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

SCHEDULE TITLE: Multiple Award Schedule

CONTRACT NUMBER: 47QTCA18D00AJ

CONTRACT PERIOD: 4/16/2018 through 4/15/2023

Pricelist current through Mass Mod A826 Effective February 2, 2021

For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at http://www.gsa.gov/schedules-ordering

CONTRACTOR: Kyzen Consulting Services, Inc.
481 N Frederick Ave., Suite 430
Gaithersburg, MD 20877
Tel: (301) 519-9100
Web: www.kyzencs.com

CONTRACTOR’S POINT OF CONTACT FOR CONTRACT ADMINISTRATION:

Nishi Prabha Kumar
President
481 N Frederick Ave, Suite 430
Gaithersburg, MD 20877
Tel: (301) 519-9100
E-mail: nishi@kyzencs.com

BUSINESS SIZE: Small Business, EDWOSB, 8(a), HUBZone
CONTRACTOR INFORMATION

1a. TABLE OF AWARDED SPECIAL ITEM NUMBERS (SINs)
   
   54151S Information Technology Professional Services
   OLW Order Level Materials

1b. LOWEST PRICED MODEL NUMBER AND PRICE FOR EACH AWARDED SIN:
   
   See Appendix A

1c. HOURLY RATES (Services only): See Appendix A

2. MAXIMUM ORDER THRESHOLD:
   
   $500,000

3. MINIMUM ORDER THRESHOLD: $100.00

4. GEOGRAPHIC COVERAGE: 50 states, the District of Columbia, all US Territories

5. POINT(S) OF PRODUCTION: Gaithersburg, MD

6. DISCOUNT FROM BEST MARKET RATE: GSA Net Prices are shown on the attached GSA Pricelist. Negotiated discount has been applied and the IFF has been added.

7. QUANTITY DISCOUNT(S): 1% for single task orders over $350,000

8. PROMPT PAYMENT TERMS: Net 30. Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions.

9. FOREIGN ITEMS: None

10a. TIME OF DELIVERY: Determined at task level

10b. EXPEDITED DELIVERY: Determined at task level

10c. OVERNIGHT AND 2-DAY DELIVERY: Determined at task level.

10d. URGENT REQUIREMENTS: Contact Contract Administrator for urgent delivery. When the delivery schedule does not meet the bona fide urgent delivery requirements of an ordering agency, agencies are encouraged, if time permits, to contact the Contract Administrator to obtain an expedited delivery. If an expedited delivery of the whole order or part of the order is possible, orders placed pursuant to the expedited delivery will be delivered in accordance with all terms and conditions of the contract.

11. FOB POINT: Destination

12a. ORDERING ADDRESS: Kyzen Consulting Services, Inc.
   481 N Frederick Ave., Suite 430
   Gaithersburg, MD 20877

12b. ORDERING PROCEDURES: Pursuant to FAR 8.405-3
13. **PAYMENT ADDRESS:** Kyzen Consulting Services, Inc.
    481 N Frederick Ave., Suite 430
    Gaithersburg, MD 20877

14. **WARRANTY PROVISION:** Standard Commercial

15. **EXPORT PACKING CHARGES:** None

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 AVAILABLE):** Not Applicable

18b. **TERMS AND CONDITIONS FOR ANY OTHER SERVICES (IF APPLICABLE):** See Appendix B

19. **LIST OF SERVICE AND DISTRIBUTION POINTS (IF APPLICABLE):** Not Applicable

20. **LIST OF PARTICIPATING DEALERS (IF APPLICABLE):** Not Applicable

21. **PREVENTIVE MAINTENANCE (IF APPLICABLE):** Not Applicable

22a. **SPECIAL ATTRIBUTES SUCH AS ENVIRONMENTAL ATTRIBUTES (e.g. recycled content, energy efficiency, and/or reduced pollutants):** Not Applicable

22b. **SECTION 508 COMPLIANCE FOR ELECTRONIC AND INFORMATION TECHNOLOGY (EIT):** Compliant. The EIT standards can be found at: www.Section508.gov/

23. **DUNS NUMBER:** 024292452

24. **NOTIFICATION REGARDING REGISTRATION IN SYSTEM FOR AWARD MANAGEMENT (SAM) DATABASE:** Contractor has an active registration in the System for Award Management (SAM) database.
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LABOR CATEGORY DESCRIPTIONS

