GENERAL SERVICES ADMINISTRATION
FEDERAL SUPPLY SERVICE
AUTHORIZED FEDERAL SUPPLY SCHEDULE CATALOG/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 is available through GSA Advantage!, a menu-driven database system. The INTERNET address for GSA Advantage! is http://www.gsaadvantage.gov.

MULTIPLE AWARD SCHEDULE (MAS)

FSC Group: Information Technology (Large Category F)
FSC Class: IT Professional Services (SIN 54151S)
Contract Number: 47QTCA18D00KG
Contract Period: September 13, 2018 – September 12, 2023

For more information on ordering from Federal Supply Schedules go to the GSA Schedules page at GSA.gov: http://www.gsa.gov/schedules-ordering.

CONTRACTOR
NJVC, LLC
14200 Park Meadow Drive, Suite 300-S
Chantilly, VA 20151
Phone Number: (703) 429-9000
Fax Number: (703) 429-9895
E-mail: NJVC_BD@njvc.com

Contractor’s Internet Address/Web Site: http://www.njvc.com/

Contract Administration Source
Sarah Masters, Sr. Director of Contracts
10505 Furnace Road, Suite 205
Lorton, VA 22079
Phone Number: (703) 459-8386
Fax Number: (703) 493-9881
E-mail: Sarah.Masters@chenega.com

Business Size: Other Than Small Business, Alaska Native Corporation-Owned

Pricelist Current through Modification PA-0007 effective March 5, 2020

Prices Shown Herein are Net (discount deducted)
CUSTOMER INFORMATION:

1a. Table of Awarded Special Item Number(s):

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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. N/A

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. See pages 4-23.

2. Maximum Order:

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<tr>
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3. Minimum Order: $100.00

4. Geographic Coverage (Delivery Area): Domestic and Overseas Delivery

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

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

7. Quantity discounts: None.

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

9. Foreign items (list items by country of origin): 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(es):** Same as Contractor. E-mail: NJVC_BD@njvc.com.

12b. **Ordering procedures:** For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPAs), are found in Federal Acquisition Regulation (FAR) 8.405-3.

13. **Payment address(es):**
   - NJVC, LLC
   - 3000 C Street, Suite 301
   - Anchorage, AK 99503

14. **Warranty provision:** N/A

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):** N/A

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 (EIT0 supplies and services and show were full details can be found (e.g. contractor's website or other location). The EIT standards can be found at:**
    - www.Section508.gov/  As applicable

23. **Data Universal Numbering System (DUNS) Number:** 00-838-5903

24. **Notification regarding registration in the System for Award Management (SAM) database:**
    - Contractor registered and active in SAM.
Final Pricing:

The rates shown below include the Industrial Funding Fee (IFF) of 0.75%

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**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 Schedule 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 CFR 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.
**Labor Category Descriptions – SIN 54151S**

**Education may be substituted for experience with the following Education Substitution Methodology:**
- High School Diploma (HS) + 2 years additional experience equal an Associate’s Degree
- High School Diploma (HS) + 4 years additional experience equal a Bachelor’s Degree
- Associate’s Degree (AS) + 2 years additional experience equal a Bachelor’s Degree
- Bachelor’s Degree (BS) + 2 years additional experience equal a Master’s Degree
- Master’s Degree (MS) + 2 years additional experience equal a PhD

**Experience may be substituted for experience with the following Experience Substitution Methodology:**
- A Ph.D. may be substituted for 4 years of required experience with a Master’s Degree
- A Ph.D. may be substituted for 6 years of required experience with a Bachelor’s Degree
- A Master’s Degree (MS) may be substituted for 2 years of required experience with a Bachelor’s Degree
- A Bachelor’s Degree (BS) may be substituted for 2 years of required experience with an Associate’s Degree
- A Bachelor’s Degree (BS) may be substituted for 4 years of required experience with a H.S. Diploma
- An Associate’s Degree (AS) may be substituted for 2 years of required experience with a H.S. Diploma

**POSITION: Data Warehouse Specialist I**

**Job Description:** Designs, maintains, and provides support for data warehouse systems and related data marts. Assists in the creation of data design, database architecture, and data repositories. Ensures data accuracy. Troubleshoots and improves performance of data warehouse applications. Gaining exposure to some of the complex tasks within the job function. Occasionally directed in several aspects of the work.

**Minimum Experience:** 2 Years

**Minimum Education:** HS

**POSITION: Data Warehouse Specialist II**

**Job Description:** Performs technical administration duties for data warehouse development and maintenance. Provides technical support and coordination during warehouse design, testing and movement to production. Acts as a liaison between engineers, data architects, programmers, and analysts. Implements and enforces standards and procedures to ensure data is managed consistently and properly integrated within the warehouse. Implements business rules via stored procedures, middleware, or other technologies.

