits in addition to regulating the change process, validating changes, and incorporating product documents and related software.

**Cyber Analyst Level I**

- Performs system monitoring and analysis support for the detection of cyber incidents and provides recommendations on how to correct findings.
- Conducts or supports the analysis of policies and configurations for compliance and overall security.
- May assist with the 7-step RMF process including recommending RMF security controls to protect information, systems, and processes.
- Experience collecting intrusion artifacts; analyzing findings to create mitigation strategies; and correlating data to identify attack method and vulnerabilities exploited.
Cyber Analyst Level II

- Performs system monitoring and analysis support for the detection of cyber incidents and provides recommendations on how to correct findings.
- Conducts or supports the analysis of policies and configurations for compliance and overall security.
- May assist with the 7-step RMF process including recommending RMF security controls to protect information, systems, and processes.
- Experience collecting intrusion artifacts; analyzing findings to create mitigation strategies; and correlating data to identify attack method and vulnerabilities exploited.

Database Management Specialist Level III

- Produces and maintains data management plans, data dictionaries, and database design documents.
- Collaborates in an interdisciplinary environment with system and network engineers, software developers, and information security specialists to design and implement data management solutions that meet system requirements.
- Perform day to day database development efforts

DBA Level I

- Provides DBA expertise to design, plan and execute IT or communications solutions to identified problems and assigned tasks.
- Accomplishes program activities designed to provide technology that ensures effective and economical support of databases.
- Assists in technical studies critical to support functions, utilizing system and database techniques for analysis or simulation.
- Assists in the planning, direction and coordination of work activity for technical staff involved in structured analysis, design, programming and testing of various integrated systems.
- Assists in providing business re-engineering services, security engineering, independent validation and verification, cost/performance trade-off studies and facility engineering and planning to clients as requested.
**DBA Level II**

- Provides DBA expertise to design, plan and execute IT or communications solutions to identified problems and assigned tasks.
- Accomplishes program activities designed to provide technology that ensures effective and economical support of databases.
- Assists in technical studies critical to support functions, utilizing system and database techniques for analysis or simulation.
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- Assists in providing business re-engineering services, security engineering, independent validation and verification, cost/performance trade-off studies and facility engineering and planning to clients as requested.

**Developer Level I**

- Provides subject matter expertise in the development of databases and provides customers with and advanced level of knowledge of database and software development/scripting technologies.
- Implements database designs. Implements database interfaces with other systems including scripting and query development.
- Assesses impacts of changes in the overall information technology environment on databases and provides recommendations.
- Expertise with middleware and application programming interfaces (APIs).
- Expertise with object-oriented application programming, graphical user interfaces, object-oriented design, and integration of commercial off-the-shelf software (COTS).
Developer Level II

- Provides subject matter expertise in the development of databases and provides customers with an advanced level of knowledge of database and software development/scripting technologies.
- Implements database designs. Implements database interfaces with other systems including scripting and query development.
- Assesses impacts of changes in the overall information technology environment on databases and provides recommendations.
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Developer Level IV

- Provides subject matter expertise in the development of databases and provides customers with an advanced level of knowledge of database and software development/scripting technologies.
- Implements database designs. Implements database interfaces with other systems including scripting and query development.
- Assesses impacts of changes in the overall information technology environment on databases and provides recommendations.
- Expertise with middleware and application programming interfaces (APIs).
- Expertise with object-oriented application programming, graphical user interfaces, object-oriented design, and integration of commercial off-the-shelf software (COTS).
Instructional Designer

- Designs and develops state-of-the-art IT training and training materials.
- Selects IT objectives and develop recommendations for the most appropriate method to conduct training.
- Performs IT course design and development to include authoring Software.
- Applies Instructional Systems Design (ISD) process and the Systems Approach to Training (SAT).
- Applies distance learning procedures and course design, to include educational and training technology.

Platform Consultant Level III

- Specializes in various cloud platforms.
- Provides the necessary technical knowledge to make the transition to the cloud a smooth experience for organizations.
- An expert that designs, architects, builds, migrates, and manages workloads and applications.
- Possesses expertise in DevOps, Security, Architectural design, and Migration services.

Platform Consultant Level IV

- Specializes in various cloud platforms.
- Provides the necessary technical knowledge to make the transition to the cloud a smooth experience for organizations.
- An expert that designs, architects, builds, migrates, and manages workloads and applications.
- Possesses expertise in DevOps, Security, Architectural design, and Migration services.

Programmer Level I

- Designs and codes applications solving business issues; upgrade and offer patches to existing computer programs.
- Develops diagrams and flow charts on computer operation process.
- Develops, tests and analyzes programming applications
- Develops technical documentation.
- Determines, develops and documents software specifications throughout production lifecycle.
- Analyzes and rectifies software errors and present precise status reports on time.
- Build and develop applications using computer languages such as XTML, JAVA, ABAP, Visual Basic and C++.
Programmer Level II

- Designs and codes applications solving business issues; upgrade and offer patches to existing computer programs.
- Develops diagrams and flow charts on computer operation process.
- Develops, tests and analyzes programming applications
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- Build and develop applications using computer languages such as XPATH, JAVA, ABAP, Visual Basic and C++.