**IS Applications Architect**

Experience: 8 Years  
Education: Bachelor’s degree in computer science, engineering, or equivalent technical experience  
Job duties: The IS Application Architect will lead the development of the technology application architectural strategy in alignment with business goals. The architect will be involved in all aspects of the project life cycle, from the initial kickoff through the requirements analysis, design, and implementation; may oversee or lead the evaluation and selection process for packaged applications. Additional responsibilities will include establishing overall architectural viewpoints and oversight of organization standards and policies.

**IS Application Developer**

Experience: 7 Years  
Education: Bachelor’s degree in computer science, engineering, or equivalent technical experience  
Job duties: IS Application Developer will develop the programs from software specifications and functional requirements. Translates detailed design into computer software. Tests, debugs, and refines to produce the required product. Prepares required documentation, including program level and user-level documentation. Maximizes software reuse and enhances software effectiveness to reduce operating time. The technologies include one or more but not limited to this position are Java, .NET, C, C++, Visual C++, Java Script, Angular JS, Apex, ABAP, Python, Cobol.

**IS Applications Developer (Junior)**

Experience: 0 years – Entry level  
Education: Bachelor’s degree in computer science, engineering, or equivalent technical experience  
Job duties: IS Applications Developer (Junior) roles and responsibilities includes:

- Support and enhance application suite used within individual business functions and business processes
- Support and implement existing and new commercial and open sourced tools, desktop applications, reporting and business intelligence tools
- Participate in optimizing business systems in support of growing strategic and tactical business needs.
- Monitor job logs, schedules and troubleshoot, resolve issues across application suite
- Document technical and functional details of applications as well as corresponding user guides and cheat sheets.
- Provide time estimates and preparing design documents, developing, coding and testing.
- Create reports that monitor process and software changes, which affect production support, and update/enhance systems and tools accordingly
- Strong team emphasis and relationship building skills; create effective partnerships with business, shared services and other IT support areas
- Articulate and report issues relating to project status, conflicts/issues, and changes among the various functional entities with project teams. Collaborate with colleagues and supervisor to ensure timely and accurate assessment and communication of progress, issues and risks
- Conducting and participating in peer code reviews, sharing experiences, and best practices
- Mine and analyze data to identify root cause of issues
**IS Systems Analyst**

Experience: 5 years  
Education: Bachelor’s degree in computer science, engineering, or equivalent technical experience  
Job duties: IS Systems Analyst will advise customer management in planning and design of information systems solution. Analyzes user requirements, prepares system design documentation, prepares program specifications and writes computer programs.

**IS IT Consultant**

Experience: 5 years  
Education: Bachelor’s degree in computer science, engineering, or equivalent technical experience  
Job duties: IS IT Consultant provides expert guidance and direction for areas requiring innovation and research. Functional activities include the business and/or technical components of system architecture development, systems integration, modeling and simulation, designing and leading implementations of new systems and/or other IS/IT related activities. Lead process modeling and re-engineering efforts and discover new process automation techniques and technologies. Introduce and oversee the integration of new technologies, plans, designs and systems into ongoing operations. Lead efforts from requirements gathering through implementation and sustainment. Coordinate the efforts of a team performing similar work. Follows SDLC steps to develop, test and deliver quality deliverables. Understands and follow agile methodology. Follows standard QA processes.

**IS IT Consultant (Principal)**

Experience: 10 years  
Education: Bachelor’s degree in computer science, engineering, or equivalent technical experience  
Job duties: IS IT Consultant (Principal) roles and responsibilities includes:  
• Understand customer requirements and business objectives  
• Provide strategic advice on using technology to achieve goals  
• Manage IT initiatives and collaborate with in-house technical staff  
• Design IT systems and networks ensuring the right architecture and functionality  
• Support new technology implementation  
• Train users in new and existing IT systems  
• Provide assistance with technical issues  
• Revise existing systems and suggest improvements  
• Produce reports  
• Follow SDLC steps to develop, test and deliver quality deliverables.  
• Understand and follow agile methodology.