**Minimum Experience:** 6 Years

**Minimum Education:** BS

**POSITION: Data Warehouse Specialist III**

**Job Description:** Oversees the development and maintenance of a company's data warehouse system and related data marts. Analyzes complex business intelligence data and provides reports. Acts as liaison between information technology and business units. Ensures data accuracy. Assesses data extraction, report generation, and bugs appearing in operations involving the data warehouse. Plans, investigates and designs data warehouse implementation in accordance with system requirements. Resolves complex
problems and monitors usage of warehouse. Typically reports to a manager. A specialist on complex
technical and business matters. Work is highly independent. May provide a leadership role for the work
group through knowledge in the area of specialization.

**Minimum Experience:** 10 Years
**Minimum Education:** BS

**POSITION: Database Administrator I**

**Job Description:** Administers and maintains the company database and data warehouses. Implements and
monitors database access and configurations. Resolves database performance and capacity issues.
Performs database recovery and back-up. May involve in capacity planning, and some development work.
Typically reports to a manager. Works on projects/matters of limited complexity in a support role. Work
is closely managed.

**Minimum Experience:** 2 Years
**Minimum Education:** BS

**POSITION: Database Administrator II**

**Job Description:** Manages, maintains and optimizes database configuration and access. Resolves
database performance and capacity issues. Performs database recovery and back-up. May involve in some
development work. Typically has expertise in one or more relational database management system such
as MS Access, IBM DB2, Oracle, SAP, SAS, Sybase and SQL.

**Minimum Experience:** 5 Years
**Minimum Education:** BS

**POSITION: Database Administrator III**

**Job Description:** Collaborates with infrastructure providers and user groups to help solve complex
database design problems, including performance, scalability, security and integration issues. Designs,
codes, tests, debugs, and documents low to moderate complexity databases. Has technical knowledge of
all phases of database engineering. Works on technical projects or business issues requiring experienced
technical and industry knowledge. Works with minimal supervision. May provide a leadership role for the
work group through knowledge in the area of specialization. Typically certified in one or more relational
database management system such as MS Access, Azure Database, Amazon RDS, Amazon Aurora, IBM
DB2, Oracle, SAP, SAS, Sybase and SQL.

**Minimum Experience:** 8 Years
**Minimum Education:** BS

**POSITION: Database Administrator IV**

**Job Description:** Develops or modifies procedures to solve complex database design problems, including
performance, scalability, security and integration issues. Designs, codes, tests, debugs, and documents
complex databases at the highest levels of complexity. Has full technical knowledge of all phases of
database engineering. Typically reports to a manager or head of a unit/department. Works on advanced,
complex technical projects or business issues requiring state of the art technical or industry knowledge.
Works autonomously. Goals are generally communicated in solution or project goal terms. May provide a
leadership role for the work group through knowledge in the area of specialization. Typically certified in
one or more relational database management system such as MS Access, Azure Database, Amazon RDS,
Amazon Aurora, IBM DB2, Oracle, SAP, SAS, Sybase and SQL.

**Minimum Experience:** 11 Years
**Minimum Education:** BS

**POSITION: Design Engineer II**
**Job Description:** The Design Engineer will be responsible for carrying out the duties of the Engineering department, including design, research, prototyping, engineering documentation, estimating and process improvement. Designs new products and makes improvements to existing products. May evaluate products, parts, or processes for cost efficiency and reliability and ensure project completion. May oversee the work of other design engineers. Works with other members of the engineering staff to ensure that production is completed in a timely manner. Typically has technical certifications in area of specialization such as Network+, Security+, Citrix, Cisco, vmware or MCSA.

**Minimum Experience:** 5 Years

**Minimum Education:** BS

**POSITION:** Design Engineer III

**Job Description:** Leads the design of new IT systems, IT infrastructure, IT products and improvements to existing IT products. Researches and evaluates products, parts, or processes for cost efficiency and reliability. Analyzes test results and recommends appropriate design changes. Coordinates with other engineering staff to complete projects. Works on advanced, complex technical projects or business issues requiring state of the art technical or industry knowledge. Works autonomously. Goals are generally communicated in solution or project goal terms. May provide a leadership role for the work group through knowledge in the area of specialization. Typically has technical advanced certifications in area of specialization such as CISSP, AWS, ITIL, PMP, Citrix, Cisco, vmware or MCSA.