Programmer Level III

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- Analyzes and rectifies software errors and present precise status reports on time. •
- Build and develop applications using computer languages such as XPATH, JAVA, ABAP, Visual Basic and C++.
Security Engineer

- Provides leadership and security systems engineering expertise to design, plan and execute IT, security, data base or communications solutions to identified problems and assigned tasks.
- Supervises the research, development, design, installation and testing of integrated systems to ensure conformity to functional specifications and client requirements.
- Directs and coordinates program activities designed to provide technology that ensures effective and economical support of products, systems or equipment.
- Directs and coordinates the operation, maintenance, repair and testing of equipment and systems in field installations.
- Oversees special research or technical studies critical to support functions, utilizing computer techniques for analysis or simulation.
- Manages and oversees planning, direction and coordination of work activity for technical staff involved in structured analysis, design, programming and testing of various integrated systems.
- Provides business re-engineering services, security engineering, data base management, independent validation and verification, cost/performance trade-off studies and facility engineering and planning to clients as requested.

System Administrator

- Optimizes system operation and resource utilization, and performs system capacity analysis and planning.
- Provides assistance to users in accessing and using business systems.
- Supervises and manages the daily activities of configuration and operation of business systems which may be mainframe, mini, or client/server based.

System Administrator, Sr

- Conducts capacity and performance analysis, and provides system configuration change and upgrade recommendations.
- Increases system administrator efficiency and accuracy via the use of automated tools and scripts.
- Develops system administrator procedures, and conducts system administrator training and skills assessment.
- Organizes and directs the configuration and operation of information management systems.
- Responsible for directing the work of other system administrators to provide the day-to-day system administration to include system and resource optimization, and user assistance.
Subject Matter Expert, Sr

- Acts as the subject matter expert for specific areas of interest for the agency
- Provide strategic guidance to business and technical points of contact
- Must have excellent executive-level written and verbal communication skills and work independently with minimal oversight, while providing hands-on review, analysis, and program support.
- Demonstrated experience with providing research, analysis, facilitation, and technical support to assist with revising and/or developing targeted policy, guidance, and standard operating procedures organization

System Architect Level IV

- Provides guidance to users in formulating requirements and advises alternative approaches.
- Analyzes system requirements and manages design and development activities.
- Formulates system architecture design and incorporates client-mandated compliance requirements.
- Responsible for the integration of requirements, design, and technology during design and development.
- Develops technical documentation.
- Performs planning, forecasting, resource allocation, performance measurement, scheduling, and analysis of data.
- Integrates the selection of analysis tools and the results into ongoing operations.
- Performs statistical analyses, trade studies, and financial analyses.

System Test Analyst Level I

- Analyzes information requirements.
- Analytically and systematically evaluates problems of workflow, organization, and planning, and assists senior systems analysts in developing appropriate corrective actions.
- Assists in development of plans for automated information systems program specification.
- Defines problems, develops systems requirements and program specifications.

System Test Analyst Level II

- Analyzes information requirements.
- Analytically and systematically evaluates problems of workflow, organization, and planning, and assists senior systems analysts in developing appropriate corrective actions.
- Assists in development of plans for automated information systems program specification.
- Defines problems, develops systems requirements and program specifications.
Test Engineer

- Establishes a framework for necessary contributions from various departments and facilitate their collaboration.
- Documents and monitors testing outcomes and establishes steps to remedy problems.
- Analyzes current technologies used within the company and develops steps and processes to improve testing procedures.
- Possesses a detailed understanding of how to properly document test cases and create effective and focused testing plans.
- Assists other department engineers in creating practical demonstrations of proposed solutions and demonstrates them to other members of the team.
- Works closely with departments within the company to ensure hardware is available for projects and working properly.
- Provides detailed specifications for proposed solutions including time and scope involved.
- Defines clear goals for all aspects of a product test and develop steps for their proper execution.

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Analytic Engineer Level II

- Understanding of healthcare domain that includes provider, healthcare, health data exchange, Medicaid and Medicare Electronic Health Record (EHR) Incentive Programs etc.
- Understanding of health science domain that includes clinical research, bio informatics, and epidemiology are preferred.
- Basic knowledge using analytic development tools for data gathering or analysis
- Monitor, gather, and communicate analytic solutions performance issues.
- Document, track and escalate issues as appropriate
- Perform regression and unit testing.
- Participate in QA peer reviews
- Excellent written and verbal communication skills.
Analytic Engineer Level III

- Experienced in healthcare domain that includes provider, healthcare, health data exchange, Medicaid and Medicare Electronic Health Record (EHR) Incentive Programs etc.
- Experienced health science domain that includes clinical research, bio informatics, and epidemiology are preferred.
- Extensive knowledge using analytic development tools for data gathering or analysis.
- Develop, document and revise system design procedures, test procedures, and quality standards.
- Consult with engineering staff to evaluate interface between hardware and software, develop specifications and performance requirements, or resolve customer problems.
- Plan and develop test plans and test cases to ensure development outputs meet defined specification cases in coordination with Business requirements, Technical Specifications, installers / upgrades documents, and management. Document, track and escalate issues as appropriate.
- Perform regression and unit testing.
- Participate in QA peer reviews
- Excellent written and verbal communication skills.
- Strong analytical and problem-solving skills.