**IS SME**

Experience: 10 years  
Education: Bachelor’s degree in computer science, engineering, or equivalent technical experience  
Job duties: IS SME will provide business and technical knowledge to the analysis of functional requirements of highly specialized applications and operational environments, high-level functional systems analysis, design, integration, documentation and implementation. Advice on exceptionally complex problems that need extensive knowledge for effective implementation.
IS Data Architect
Experience: 8 years
Education: Bachelor’s degree in computer science, engineering, or equivalent technical experience
Job duties: IS Data Architect expected to:
• Provide insight into the changing database storage and utilization requirements for the company and offer suggestions for solutions.
• Analyze database implementation methods to make sure they are in line with company policies and any external regulations that may apply.
• Create data monitoring models for each product.
• Develop database design and architecture documentation for the management and executive teams.
• Help maintain the integrity and security of the company database.

IS Database Analyst
Experience: 8 years
Education: Bachelor’s degree in computer science, engineering, or equivalent technical experience
Job duties: IS Database Analyst provides technical consulting in the definition, design, and creation of a database environment. Assists applications development staff and users on database solutions to business problems, database management system facilities and capabilities, and the operation and tuning of databases. Implements and maintains databases with respect to access methods, access time, batch processes, device allocation, validation checks, organization, protection and security, documentation, and statistical methods. Includes maintenance of database dictionaries, and integration of systems through database design and implementation.

IS Data Consultant
Experience: 5 years
Education: Bachelor’s degree in computer science, engineering, or equivalent technical experience
Job duties: IS Data Consultant is expected to:
• Maintain data integrity across multiple databases.
• Design research plans for data gathering and analysis.
• Participate in interpreting data analyses and developing action plans accordingly.
• Assist in making strategic data-related decisions by analyzing, manipulating, tracking, internally managing, and reporting data.
• Design, update and maintain multiple databases.
• Assist Application Development team to create and implement data strategies, design and build data flows and develop conceptual data models.
• Perform reverse engineering of physical data models from databases and SQL scripts.
• Analyze data models and physical databases for any variances and discrepancies.
• Perform data research, analysis, and logical data modeling to validate and document the usage of business data artifacts.
• Analyze data-related system integration opportunities and challenges in order to propose appropriate solutions.
• Develop and document data model elements according to established standards and guidelines.
• Guide System Analysts, Engineers, Programmers and others on project limitations and capabilities, performance requirements and interfaces.
• Review the development of software systems, using scientific analysis and mathematical models, to predict and measure outcome and consequences.
**IS Database Administrator**

Experience: 8 years  
Education: Bachelor’s degree in computer science, engineering, or equivalent technical experience  
Job duties: IS Database Administrator implements physical databases, perform backup/recovery to ensure data integrity and availability, and provide performance tuning to satisfy throughput and response time requirements.

**IS Database Engineer**

Experience: 5 years  
Education: Bachelor’s degree in computer science, engineering, or equivalent technical experience  
Job duties: IS Database Engineer analyzes general requirements to develop the design of the system. Develops lower level requirements and translates written requirements into the design of the system.

**IS Data Modeler**

Experience: 5 years  
Education: Bachelor’s degree in computer science, engineering, or equivalent technical experience  
Job duties: IS Data Modeler is responsible for design, development and expansion of data assets that support business intelligence, advanced analytics, and reporting. They will also develop, maintain, and support the enterprise data warehouse system, corresponding data marts, and data interfaces between operational systems. This modeler will analyze and review complex object and data models and the metadata repository in order to structure the processes and data for better management and efficient access. Create and maintain the data documentation and be the liaison between multiple teams.

**IS Quality Analyst**

Experience: 4 years  
Education: Bachelor’s degree in computer science, engineering, or equivalent technical experience  
Job duties: IS QA Analyst expected to:  
- Review requirements, specifications and technical design documents to provide timely and meaningful feedback  
- Create detailed, comprehensive and well-structured test plans and test cases  
- Estimate, prioritize, plan and coordinate testing activities  
- Design, develop and execute automation scripts using open source tools  
- Identify, record, document thoroughly and track bugs  
- Perform thorough regression testing when bugs are resolved  
- Develop and apply testing processes for new and existing products to meet client needs  
- Liaise with internal teams (e.g. developers and product managers) to identify system requirements  
- Monitor debugging process results  
- Investigate the causes of non-conforming software and train users to implement solutions  
- Track quality assurance metrics, like defect densities and open defect counts  
- Stay up-to-date with new testing tools and test strategies
**IS Quality Assurance Consultant**