**Minimum Experience:** 8 Years

**Minimum Education:** BS

**POSITION:** Hardware Engineer II

**Job Description:** The role of the Hardware Engineer is to provide research, analysis design, development, and implementation of hardware components and systems. Develops hardware design and performance documentation. Develops and performs trade studies, assesses market information, analyzes alternatives and makes product selection recommendations. Evaluates environmental factors and identifies alternatives. Develops test strategies, devices, and systems. Performs stress and performance tests on a variety of computer and other system hardware including circuit boards, processors and wiring. Conducts troubleshooting of operational hardware components and systems. Provides analysis related to the design, development, and implementation of hardware for products. Develops test strategies, devices, and systems. Performs stress and performance tests on a variety of computer hardware including circuit boards, processors and wiring.

**Minimum Experience:** 5 Years

**Minimum Education:** BS

**POSITION:** Hardware Engineer III

**Job Description:** The role of the Hardware Engineer is to provide research, analysis design, development, and implementation of hardware components and systems. Develops hardware design and performance documentation. Develops and performs trade studies, assesses market information, analyzes alternatives and makes product selection recommendations. Evaluates environmental factors and identifies alternatives. Develops test strategies, devices, and systems. Performs stress and performance tests on a variety of computer and other system hardware including circuit boards, processors and wiring. Conducts troubleshooting of operational hardware components and systems. Provides analysis related to the design, development, and implementation of hardware for products. Develops test strategies, devices, and systems. Performs stress and performance tests on a variety of computer hardware including circuit boards, processors and wiring. Typically possess technical certification in an area or technology of specialty.

**Minimum Experience:** 8 Years
Minimum Education: BS

POSITION: Help Desk Technician I
Job Description: Provides support to end users for basic computer, application, system, device, access and hardware issues. Identifies, researches and resolves routine technical problems of low complexity. Responds to telephone, email and online requests for technical support. Documents, tracks, and monitors the problem using applicable systems and tools. May coordinate with other teams or departments to resolve user problems. May perform password re-sets for users. Typically reports to a supervisor. Possesses a moderate understanding of general aspects of the job. Works under the close direction of senior personnel in the functional area.
Minimum Experience: 0 Years
Minimum Education: HS

POSITION: Help Desk Technician II
Job Description: Provides support to end users for computer, application, system, device, access and hardware issues. Identifies, researches and resolves technical problems of moderate complexity. Responds to telephone, email and online requests for technical support. Documents, tracks, and monitors the problem using applicable systems and tools. May coordinate with other teams or departments to resolve user problems. Typically reports to a supervisor or manager. Gaining or has attained full proficiency in a specific area of discipline. Works under moderate supervision.
Minimum Experience: 3 Years
Minimum Education: HS

POSITION: Help Desk Technician III
Job Description: Provides support to end users for computer, application, system, device, access and hardware issues. Identifies, researches and resolves the most complex technical problems. Responds to telephone, email and online requests for technical support. Documents, tracks, and monitors the problem using applicable systems and tools. Coordinates with other teams or specialists to resolve an issue. May be responsible for the resolution of escalated issues of higher difficulty. May train, coach or assist less experienced team members. Has gained proficiency in multiple competencies relevant to the job. Works independently within established procedures associated with the specific job function.
Minimum Experience: 6 Years
Minimum Education: HS

POSITION: Information Assurance Analyst II
Job Description: Completes tasks designed to ensure security of the organization's systems and information assets. Protects against unauthorized access, modification, or destruction and develops IT security policies and standards. Works with end users to determine needs of individual departments. Implements policies or procedures and tracks compliance throughout the organization. Gaining exposure to some of the complex tasks within the job function. Occasionally directed in several aspects of the work.
Minimum Experience: 5 Years
Minimum Education: BS

POSITION: Information Assurance Analyst III
Job Description: Audits information systems, platforms, and operating procedures in accordance with established corporate standards for efficiency, accuracy and security. Evaluates IT infrastructure in terms of risk to the organization and establishes controls to mitigate loss. Determines and recommends improvements in current risk management controls and implementation of system changes or upgrades.
Maintains accreditation documentation of high complexity systems and services. Typically possesses certifications such as Security+, CISM, CISA, or Network+.

**Minimum Experience:** 8 Years  
**Minimum Education:** BS

**POSITION: Information Systems Security Specialist II**  
**Job Description:** Identifies potential information and network or internet security vulnerabilities. Designs and implements information security standards for applications and databases. Conducts analysis, investigates and recommends security technologies. Ensures site security and provides consultation on security issues staying abreast of current malware and other potential internet security threats. Gaining exposure to some of the complex tasks within the job function. Occasionally directed in several aspects of the work. Typically possess certification in Security+ or CISA.