Application Engineer - Level I

- Good knowledge of HIPAA 4010 EDI transaction codes.
- Experience in any healthcare-based application on any domain such as Federally Facilitated Marketplace (FFM), Medicaid Information Technology Architecture (MITA) preferred.
- Basic knowledge using software development tools for data gathering or analysis.
- Monitor, gather, and communicate application performance issues.
- Document, track and escalate issues as appropriate
- Perform regression and unit testing.
- Participate in QA peer reviews
- Excellent written and verbal communication skills.
**Application Engineer - Level III**

- Good knowledge of HIPAA 4010 EDI transaction codes.
- Well Experienced in any healthcare-based application on any domain such as Federally Facilitated Marketplace (FFM), Medicaid Information Technology Architecture (MITA) preferred.
- Extensive knowledge using software development tools for data gathering or analysis.
- Develop, document and revise system design procedures, test procedures, and quality standards.
- Consult with engineering staff to evaluate interface between hardware and software, develop specifications and performance requirements, or resolve customer problems.
- Plan and develop test plans and test cases to ensure development outputs meet defined specification cases in coordination with Business requirements, Technical Specifications, installers / upgrades documents, and management. Document, track and escalate issues as appropriate
- Perform regression and unit testing.
- Participate in QA peer reviews
- Excellent written and verbal communication skills.
- Strong analytical and problem-solving skills.

**Business Analyst Level I**

- Working knowledge of health care guidelines and standards.
- Working knowledge on HIPAA confidentiality guidelines
- Experienced in healthcare domain that includes provider, healthcare, health data exchange, Medicaid and Medicare Electronic Health Record (EHR) Incentive Programs etc.
- Experienced health science domain that includes clinical research, bio informatics, and epidemiology are preferred.
- Understanding of the Medicaid Information Technology Architecture (MITA) Framework or any healthcare and health science framework
- Determines cost of operations by establishing standard key performance indicators by departments, by divisions, and by events; collecting operational data.
- Conduct monthly variance analysis by providing financial analytics by departments, and by division
- Guides cost analysis process by establishing and enforcing policies and procedures; providing trends and forecasts; explaining processes and techniques; recommending actions.
- Monitors project progress by tracking activity; resolving problems; publishing progress reports; recommending actions.
- Reconciles transactions by comparing and correcting data.
- Work closely with IT to maintain database integrity by entering, verifying, and backing up data.
- Recommends actions by analyzing and interpreting data and making comparative analyses; studying proposed changes in methods and materials. Maintains compliance with company policies, practices and procedures.
- Participates in proactive efforts to achieve departmental and company goals. Works effectively and communicates clearly with other employees.
- Handles changing deadlines and priorities.
- Reviews work for accuracy, completeness and proper authority.
**Business Analyst Level II**

- Well experienced in health care guidelines and standards.
- Well experienced in HIPAA confidentiality guidelines
- Experienced in healthcare domain that includes provider, healthcare, health data exchange, Medicaid and Medicare Electronic Health Record (EHR) Incentive Programs etc.
- Experienced health science domain that includes clinical research, bio informatics, and epidemiology are preferred.
- Understanding of the Medicaid Information Technology Architecture (MITA) Framework or any healthcare and health science framework
- Determines cost of operations by establishing standard key performance indicators by departments, by divisions, and by events; collecting operational data.
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- Participates in proactive efforts to achieve departmental and company goals. Works effectively and communicates clearly with other employees.
- Handles changing deadlines and priorities.
- Reviews work for accuracy, completeness and proper authority.

**Configuration Engineer**

- Experienced in healthcare domain that includes provider, healthcare, health data exchange, Medicaid and Medicare Electronic Health Record (EHR) Incentive Programs etc.
- Experienced health science domain that includes clinical research, bio informatics, and epidemiology are preferred.
- Document and perform hardware and software version control processes, policies and procedures.
- Uses or recommends automated CM tools to implement CM policies and procedures.
- Develops or modifies CM plans, policies, and procedures tailored to the complexity and scope of the developmental or operational system.
- Implements CM discipline for the entire life cycle of systems from initial requirements/capabilities baselines to system end-of-life.
- Perform change control and configuration audits.
Experience and/or familiarity with CM standards such as ISO, ITIL and CMMI.

- Define and implement hardware and software configuration management processes and procedures.
- Develop product build scripts and procedures and integrate scripts with the hardware and software build process.
- Establish and maintain program's CM systems and document and software libraries.
- Develop and improve the program CM processes.
- Provide CM process training to program team.
- Communicate CM status to CM Management and Program Management.