Experience: 8 years

Education: Bachelor’s degree in computer science, engineering, or equivalent technical experience

Job duties: IS Quality Assurance Consultants Develop test strategies, test plans, and test cases for application verification. Develop test scripts and test software, for iterative and incremental software development efforts. Document test results and provide test progress/reports that will be used in assessing the completeness of the development effort. Leads the quality assurance team to establish quality assurance standards, monitor development and maintenance activities for adherence to standards, provide validation and verification reviews, and participate in integration, system, and acceptance testing to ensure accuracy, adequacy and usability.

**IS Network Consultant**

Experience: 4 years

Education: Bachelor’s degree in computer science, engineering, or equivalent technical experience

Job duties: IS Network Consultant provides technical direction for communications and networking activities, evaluation of network systems, network design and development, and provides day-to-day network maintenance and administration support. Plans, conducts, oversees, and is responsible for all network activities. Evaluates and recommends new network technology to meet requirements. Manages network staff and network resources. Communicates effectively with employees throughout the organization. Responsible for network engineering, installation, troubleshooting configuration, operation and management. Also responsible for assessing client network needs, developing and integrating LAN configurations and designing systems. Applies basic networking concepts in the study, and design of data networks. Assists in planning installations, transitions, and cutovers of network components and capabilities. Assists higher level network engineering in the review of existing network designs and capabilities with the goal of making refinements, reducing operating overhead, enhancing network throughput, and improving current network topologies. Integration of hardware/software for computer networks. Responsible for the design, configuration, and topology of local area networks. Conducts site surveys, reviews design documentation, and supports the project manager. Specifies and documents proper hardware selection and setup. Assists technical personnel in troubleshooting problems and runs required testing operations to ensure proper network operation. Responsible for configuring operating systems, virtual machines, and a variety of computer networking hardware such as hubs, switches, and routers to implement the network design.

**IS Network Administrator**

Experience: 8 years

Education: Bachelor’s degree in computer science, engineering, or equivalent technical experience

Job duties: IS Network Administrator monitors and adjusts network parameters for optimum performance. Installs and supports local area networks (LANs). Configures the network, and adds and deletes users and printers. Diagnoses, troubleshoots and repairs LANs and interfaces between differing networks via remote and local bridges, repeaters, routers, and switches (including mainframe connectivity via gateway, telecommunication circuits, and direct network access). Assures that LAN security is maintained according to recommendations. Creates documentation for systems support staff and users. Evaluates communication hardware and software, and performs compatibility testing of system and application software.
**IS Web/Internet Consultant**

**Experience:** 4 years

**Education:** Bachelor’s degree in computer science, engineering, or equivalent technical experience

**Job duties:** IS Web Consultant is responsible for design and front-end development. Maintaining and improving the user experience, functionality and effectiveness of websites/Portal. Responsible for implementing and maintaining websites, ensuring sites are functioning properly, are engaging to users and consistent with organizational Standards. The Web Consultant Reviews content, analytics, and security access. Analyzes user requirements, prepares technical system design documentation, prepares program specifications and develops web applications.

**IS Business Intelligence Consultant**

**Experience:** 5 years

**Education:** Bachelor’s degree in computer science, engineering, or equivalent technical experience

**Job duties:** IS Business Intelligence Consultant is expected to:

- Provide expertise in design, development and implementation of Business Intelligence (BI) and analytics systems.
- Work with technical resources to design and model the data warehouse systems.
- Assist in developing BI reporting and analysis applications.
- Provide optimal and cost-effective solutions to business teams in achieving business objectives.
- Provide functional and technical guidance to business teams when needed.
- Conduct business meetings with customers to determine project requirements and milestones.
- Compare operational progress against planned project objectives and suggest corrective actions for variances.
- Review the project information to identify the risks and opportunities and present it to the key leaders.
- Analyze the business performance and develop reports on performance metrics.
- Develop knowledge on business intelligence skills and processes.
- Develop best practices to achieve project objectives and deliverables.
- Develop positive working relationship with customers and other department staffs.
- Stay updated with ongoing business developments and latest market trends.
- Create a repository of the BI research results and findings.