**Minimum Experience:** 5 Years  
**Minimum Education:** BS

**POSITION: Information Systems Security Specialist III**  
**Job Description:** Develop, implement and manage comprehensive Information Systems Assurance Programs that satisfy all client regulatory requirements, legislative mandates, and performance goals with specific focus on information systems security (ISS) policy maintenance, development, review and update. Define network security issues, develop plans and procedures, and monitor safety and privacy of intranet sites. Create, modify, and delete user profiles and other access controls. Review security logs and violation reports. Review FBI National Infrastructure Protection Center bulletins. Identify systems including major applications and general support systems. Analyze data sensitivity of nonsensitive, sensitive and classified systems. Assess system vulnerability for risk identification and threat assessment. Identify Risk management responsibility, accountability, and reduction of risk. Implement security control measures for cost-effective, compliant, internal and external controls for management, personnel, development, acquisition, operations, training, and technical aspects of a system. Responsible for keeping abreast of ISS goals. Typically possess certification in Security+, CISA, CISM, or CISSP.

**Minimum Experience:** 8 Years  
**Minimum Education:** BS

**POSITION: Information Technology (IT) Business Continuity Planner III**  
**Job Description:** Expert knowledge of concepts, standards, and practices related to business continuity, crisis management and emergency preparedness. Oversight for contingency planning for business continuity and ITDR Disaster Recovery (ITDR) planning for IT systems. Provide guidance in evaluation of BC and ITDR plans. Processes and procedures to minimize ops disruptions. Generate plan documentation, perform gap analysis between existing plans and what is needed. Desire experience in system administration, Information System Security or Network Engineering. Understand Analytical Risk Management. Develop test and evaluation, continuity of operations for business resumption, disaster recovery, and incident response purposes including team identification, responsibilities, and reporting. Be aware of training program development and presentation.

**Minimum Experience:** 8 Years  
**Minimum Education:** BS

**POSITION: Information Technology (IT) Business Data Analyst II**  
**Job Description:** IT Business Data analysts translate objective data sets from all aspects of a business into plain English to allow for effective communication between IT groups and the business units they support. A data analyst's job is to take that data and use it to help companies make better business decisions. This could mean figuring out how to price new materials for the market, how to reduce
transportation costs, solve issues that cost the Government money, or determine optimal resources levels to generate maximum efficiency. Collects and analyzes data to evaluate operations and processes and to facilitate complex decision-making. Follows established modeling and evaluation methodologies to determine the effectiveness of current operational activities, isolate problem areas and develop solutions. Tests and validates models and results. Prepares reports that outline and rank proposed solutions and present a range of possible alternatives.

**Minimum Experience:** 4 Years  
**Minimum Education:** BS

**POSITION:** Information Technology (IT) Business Data Analyst III  
**Job Description:** IT Business Data analysts translate objective data sets from all aspects of a business into plain English to allow for effective communication between IT groups and the business units they support. A data analyst's job is to take that data and use it to help companies make better business decisions. This could mean figuring out how to price new materials for the market, how to reduce transportation costs, solve issues that cost the Government money, or determine optimal resources levels to generate maximum efficiency. Develops data models to meet the needs of the organization's information systems. Manages the flow of information between departments through the use of relational databases. Maintains data integrity by working to eliminate redundancy. Stays informed of the ways the organization uses its data. Performs advanced business analysis using various techniques, e.g. statistical analysis, explanatory and predictive modeling, data mining. Determines best practices and develops actionable insights and recommendations for the current business operations or issues. Works closely with the internal or external client to identify analytical requirements. May handle special analytical projects as needed. May assist in implementing or developing systems to capture business operation information. May oversee the work of less experienced analysts.

**Minimum Experience:** 8 Years  
**Minimum Education:** BS

**POSITION:** Information Technology (IT) Business Systems Analyst II  
**Job Description:** The role of a Information Technology (IT) Business Systems Analyst is to review, evaluate, design, implement and maintain the company’s Business Systems. Identifies data sources, constructs data decompositions diagrams, provides data flow diagrams and documents the process. Writes codes for database access, modifications, and constructions including stored procedures. Reviews, analyzes, and evaluates user needs to create systems solutions that support overall business strategies. Documents system requirements, defines scope and objectives, and creates system specifications that drive system development and implementation. May supervise and guide lower-level business systems analysis staff. Incumbents function as a liaison between IT and users and have both business and technical expertise. May have certifications in ITIL, PMP, or Scaled Agile.