Cyber Security Consultant

- Experienced in healthcare domain that includes provider, healthcare, health data exchange, Medicaid and Medicare Electronic Health Record (EHR) Incentive Programs etc.
- Experienced health science domain that includes clinical research, bioinformatics, and epidemiology are preferred.
- Strong and Good knowledge of HIPAA 4010 EDI transaction codes such as 837 Institutional & Professional (Health care claims), 270/271(inquire/response health care benefits),276/277(Claim status), 834(Benefit enrollment), Healthcare Integrated General Ledger and Account System(HIGLAS), 274(Provider Information transaction), 810(Invoice transaction), 835(Payment/remittance transaction), 820(Detailed/Summary Remittance advice transaction), 824(Notification/Status transaction), 999, TA1.
- Knowledge of software asset management processes including knowledge of software licensing and compliance practices and software contract practices.
- Knowledge of hardware asset management processes including knowledge of hardware maintenance, from acquisition through disposal.
- Strong due diligence skills and attention to detail
- Ability to diagnose problem areas, and identify improvement opportunities
- Develop and maintain processes and procedures that enable the organization to manage assets with respect to risk, control, governance, and compliance objectives.
- Actively manage and support Risk Assessment and asset management activities.
- Partner with stakeholders to ensure compliance with Risk Management procedures and establish effective communication across the organization
- Partners with Stakeholders to track and report key initiatives
**Data Analyst Level I**

- Understanding of healthcare domain that includes provider, healthcare, health data exchange, Medicaid and Medicare Electronic Health Record (EHR) Incentive Programs etc.
- Understanding of health science domain that includes clinical research, bio informatics, and epidemiology are preferred.
- Experience tracking clinical data through long-term studies
- Understanding healthcare industry terminology and coding (e.g. NDC11, ICD9/ ICD10, HCPCS, CPT, LOINC, SNOMED)
- Statistical Analysis and Reporting knowledge
- Ability to comprehend raw data, Determine the constraints and control
- Expertise in data collection methodologies, preparing customized reports, technical documentation, training materials, presentation materials and process flow charts.

**Data Analyst Level II**

- Experienced in healthcare domain that includes provider, healthcare, health data exchange, Medicaid and Medicare Electronic Health Record (EHR) Incentive Programs etc.
- Experienced in health science domain that includes clinical research, bio informatics, and epidemiology are preferred.
- Experience tracking clinical data through long-term studies
- In depth understanding healthcare industry terminology and coding (e.g. NDC11, ICD9/ ICD10, HCPCS, CPT, LOINC, SNOMED)

**Data Warehouse Analyst Level I**

Work as a member of the Data Warehouse Team to:
- Understanding of healthcare domain that includes provider, healthcare, health data exchange, Medicaid and Medicare Electronic Health Record (EHR) Incentive Programs etc.
- Understanding of health science domain that includes clinical research, bio informatics, and epidemiology are preferred.
- Understanding of clinical data through long-term studies
- Understanding healthcare industry terminology and coding (e.g. NDC11, ICD9/ ICD10, HCPCS, CPT, LOINC, SNOMED)
- Knowledge of data modeling/mapping/mining and Extraction, Transformation and Loading (ETL) activities
- Apply data quality solution and participate in assessments of business data and existing processes.
- Maintain the accuracy of the data warehouse solution.
- Work closely with business analysts to help measure change proposal impact on business.
- Application of Data Modeling, Profiling or Analysis techniques to establish patterns and trends
- Statistical Analysis and Reporting knowledge
- Assist in development and distribution of new reports.
Data Warehouse Analyst Level II

Work as a senior member of the Data Warehouse Team to:

- Good understanding of healthcare domain that includes provider, healthcare, health data exchange, Medicaid and Medicare Electronic Health Record (EHR) Incentive Programs etc.
- Good understanding of health science domain that includes clinical research, bioinformatics, and epidemiology are preferred.
- Understanding of clinical data through long-term studies
- Understanding healthcare industry terminology and coding (e.g. NDC11, ICD9/ICD10, HCPCS, CPT, LOINC, SNOMED)
- Experienced data modeling/mapping/mining and Extraction, Transformation and Loading (ETL) activities
- Experience in applying data quality solution and participate in assessments of business data and existing processes.
- Maintain the accuracy of the data warehouse solution.
- Work closely with business analysts to help measure change proposal impact on business.
- Application of Data Modeling, Profiling or Analysis techniques to establish patterns and trends
- Statistical Analysis and Reporting knowledge
- Assist in development and distribution of new reports.