**IS Business Intelligence Developer**

**Experience:** 3 years

**Education:** Bachelor’s degree in computer science, engineering, or equivalent technical experience

**Job duties:** IS Business Intelligence Developer is responsible for aggregating data from multiple sources in an efficient data warehouse and designing enterprise-level solutions for very large multidimensional databases. Additional responsibilities include:

- Designing and plan BI solutions
- Debugging, monitoring and troubleshooting BI solutions
- Creating and deploying reports
- Writing relational and multidimensional database queries
- Configuring, deploying and maintaining database servers
IS Business Intelligence Analyst

Experience: 8 years
Education: Bachelor’s degree in computer science, engineering, or equivalent technical experience
Job duties: IS BI Analyst will drive improvement in analytics, report development practices, standards, procedures, and controls (e.g., documentation, development and testing) and ensure BI applications are highly reliable. Apply query, data exploration and transformation, basic statistical methods and visualization techniques to create business insights or improve data quality. Convert business requirements and specifications into presentation and data layer application solutions through effective design, coding and testing.

IS Data Warehouse Consultant

Experience: 5 years
Education: Bachelor’s degree in computer science, engineering, or equivalent technical experience
Job duties: Data Warehouse Consultant responsibilities are to:
- Assist system and data analysis team in all Data Quality Management activities.
- Provide training to all advance users and peers on all Enterprise Data Warehouse working.
- Design data quality processes and resolve all resource efficiency issues.
- Prepare all functional and technical specification documents for developers.
- Prepare designs and manage customer data load.
- Coordinate with cross functional team and execute all project deployments.
- Work with DBAs and prepare improvement plans for various database performances.
- Provide assistance to end users and resolve all queries for data extraction and generate appropriate reports.
- Participate in all customer and team building activities.
- Plan and design technical architecture to integrate various data warehouse plans.
- Maintain knowledge on all data warehouse technologies and assist to make various decisions.
- Collaborate with project managers and prepare designs for project scope and perform risk analysis on same.
- Provide support to all implementation and roll out activities for processes.
- Assist subordinates in evaluating data.
- Supervise team working in various large scale and complex projects.

IS ERP Consultant

Experience: 8 years
Education: Bachelor’s degree in computer science, engineering, or equivalent technical experience
Job duties: IS ERP Consultant are to implement and support specialized ERP software. This includes the setup of different modules within their ERP suites, data migration and interfaces to other software products. ERP Consultant is also responsible for developing and documenting customer specific functionality for the ERP software.

IS Systems Software Programmer

Experience: 8 years
Education: Bachelor’s degree in computer science, engineering, or equivalent technical experience
Job duties: IS Systems Software Programmer to manage, standardize and automate the build process for both of our real-time and post-mission software suites. Systems Software Programmer will work closely with IT Team and will be responsible for developing, maintaining and enhancing the software’s respective build systems and environments. Responsibility includes optimizing the build and install process for various system configurations and supporting the development infrastructure which includes software repositories; build servers, testing tools and configuration control.
**IS Systems Administrator**

Experience: 8 years  
Education: Bachelor’s degree in computer science, engineering, or equivalent technical experience  
Job duties: IS System Administrator is responsible for development and administration of a wide variety of systems and environments. Responsible for deploying and configuring application releases and updates to both research and development environments. Maintenance of hardware and software baselines, to include installing OS patches, drivers, and security updates to ensure cybersecurity compliance.

**IS Business Process Consultant**

Experience: 6 years  
Education: Bachelor’s degree in computer science, engineering, or equivalent technical experience  
Job duties: IS Business Process Consultant will be responsible to:  
- Assist in business process improvements, process re-engineering and process design to achieve business goals.  
- Identify technical problems and develop solutions to support business objectives.  
- Assist in development and implementation of business plan and initiatives.  
- Develop plan to seamlessly integrate new process with existing business processes.  
- Work with customers to understand business requirements and needs.  
- Identify opportunities for business process optimization.  
- Develop business modeling standards and guidelines  
- Participate in review and update of business processes to meet changing business needs.  
- Create, update, review and approve documentation for new and existing business processes.