**Minimum Experience:** 4 Years  
**Minimum Education:** BS

**POSITION:** Information Technology (IT) Business Systems Analyst III  
**Job Description:** Provides technical and administrative direction for personnel performing software development tasks, including the review of work products for correctness, adherence to the design concept and to user standards, and for progress in accordance with schedules. Coordinates with the Project and/or Program Manager to ensure problem solution and user satisfaction. Make recommendations, if needed, for approval of major systems installations. Prepares milestone status reports and deliveries/presentations on the system concept to colleagues, subordinates, and end user representatives. Provides daily supervision and direction to support staff. Typically has certifications in ITIL, PMP, or Scaled Agile.
Minimum Experience: 8 Years
Minimum Education: BS

POSITION: Information Technology (IT) Coordinator I
Job Description: Coordination of multiple aspects of IT service delivery. Has administrative experience and data entry knowledge and capability. Possesses excellent customer service skills to coordinate field services technicians and using a ticketing system. Able to work well under pressure and prioritize numerous assignments.

Minimum Experience: 1 Year
Minimum Education: HS

POSITION: Information Technology (IT) Coordinator II
Job Description: Help to proactively manage IT support workflows and act as a point of contact in a customer contact center (also referred to as a customer interaction center or e-contact center). Must be able to interact with customers utilizing all channels of communications including voice, e-mail, Web and fax. Must be able to utilize the IT and telecommunications tools in the contact center including Automatic Call Distributor (ACD), Interactive Voice Response (IVR), Web collaborative browsing, Web chats, CRM software, fax-on-demand, and fax-back. Must be able to answer detail questions and solve problems utilizing the knowledgebase, CRM database, and other online tools. Must be able to manage the customer interaction by navigating a Web site, searching online databases, and transferring/conferencing the call utilizing the features of the TDM or VoIP telephone instrument.

Minimum Experience: 4 Years
Minimum Education: HS

POSITION: Information Technology (IT) Coordinator III
Job Description: Serve as the primary point of contact in a customer contact center (also referred to as a customer interaction center or e-contact center). Must be able to interact with customers utilizing all channels of communications including voice, e-mail, Web and fax. Must be able to utilize the IT and telecommunications tools in the contact center including Automatic Call Distributor (ACD), Interactive Voice Response (IVR), Web collaborative browsing, Web chats, CRM software, fax-on-demand, and fax-back. Must be able to answer detail questions and solve problems utilizing the knowledgebase, CRM database, and other online tools. Must be able to manage the customer interaction by navigating a Web site, searching online databases, and transferring/conferencing the call utilizing the features of the TDM or VoIP telephone instrument. Typically has certifications in ITIL v3, PMI-SP, or CAPM.

Minimum Experience: 7 Years
Minimum Education: HS

POSITION: Information Technology (IT) Program Manager III
Job Description: The role of the Program Manager is to initiate, plan, and execute activities to deliver products and services to satisfy company and customer specified requirements within a negotiated cost and schedule. The Program manager executes programs or project developments with an established process that meets industry standards for consistent and quality performance. Manages and directs the work of a program team. Has overall responsibility for managing scope, cost, schedule, internal staffing and outside vendors, and contractual deliverable. Manages subordinate staff in the day-to-day performance of their jobs. True first level manager. Ensures that program/department milestones/goals are met and adhering to approved budgets. Has full authority for personnel actions. Extensive knowledge of department processes. Manages and directs the work of a project team. Has overall responsibility for managing scope, cost, schedule, internal staffing and outside vendors, and contractual deliverable. Leads the most complex projects and guides the work of subordinates. Typically reports to a senior manager.
Project management certification is preferred. Manages subordinate staff in the day-to-day performance of their jobs. True first level manager. Ensures that project/department milestones/goals are met and adhering to approved budgets. Has full authority for personnel actions. Extensive knowledge of department processes. Supervisory experience is preferred. Typically is a certified PMP, PfMP or PgMP.

Minimum Experience: 12 Years
Minimum Education: BS

POSITION: Information Technology (IT) Project Manager I
Job Description: Manages lower complexity IT projects and ensures company resources are utilized appropriately. Compiles project status reports, coordinates project schedules, manages project meetings, and identifies and resolves technical problems. Identifies and analyzes systems requirements and defines project scope, requirements, and deliverables.
Minimum Experience: 2 Years
Minimum Education: BS

POSITION: Information Technology (IT) Project Manager III
Job Description: Manages high complexity IT projects and ensures company resources are utilized appropriately. Compiles project status reports, coordinates project schedules, manages project meetings, and identifies and resolves technical problems. Identifies and analyzes systems requirements and defines project scope, requirements, and deliverables. Typically is a certified PMP.
Minimum Experience: 8 Years
Minimum Education: BS