Data Warehouse Analyst Level III

- In depth understanding of healthcare domain that includes provider, healthcare, health data exchange, Medicaid and Medicare Electronic Health Record (EHR) Incentive Programs etc.
- In depth understanding of health science domain that includes clinical research, bioinformatics, and epidemiology are preferred.
- Deep Understanding of clinical data through long-term studies
- Understanding healthcare industry terminology and coding (e.g. NDC11, ICD9/ICD10, HCPCS, CPT, LOINC, SNOMED)
- Well Experienced data modeling/mapping/mining and Extraction, Transformation and Loading (ETL) activities
- Proven experience in applying data quality solution and participate in assessments of business data and existing processes.
- Maintain the accuracy of the data warehouse solution.
- Work closely with business analysts to help measure change proposal impact on business.
- Application of Data Modeling, Profiling or Analysis techniques to establish patterns and trends
- Well experienced in Statistical Analysis and Reporting knowledge
- Assist in development and distribution of new reports.
- Proven experience in leading and mentoring team.
Database Management Specialist - Level I

- Understanding of healthcare domain that includes provider, healthcare, health data exchange, Medicaid and Medicare Electronic Health Record (EHR) Incentive Programs etc.
- Understanding of health science domain that includes clinical research, bioinformatics, and epidemiology are preferred.
- Understanding of clinical data through long-term studies
- Understanding healthcare industry terminology and coding (e.g. NDC11, ICD9/ICD10, HCPCS, CPT, LOINC, SNOMED)
- Produces and maintains data management plans, data dictionaries, and database design documents.
- Collaborates in an interdisciplinary environment with system and network engineers, software developers, and information security specialists to design and implement data management solutions that meet system requirements
- Perform day to day database development efforts

Database Management Specialist - Level II

- Good understanding of healthcare domain that includes provider, healthcare, health data exchange, Medicaid and Medicare Electronic Health Record (EHR) Incentive Programs etc.
- Good understanding of health science domain that includes clinical research, bioinformatics, and epidemiology are preferred.
- Understanding of clinical data through long-term studies
- Understanding healthcare industry terminology and coding (e.g. NDC11, ICD9/ICD10, HCPCS, CPT, LOINC, SNOMED)
- Produces and maintains data management plans, data dictionaries, and database design documents.
- Collaborates in an interdisciplinary environment with system and network engineers, software developers, and information security specialists to design and implement data management solutions that meet system requirements
- Perform day to day database development efforts
- Design data models to support development efforts
Enterprise Architect (Technical)

- Proven experience both federal and healthcare specific Enterprise Architecture
- Good understanding of healthcare domain that includes provider, healthcare, health data exchange, Medicaid and Medicare Electronic Health Record (EHR) Incentive Programs etc.
- Good understanding of health science domain that includes clinical research, bio informatics, and epidemiology are preferred.
- Work with the business, functional, and technical teams to define, document, communicate, implement, and support solutions to meet business objectives
- Enforce architecture governance processes
- Collaborate with business analysts to map functional business requirements and processes to systems architecture.
- Produce, articulate, implement and enhance Enterprise Architecture concepts, roadmaps, principles, or effective strategies
- Serve as evangelist of the architectural vision, strategy, and principles
- Lead analysis of the current environment to detect critical deficiencies and recommend solutions for improvement
- Define high-level migration plans to address the gaps between the current and future state of current systems
- Demonstrate out-of-the-box thinking and innovation for enterprise solutions (focus on customer impact/experience, responsive design, data management & analytics etc.)

Environment Engineer Level I

- Good understanding of healthcare domain that includes provider, healthcare, health data exchange, Medicaid and Medicare Electronic Health Record (EHR) Incentive Programs etc.
- Good understanding of health science domain that includes clinical research, bio informatics, and epidemiology are preferred.
- Experience in build deployment of COTS and GOTS product on different technology stacks.
- Experience in configuration management and release management
- Knowledge of DevOps solution
- Excellent technical capabilities with demonstrated history of exceptional professional and/or academic achievement
- Energetic personality, motivated, go-getter interested in being part of a team with national impact in science and technology development
- Team-oriented individual with the ability to integrate easily into a team with diverse technical backgrounds and skill sets
- Strong organization skills with the ability to multi-task and respond to quick turn- around requests
Environment Engineer Level II

- Good understanding of healthcare domain that includes provider, healthcare, health data exchange, Medicaid and Medicare Electronic Health Record (EHR) Incentive Programs etc.
- Good understanding of health science domain that includes clinical research, bio informatics, and epidemiology are preferred.
- Proven Experience in build deployment of COTS and GOTS product on different technology stacks.
- Proven Experience in configuration management and release management
- Experience in build automation leveraging DevOps
- Experience in performance tuning in different environment
- Excellent technical capabilities with demonstrated history of exceptional professional and/or academic achievement
- Energetic personality, motivated, go-getter interested in being part of a team with national impact in science and technology development
- Self-starter who is willing to both take the lead and provide support in a team role in a complex, fast-paced, cross-disciplinary work environment
- Creative thinker who can conceptualize research directions, analyze trends, and help develop justification for new research areas
- Team-oriented individual with the ability to integrate easily into a team with diverse technical backgrounds and skill sets
- Strong organization skills with the ability to multi-task and respond to quick turn-around requests

Integration Engineer Level I

A self-starter with solid software integration skills who can:
- Good understanding of healthcare domain that includes provider, healthcare, health data exchange, Medicaid and Medicare Electronic Health Record (EHR) Incentive Programs etc.
- Good understanding of health science domain that includes clinical research, bio informatics, and epidemiology are preferred.
- Work independently and handle multiple integration aspects of a program
- Strong experience with the ability to create and edit scripts (i.e., bash, csh, ksh, and tclsh), along with software and hardware debugging/troubleshooting experience
- In depth Experience in build automation leveraging DevOps
- Experience in API based solution for seamless integration
- Strong communication and organization skills
Integration Engineer Level II