**IS Business Analyst**

Experience: 4 years  
Education: Bachelor’s degree  
Job duties: IS Business Analyst will be responsible for helping businesses implement technology solutions in a cost-effective way by determining the requirements of a project or program, and communicating them clearly to stakeholders, facilitators and partners. Business analyst will take the lead role in:  
- Assisting with the business case  
- Planning and monitoring  
- Eliciting requirements  
- Requirements organization  
- Translating and simplifying requirements  
- Requirements management and communication  
- Requirements analysis
**IS Program Manager**

Experience: 5 years  
Education: Bachelor’s degree in computer science, engineering, business, finance, management or other applicable field. An equivalent combination of education and experience which provides comparable knowledge is acceptable.  
Job duties: IS Program Manager is responsible for the performance of a relatively significant program or multiple smaller programs in accordance with contract requirements and company policies, procedures and guidelines. Oversees the technology development and/or application, marketing, and resource allocation within program client base. Program area typically represents more than three functional areas such as engineering, systems analysis, quality control and administration. Responsible for acquiring follow-on business associated with assigned programs and for supporting new business development by leading proposals. Requires Bachelor’s degree or equivalent, and five years of related (technical environment) experience including management experience.

**IS Project Manager**

Experience: 7 years  
Education: Bachelor’s degree, ITIL or ITSM certifications preferred. PMP certifications required.  
Job duties: IS Project Manager is responsible for developing and managing projects and their cost, time and scope. Responsibilities include: project plan, communication plan, allocating tasks, setting milestone, Lead process of issue identification and resolution, Manage risk tracking process, Monitor and manage scope, Manage all documentation, Work multiple projects simultaneously and Foster partnership with customers/stakeholders/sponsors.

**IS Project Lead**

Experience: 5 years  
Education: Bachelor’s degree in computer science, engineering, or equivalent technical experience  
Job duties: IS Project Leader will work closely with product/project managers and development team in the delivery, security, and operations of systems across entire project. Primary Responsibilities include:  
- Lead a team of developers to effectively implement solutions and delivery production quality applications that are highly supportable and maintainable  
- Overall responsibility for design, code quality, and deployments  
- Mentor junior and mid-level engineers  
- Document technical solutions and articulate these solutions to both a business and technical audience

**IS Configuration Management Specialist**

Experience: 5 years  
Education: Bachelor’s degree in computer science, engineering, or equivalent technical experience  
Job duties: IS CM Specialist is responsible for designing and developing technological infrastructures; developing software, and various systems support structures; systems performance management; building database configuration; analyzing and maintaining various computer databases; recommending enhancements within technological systems; performing configuration verification tasks; conducting assessments regarding hardware and software configuration.
**IS Deployment Consultant**

Experience: 3 years  
Education: Bachelor’s degree  
Job duties: IS Deployment Consultant is responsible for software builds and releases. Responsible for the design and development of builds, scripts, installation procedures, and systems including source code control and issue tracking. Works closely with a quality assurance team to ensure final version is up to organizational standards.

**IS Technical Support**

Experience: minimum of 3 years’ experience  
Education: Bachelor’s degree  
Job duties: The IS Technical Support Consultant will provide front-line primary technical support to end users on various technical issues and problems relating to hardware, software and peripherals including day-to-day technical support services necessary to the operation, maintenance, modification and enhancements of a system. Also responsible for responding to, documenting and resolving service tickets in a timely manner according to SLA. Provides analysis of the problem logs to identify trends that can be addressed by the user organizations to improve or forestall classes of problems. The IT Support Analyst must have excellent problem solving skills in order to diagnose, evaluate and resolve complex problem situations, or when appropriate, escalate or route them to appropriate IT staff members. Additionally, must be knowledgeable in computer-based documentation and presentation techniques, technical writing, technical proofreading and technical editing. Familiar with IT terms and processes in order to provide financial documentation to the user or user groups.