POSITION: Information Technology (IT) Technician II
Job Description: Provides technical assistance to system users. Responds to users' requests for assistance by phone and in person. May staff a help desk or information center. Installs and modifies personal computer, related software and peripheral devices. Diagnoses hardware, software and operator problems and takes remedial actions or recommends procedural changes for low to moderate complexity incidents. Installs and configures peripheral equipment such as monitors, keyboards, printers, and disk drives. May load operating systems and applications such as word processing, database, and spreadsheet programs.
Minimum Experience: 3 Years
Minimum Education: AS

POSITION: Information Technology (IT) Technician III
Job Description: Provides technical assistance and training to system users. Responds to users' requests for assistance by phone and in person. May staff a help desk or information center. Installs and modifies personal computer and network hardware and software. Diagnoses hardware, software and operator problems and takes remedial actions or recommends procedural changes. May install and configure peripheral equipment such as monitors, keyboards, printers, and disk drives. May load and configure operating systems and applications such as word processing, database, and spreadsheet programs. Familiarity with operating systems such as Windows NT or UNIX.
Minimum Experience: 5 Years
Minimum Education: AS

POSITION: Information Technology (IT) Technician IV
Job Description: Tests, installs, and modifies networked and stand-alone personal computer and workstation systems and applications. Tests vendor-supplied software packages to determine compatibility with existing systems, ease of use and maintenance, and suitability for organization’s needs. Consults with users to determine best hardware and software configurations to meet requirements. Has
working knowledge of and familiarity with operating systems such as Windows NT or UNIX and related programming languages. Typically has a technical certification such as Network+, Security+, Oracle, SCCM, or other server, storage, network, or PC related specialty.

**Minimum Experience:** 7 Years

**Minimum Education:** AS

**POSITION:** Information Technology (IT) Technician V

**Job Description:** Evaluates, tests, installs, and modifies networked and stand-alone personal computer and workstation systems and applications. Evaluates and tests vendor-supplied software packages to determine compatibility with existing systems, ease of use and maintenance, and suitability for organization’s needs. Consults with users to determine best hardware and software configurations to meet requirements. Enters commands into computer or network to place new programs in production status and upgrade existing programs. May supervise a department. Has extensive knowledge of and familiarity with operating systems such as Windows NT or UNIX and related programming languages. Typically has a technical certification such as Network+, Security+, Oracle, SCCM, or other server, storage, network, or PC related specialty.

**Minimum Experience:** 9 Years

**Minimum Education:** AS

**POSITION:** Information Technology Service Management (ITSM) Systems Specialist I

**Job Description** Assists in enterprise application implementations, custom development and system integration projects. Responsible for maintaining client applications and technology infrastructure. Assists in workflow configuration, design, and implementation. Familiar with post go-live support and ground-up custom workflow development of complex requirement. Understands business objects, methods, element containers, triggering events, strategies for role resolution, HR organization structures. Has ability to translate lower complexity functional design specs into Workflow technical design specs.

**Minimum Experience:** 2 Years

**Minimum Education:** AS

**POSITION:** Information Technology Service Management (ITSM) Systems Specialist II

**Job Description** Experience in enterprise application implementations, custom development and system integration projects. Responsible for maintaining client applications and technology infrastructure. Experience developing and supporting Workflow. Skilled in Workflow configuration, design, and implementation. Post go-live support experience is useful, but ground-up custom workflow development experience of complex requirement is critical. Must have solid knowledge of business objects, methods, element containers, triggering events, strategies for role resolution, HR organization structures. Must possess the ability to translate functional design specs into Workflow technical design specs.

**Minimum Experience:** 6 Years

**Minimum Education:** BS

**POSITION:** Information Technology Service Management (ITSM) Systems Specialist III

**Job Description** Experience in large and complex enterprise application implementations, custom development and system integration projects. Responsible for maintaining client applications and technology infrastructure. Experience developing and supporting Workflow. Skilled in Workflow configuration, design, and implementation. Post go-live support experience is useful, but ground-up custom workflow development experience of complex requirement is critical. Must have solid knowledge of business objects, methods, element containers, triggering events, strategies for role resolution, HR organization structures. Must possess the ability to translate functional design specs into Workflow technical design specs.
Minimum Experience: 10 Years
Minimum Education: BS

POSITION: **Network Administrator I**
**Job Description:** Maintains data files and control procedures for a simple system of networked personal computers or for a group of desktop computers linked to a host server. Responsible for system security and data integrity. Assigns passwords and monitors use of resources. Backs up files as required. May produce periodic business reports, generate output such as labels, letters, and forms, and respond to frequent management requests for information. Although the incumbent may be a resident expert for applications running on department-wide LAN or for the entire computer system in a smaller enterprise, complex hardware and software applications are typically maintained by other professional staff or by vendors.
Minimum Experience: 2 Years
Minimum Education: HS