A self-starter with solid software integration skills who can:

- Good understanding of healthcare domain that includes provider, healthcare, health data exchange, Medicaid and Medicare Electronic Health Record (EHR) Incentive Programs etc.
- Good understanding of health science domain that includes clinical research, bioinformatics, and epidemiology are preferred.
- Work independently and handle multiple integration aspects of a program
- Strong experience with the ability to create and edit scripts (i.e., bash, csh, ksh, and tclsh), along with software and hardware debugging/troubleshooting experience
- In depth Experience in build automation leveraging DevOps
- Experience in API based solution for seamless integration
- Strong communication and organization skills

Penetration Tester

- Good understanding of healthcare domain that includes provider, healthcare, health data exchange, Medicaid and Medicare Electronic Health Record (EHR) Incentive Programs etc.
- Good understanding of health science domain that includes clinical research, bioinformatics, and epidemiology are preferred.
- Plans, assesses, tests, analyzes, and reports information on security vulnerabilities and possible exploitations present in a variety of complex and secure computer systems
- Reviews design documentation, vendor self-assessments, network protocols, and software code for system vulnerabilities
- Provides technical information system security testing in support of the appropriate security risk management processes using security assessment and technical testing efforts, including in-depth network and application vulnerability testing for automated and manual testing and demonstrable false positive validation.
- Develops documentation in support of testing efforts, including test plans, preliminary finding reports, security assessment reports, and other test artifacts, as required by the customer
- Works with approved commercial and government open source vulnerability assessment tools and techniques used for evaluating operating systems, databases, and web solutions
Program Analyst

- Good understanding of healthcare domain that includes provider, healthcare, health data exchange, Medicaid and Medicare Electronic Health Record (EHR) Incentive Programs etc.
- Good understanding of health science domain that includes clinical research, bio informatics, and epidemiology are preferred.
- Researching and evaluating software and hardware to assist in programming or to use as program platforms
- Writing and maintaining technical specifications, documentation to describe program development, logic, coding, testing, changes, and corrections
- Working directly with the client to analyze requirements
- Develop and maintain additional functionality and possible integrations as needed
- Maintain and document packages/processes currently in production
- Developing and maintaining plans outlining steps and timetables for developing programs

Program Manager

- In depth experience in healthcare domain that includes provider, healthcare, health data exchange, Medicaid and Medicare Electronic Health Record (EHR) Incentive Programs etc.
- In depth experience in health science domain that includes clinical research, bio informatics, and epidemiology are preferred.
- Organizing programs and activities in accordance with the mission and goals of the organization.
- Developing a budget and operating plan for the program.
- Developing an evaluation method to assess program strengths and identify areas for improvement.
- Writing program funding proposals to guarantee uninterrupted delivery of services.
- Managing a team with a diverse array of talents and responsibilities.
- Ensuring goals are met in areas including customer satisfaction, safety, and quality and team member performance.
- Implementing and managing changes and interventions to ensure project goals are achieved.
- Meeting with stakeholders to make communication easy and transparent regarding project issues and decisions on services.
- Producing accurate and timely reporting of program status throughout its life cycle.
- Analyzing program risks.
- Working on strategy with the marketing team.
Project Manager Level I

- Good understanding of healthcare domain that includes provider, healthcare, health data exchange, Medicaid and Medicare Electronic Health Record (EHR) Incentive Programs etc.
- Good understanding of health science domain that includes clinical research, bioinformatics, and epidemiology are preferred.
- Plan, initiate, and manage IT projects
- Manage resource plans and risk profiles for large-complexity projects
- Coordinate with internal resources and service delivery partners to deliver complex technology solutions
- Develop project plans to define deliverables, establish timelines, identify dependencies and identify critical path items
- Maintain accurate project installation data to aid in forecasting of installs impacting revenue
- Lead and guide the work of skill specific technical staff
- Monitor progress to ensure deadlines, standards, and cost targets are met

Project Manager Level II

- Good understanding of healthcare domain that includes provider, healthcare, health data exchange, Medicaid and Medicare Electronic Health Record (EHR) Incentive Programs etc.
- Good understanding of health science domain that includes clinical research, bioinformatics, and epidemiology are preferred.
- Plan, initiate, and manage IT projects
- Manage resource plans and risk profiles for large-complexity projects
- Coordinate with internal resources and service delivery partners to deliver complex technology solutions
- Develop project plans to define deliverables, establish timelines, identify dependencies and identify critical path items
- Maintain accurate project installation data to aid in forecasting of installs impacting revenue
- Establish communications management plans for each project consisting of cadence calls, scheduled email communication, and other agreed upon tools
- Forecast and communicate revenue milestones for each project
- Perform risk management to minimize project risks and understand steps to mitigate proactively
- Lead and guide the work of skill specific technical staff
- Monitor progress to ensure deadlines, standards, and cost targets are met
Project Manager Level III