**IS Technical writer /Documentation**

Experience: 4 years  
Education: Bachelor’s degree  
Job duties: Technical writers is responsible for preparing instruction manuals, journal articles, and other supporting documents to communicate complex and technical information. Responsibilities includes:
- Determine the needs of end users of technical documentation
- Study product samples and talk with product designers and developers
- Work with technical staff to make products easier to use and thus need fewer instructions
- Organize and write supporting documents for products
- Use photographs, drawings, diagrams, animation, and charts that increase users’ understanding
- Select appropriate medium for message or audience, such as manuals or online videos
- Standardize content across platforms and media
- Gather usability feedback from customers, designers, and manufacturers
- Revise documents as new issues arise

**IS Cloud Architect**

Experience: 8 Years, with minimum of 4 years as Cloud Architect.  
Education: Master’s degree in computer science, engineering, or equivalent technical experience  
Job duties: IS Cloud architect responsible for overseeing a client’s cloud computing strategy. This includes cloud adoption plans, cloud application design, and cloud management and monitoring. Cloud architects oversee application architecture and deployment in cloud environments -- including public cloud, private cloud and hybrid cloud.
**IS Cloud Developer**

Experience: 6 Years, with minimum of 4 years in Cloud computing.
Education: Bachelor’s degree in computer science, engineering, or equivalent technical experience

Job duties: IS Cloud Developer is responsible for development of cloud based applications using the services provided by the cloud infrastructure. Cloud developer must know how to:
- Perform the basic CRUD APIs for compute, storage, and network
- Scale an application within a cloud environment
- Support a hybrid application that spans multiple clouds
- Enable logging and monitoring of your application for problem detection and resolution
- Take advantage of the efficiencies that cloud offers such as fail-over, replication, security services, as well as advanced services such as cognitive and analytics services

**IS Cloud Consultant**

Experience: 6 Years, with minimum of 4 years in Cloud computing.
Education: Bachelor’s degree in computer science, engineering, or equivalent technical experience

Job duties: IS Cloud Consultant is responsible for developing leading-edge cloud computing technology solutions based on best practices. Cloud Consultant responsibilities includes but is not limited to:
- Consult, plan, design, and implement combined cloud and business process solutions
- Develop and present proof-of-concept for key decision makers
- Analyze business and software requirements
- Provide exceptional technical pre-sales solutions
- Oversee cloud solutions implementation and manage expectations
- Quality Assurance of Cloud Solutions

**IS Data Security Engineer**

Experience: 8 years
Education: Bachelor’s degree

Job duties: IS Data Security Consultant recommend and implement the identity controls and systems to protect information integrity against accidental modification, disclosure, or destruction. Implement procedures that support the Data Security function and specifically adhere to least privileged access. Execute periodic reviews on the security provisioning related to security policies, standards and guidelines.
**IS Security Consultant**

**Experience:** 8 years

**Education:** Bachelor’s degree in computer science, engineering, or equivalent technical experience

**Job duties:** Security Consultant is responsible for the following duties:

- Tests, implements and deploys infrastructure hardware and software. Responds to crisis or urgent situations within the network to mitigate immediate and potential cyber threats.
- Uses defensive measures and information collected from a variety of sources to identify, analyze, and report events that occur or might occur within the network in order to protect information, information systems, and networks from threats.
- Provides detailed analysis reports as necessary.
- Uses mitigation, preparedness, and response and recovery approaches as needed.
- Conducts assessments of threats and vulnerabilities.
- Recommends and implements the identity controls and systems to protect information integrity against accidental modification, disclosure, or destruction. Implement procedures that support the Data Security function and specifically adhere to least privileged access. Execute periodic reviews on the security provisioning related to security policies, standards and guidelines.
- Performs application vulnerability assessments using manual and automated approaches.
- Perform source code reviews using automated tools or manual analysis.
- Generate formal, actionable security assessment reports to be provided to the developers after the completion of the application vulnerability assessment.
- Track vulnerability remediation.
- Improve and maintain secure development policies and standards.

**IS Technical Trainer**

**Experience:** 8 years

**Education:** Bachelor’s degree in computer science, engineering, or equivalent technical experience

**Job duties:** IS Technical Trainer Contribute to the design of documents based on job, task, user and environmental analysis. Develop end-user and facilitator training materials from design documents. Develop content incorporating subject matter expert input into clearly written and structured materials. Prioritize critical content and incorporate it in all materials. Create participant-centered training materials supporting objectives.