POSITION: **Network Administrator II**
**Job Description:** Maintain the infrastructure and network, responding appropriately to alerts and events. Manage incidents from triage through resolution, responding to escalations as appropriate. Manage infrastructure repairs, including directing remote activities to maintain operational effectiveness for services. Provide root cause analysis documentation in accordance with Government procedures. Provide data center support where appropriate. Analyze daily shift activities and document in appropriate reporting and ticketing tools and ensure continuity for any outstanding issues.
Minimum Experience: 5 Years
Minimum Education: AS

POSITION: **Network Administrator III**
**Job Description:** Maintains data files and control procedures for a system of networked personal computers or for a group of desktop computers linked to a host server of greater complexity than the type of network maintained by Network Administrator II. Responsible for system security and data integrity. Assigns passwords and monitors use of resources. Backs up files as required. May produce periodic business reports, generate output such as labels, letters, and forms, and respond to frequent management requests for information. Although the incumbent may be a resident expert for applications running on department-wide LAN or for the entire computer system in a smaller enterprise, complex hardware and software applications are typically maintained by other professional staff or by vendors. Usually is supervising or leading junior Network Administrators in these areas of responsibility.
Minimum Experience: 8 Years
Minimum Education: BS

POSITION: **Network Engineer I**
**Job Description:** Provides technical support in the installation and maintenance of employer or customer's Local Area Network (LAN). Assist in the evaluation of hardware and software, including peripheral, output, and telecommunications equipment. Installs network hardware and software, including network operating systems. Monitors data communications to ensure that network is available to all users. Troubleshoots and resolves routine problems. May assist higher-level network engineers to perform site surveys, schedule conversions, and cutovers. Assists in planning installations, transitions, and cutovers of network components and capabilities. Generally responsible for maintaining a simple network of 25 or fewer nodes, or for a section of a larger network.
Minimum Experience: 2 Years
Minimum Education: BS
POSITION: Network Engineer II
Job Description: Installs, maintains, and coordinates the use of employer's or customer's Local Area or Wide Area Network (LAN/WAN). Evaluates hardware and software, including peripheral, output, and telecommunications equipment. Enforces security procedures, installs network software, and manages network, and manages network performance. Troubleshoots and resolves complex problems. Implements and coordinates network policies, procedures, and standards. Trains users. May assist higher-level network engineers to perform site surveys, schedule conversions, and cutovers. Assists in planning installations, transitions, and cutovers of network components and capabilities. Generally responsible for maintaining moderately complex networks of 25 to 100 nodes.
Minimum Experience: 5 Years
Minimum Education: BS

POSITION: Network Engineer III
Job Description: Designs, configures, and supports one or more local and wide area networks that include hubs, router, dial-up access, cabling, and file servers. Manages connectivity between internal and external systems. Manages internetworking of various operating systems that may include Windows NT/95 and one or more versions of UNIX, across both LANs and WANs. Monitors performance and stability of networks. Prepares reports for management. Uses network management tools to test and ensure functionality and security. Uses TCP/IP configuration and troubleshooting skills to develop and maintain an infrastructure that includes intranets and extranets. May performs site surveys, schedule conversions and cutovers.
Minimum Experience: 8 Years
Minimum Education: BS

POSITION: Software Engineer I
Job Description: Designs and develops software applications. Performs coding, debugging, testing and troubleshooting throughout the application development process. Familiar with both waterfall and agile development methodologies.
Minimum Experience: 2 Years
Minimum Education: BS

POSITION: Software Engineer II
Job Description: Designs and develops software applications. Performs coding, debugging, testing and troubleshooting throughout the application development process. May direct a few junior level software engineers. Typically reports to a manager. Contributes to moderately complex aspects of a project. Typically has scrum experience and may have SAFe certification.
Minimum Experience: 5 Years
Minimum Education: BS

POSITION: Software Engineer III
Job Description: Designs and develops software applications. Performs coding, debugging, testing and troubleshooting throughout the application development process. May provide consultation on complex projects. Typically reports to a manager. Works on advanced, complex technical projects or business issues requiring state of the art technical or industry knowledge. Works autonomously. Goals are generally communicated in solution or project goal terms. May provide a leadership role for the work group through knowledge in the area of specialization. Typically has certification in SAFe or the like.
Minimum Experience: 8 Years
Minimum Education: BS
POSITION: **Software Engineer IV**

**Job Description:** Designs and develops software applications. Performs coding, debugging, testing and troubleshooting throughout the application development process. Typically reports to a manager. Evaluates and develops solutions for refactoring and platform migration efforts. Works on advanced and complex technical projects or business issues requiring state of the art technical or industry knowledge. Works autonomously. Goals are generally communicated in solution or project goal terms. May provide a leadership role for the work group through knowledge in the area of specialization. Typically has certification in SAFe or the like.