- Good understanding of healthcare domain that includes provider, healthcare, health data exchange, Medicaid and Medicare Electronic Health Record (EHR) Incentive Programs etc.
- Good understanding of health science domain that includes clinical research, bio informatics, and epidemiology are preferred.
- Plan, initiate, and manage IT projects
- Manage resource plans and risk profiles for large-complexity projects
- Coordinate with internal resources and service delivery partners to deliver complex technology solutions
- Develop project plans to define deliverables, establish timelines, identify dependencies and identify critical path items
- Maintain accurate project installation data to aid in forecasting of installs impacting revenue
- Establish communications management plans for each project consisting of cadence calls, scheduled email communication, and other agreed upon tools
- Forecast and communicate revenue milestones for each project
- Perform risk management to minimize project risks and understand steps to mitigate proactively
- Lead and guide the work of skill specific technical staff
- Monitor progress to ensure deadlines, standards, and cost targets are met
- Identify changes to the project scope and schedule using appropriate verification techniques
- Successfully communicate with CTO/CIO level executives on projects and can articulate highly technical subject matter to non-technical individuals
- Create and maintain comprehensive project documentation
- Enhance department and organization by accepting ownership for various internal projects

Service Desk Level II

- Good understanding of healthcare domain that includes provider, healthcare, health data exchange, Medicaid and Medicare Electronic Health Record (EHR) Incentive Programs etc.
- Good understanding of health science domain that includes clinical research, bio informatics, and epidemiology are preferred.
- Customer Service skills, including a positive attitude and ability to instill confidence in customers
- Proactive follow-up, effective problem resolution, and end-to-end ownership of the problems is required
- Proven ability to learn new systems as required to effectively support customer needs
- Team-oriented and able to work in a fast-paced environment
- Exhibit quick-response customer support and work with clients over the phone to troubleshoot, analyze, diagnose and engage appropriate technical resources to resolve client issues.
- Excellent communication skills
Service Desk Manager

- Good understanding of healthcare domain that includes provider, healthcare, health data exchange, Medicaid and Medicare Electronic Health Record (EHR) Incentive Programs etc.
- Good understanding of health science domain that includes clinical research, bio informatics, and epidemiology are preferred.
- Supervise the Service Desk support staff by defining and establishing schedules, setting priorities, providing support/direction and dealing with administrative issues as needed.
- Gather and analyze metrics to benchmark the Service Desk workload/performance and identify trends in call center issues.
- Promote excellent customer service, effective response times and provide expert insights into general support issues.
- Enforce quality of service guidelines for dealing with customers, completing services, and overall customers’ satisfaction.
- Train Service Desk staff on operational procedures and troubleshooting techniques.
- Provide training on new hardware and/or software applications as requested.
- Provide deep functional and technical application expertise.
- Work with end-users and providers to minimize impact when production applications fail.

Subject Matter Expert

- Experienced in healthcare domain that includes provider, healthcare, health data exchange, Medicaid and Medicare Electronic Health Record (EHR) Incentive Programs etc.
- Experienced in health science domain that includes clinical research, bio informatics, and epidemiology are preferred.
- Experience tracking clinical data through long-term studies.
- In depth understanding healthcare industry terminology and coding (e.g. NDC11, ICD9/ICD10, HCPCS, CPT, LOINC, SNOMED).
- Act as the subject matter expert for specific areas of interest for the agency.
- Provide strategic guidance to business and technical points of contact.
- Must have excellent executive-level written and verbal communication skills and work independently with minimal oversight, while providing hands-on review, analysis, and program support.
- Demonstrated experience with providing research, analysis, facilitation, and technical support to assist with revising and/or developing targeted policy, guidance, and standard operating procedures within healthcare practice.
System Architect Level I

- Experienced in healthcare domain that includes provider, healthcare, health data exchange, Medicaid and Medicare Electronic Health Record (EHR) Incentive Programs etc.
- Experienced in health science domain that includes clinical research, bio informatics, and epidemiology are preferred.
- Ensure that proposed and existing systems architectures are aligned with the customer’s goals and objectives
- Provide architectural expertise, direction and assistance to systems analysts, systems engineers, other systems architects, and software development teams
- Develop, document and communicate plans for investing in systems architecture, including analysis of cost reduction opportunities
- Conduct research on emerging technologies in support of systems development efforts and recommend technologies that will increase cost effectiveness and systems flexibility

System Architect Level II

- Experienced in healthcare domain that includes provider, healthcare, health data exchange, Medicaid and Medicare Electronic Health Record (EHR) Incentive Programs etc.
- Experienced in health science domain that includes clinical research, bio informatics, and epidemiology are preferred.
- Ensure that proposed and existing systems architectures are aligned with the customer’s goals and objectives
- Provide architectural expertise, direction and assistance to systems analysts, systems engineers, other systems architects, and software development teams
- Develop, document and communicate plans for investing in systems architecture, including analysis of cost reduction opportunities
- Conduct research on emerging technologies in support of systems development efforts and recommend technologies that will increase cost effectiveness and systems flexibility
- Document the customer’s existing systems architecture and technology portfolio, and make recommendations for improvements and/or alternatives
- Review new and existing systems design projects and procurement or outsourcing plans for compliance with standards and architectural plans
- Negotiate and administer vendor, outsourcer and consultant contracts and service agreements
System Architect Level III

- Experienced in healthcare domain that includes provider, healthcare, health data exchange, Medicaid and Medicare Electronic Health Record (EHR) Incentive Programs etc.
- Experienced in health science domain that includes clinical research, bio informatics, and epidemiology are preferred.
- Ensure that proposed and existing systems architectures are aligned with the customer’s goals and objectives
- Provide architectural expertise, direction and assistance to systems analysts, systems engineers, other systems architects, and software development teams
- Develop, document and communicate plans for investing in systems architecture, including analysis of cost reduction opportunities
- Conduct research on emerging technologies in support of systems development efforts and recommend technologies that will increase cost effectiveness and systems flexibility
- Document the customer’s existing systems architecture and technology portfolio, and make recommendations for improvements and/or alternatives
- Review new and existing systems design projects and procurement or outsourcing plans for compliance with standards and architectural plans
- Negotiate and administer vendor, outsourcer and consultant contracts and service agreements
- Model the customer’s IT Enterprise and systems processes based on findings through use case scenarios, workflow diagrams, and data models.
- Develop and execute test plans to check infrastructure and systems technical performance, report on findings, and make recommendations for improvement

Tester Level I

- Knowledge in Healthcare Provider and the various workflows and applications
- Experience in HL7 messages
- Experienced in health care and health science domain
- Execute software test plans to identify software problems and their causes
- Develop, test, document, and support automated test development tool interfaces using approved tool suites
- Creates and tracks defects
- Creates defect reports and proper status updates
- Creates and maintains traceability matrices between test cases and requirements
Tester Level II

- Knowledge in Healthcare Provider and the various workflows and applications
- Experience in HL7 messages
- Experienced in health care and health science domain
- Develop and execute software test plans to identify software problems and their causes
- Design, develop, test, document, and support automated test development tool interfaces using approved tool suites
- Creates User Acceptance Test (UAT) Plans and test cases
- Supports Automation of Test Cases for regression testing
- Conducts usability and 508 testing
- Coordinates and supports UAT
- Supports analysis of requirements
- Produces high quality documentation
- Collects test metrics and perform test metrics analysis

User Interface Developer

- Experienced in healthcare domain that includes provider, healthcare, health data exchange, Medicaid and Medicare Electronic Health Record (EHR) Incentive Programs etc.
- Experienced in health science domain that includes clinical research, bioinformatics, and epidemiology are preferred.
- Design and develop custom graphics
- Responsible for designing the user interface and overall customer experience for agency websites and solutions, including overall navigation flow, layout of specific pages, and creation of individual graphic elements
- Make recommendation to the information systems manager regarding design issues

Education/Experience Substitutions
One year of experience is the equivalent of one year of education.
- One year of education is the equivalent to one year of experience.
- Certification related to the technology is the equivalent to two years of experience or education requirement.

Differences between Levels
- Level I or Junior – Entry with 1-3 years of experience. No specific certifications expected.
- Level II or Mid – Mid with 3-5 years or experience to include design concept and mentoring methods. Certifications specific to the technical expertise expected.
- Level III or Senior – Senior with 7+ years of experience to include expertise in architecture and design in addition to leadership/management. Certifications specific to the technical area are required.
2. Maximum Order: $500,000
3. Minimum Order: $100.00
4. Geographic Coverage (Delivery Area): Worldwide
5. Point(s) of production: Same as company address
6. Discount from list prices: Federal Government price is list price minus 3% discount.
7. Quantity Discounts: 1.5% discount for orders greater than or equal to $500,000
9. Foreign Items: None
10a. Time of delivery. (Contractor insert number of days.): Contact Contractor
10b. Expedited Delivery. Items available for expedited delivery are noted in this price list.: Contact Contractor
10c. Overnight and 2-day Delivery: Contact Contractor
10d Urgent Requirements: Contact Contractor
11. F.O.B. Point(s): Destination
12a. Ordering Address: Contractor Address
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): Contractor Address
14. Warranty provision. Standard 1 Year Warranty
15. Export packing charges, if applicable. N/A
16. Terms and conditions of rental, maintenance, and repair (if applicable) N/A
17. Terms and conditions of installation (if applicable). N/A
18a. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable). N/A
18b. Terms and conditions for any other services (if applicable) N/A
19. List of service and distribution points (if applicable). Contractor Address
20. List of participating dealers (if applicable). N/A
21. Preventive maintenance (if applicable). N/A
22a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants) N/A
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 website or other location.) The EIT standards can he found at www.Section508.gov/. N/A
23. Unique Entity Identifier (UEI) Number: JMXJYLL8UD75
24. Notification regarding registration in System for Award Management (SAM) database. Contractor registered and active in SAM