**Minimum Experience:** 11 Years

**Minimum Education:** BS

POSITION: **Software Engineer V**

**Job Description:** Designs and develops high complexity software applications. Performs coding, debugging, testing and troubleshooting throughout the application development process. May provide consultation on complex projects. Typically reports to a manager. Works on most advanced and complex technical projects or business issues requiring state of the art technical or industry knowledge. Works autonomously. Evaluates and develops solutions for highest complexity cloud and platform migration efforts. Goals are generally communicated in solution or project goal terms. May provide a leadership role for the work group through knowledge in the area of specialization. Typically has certification in SAFe or the like.

**Minimum Experience:** 14 Years

**Minimum Education:** BS

POSITION: **Solutions Architect I**

**Job Description:** Contributes to the architectural design, development, and deployment of the enterprise's overall systems. Helps to defines system solutions based on user/client needs, cost, and required integration with existing applications, systems, or platforms. Researches, identifies, selects, and tests technology products required for solution delivery. Establishes, implements, and documents the technology integration or migration strategies.

**Minimum Experience:** 4 Years

**Minimum Education:** BS

POSITION: **Solutions Architect II**

**Job Description:** The role of the Architects to use a variety of methods for consideration of organization, data, information technology, processes, and people in the design of high value customer solutions. The Architect is responsible for leading the architecture/design process and also for providing expert services sales support and solutions integration implementation guidance and support. The Architect provides oversight to ensure changes introduced during the implementation of the solutions are consistent with the original architectural vision. Responsible for planning and engineering of an organization's cloud computing infrastructure and applications. Implements and designs hardware and software. Monitors the performance of systems. Familiar with standard concepts, practices, and procedures of cloud technology, including Software as Service (SaaS), Platform as Service (PaaS), or Infrastructure as a Service (IaaS). May sometimes lead and direct the work of others. Typically reports to a supervisor or manager. Gaining exposure to some of the complex tasks within the job function. Occasionally directed in several aspects of the work. Certification in area of specialization is preferred such as CRISC, CISM, AWS Certified Solutions Architect, CISSP, PMP, CISA, CCP-V, ITIL v3, VCP5-DCV, CCA-N, MCSA, etc.

**Minimum Experience:** 6 Years

**Minimum Education:** MS
POSITION: Solutions Architect III
Job Description: Uses a variety of methods for consideration of organization, data, information technology, processes, and people in the design of high value customer solutions. The Architect is responsible for leading the architecture/design process and also for providing expert services sales support and solutions integration implementation guidance and support. The Architect provides oversight to ensure changes introduced during the implementation of the solutions are consistent with the original architectural vision. Contributes to design and implementation of enterprise infrastructure and platforms required for cloud computing. Analyzes system requirements and ensures that systems will be securely integrated with current applications. Has a deep understanding of system development in cloud environments, including Software as Service (SaaS), Platform as Service (PaaS), or Infrastructure as a Service (IaaS). Typically reports to a manager or head of a unit/department. Contributes to moderately complex aspects of a project. Work is generally independent and collaborative in nature. Certification in area of specialization is preferred such as CRISC, CISM, AWS Certified Solutions Architect, CISSP, PMP, CISA, CCP-V, ITIL v3, VCP5-DCV, CCA-N, MCSE, etc.
Minimum Experience: 10 Years
Minimum Education: MS

POSITION: Solutions Architect IV
Job Description: Considered to be an expert in related field. Uses a variety of methods for consideration of organization, data, information technology, processes, and people in the design of high value customer solutions. Responsible for leading the architecture/design process and also for providing expert services sales support and solutions integration implementation guidance and support for the highest complexity enterprise tasks and projects. Provides enterprise oversight to ensure changes introduced during the implementation of the solutions are consistent with the original architectural vision. Responsible for designing and implementing enterprise infrastructure and platforms required for cloud computing. Analyzes system requirements and ensures that systems will be securely integrated with current applications. Has a deep understanding of system development in cloud environments, including Software as Service (SaaS), Platform as Service (PaaS), or Infrastructure as a Service (IaaS). Typically reports to a manager or head of a unit/department. Contributes to highly complex aspects of a project. Work is generally independent and collaborative in nature. Certification in area of specialization is preferred such as CRISC, CISM, AWS Certified Solutions Architect, CISSP, PMP, CISA, CCP-V, ITIL v3, VCP5-DCV, CCA-N, MCSE, etc.
Minimum Experience: 14 Years
Minimum Education: MS

POSITION: Systems Administrator I
Job Description: Maintains and supports the integrity of the operating system environment and various computer systems. Administers, installs and troubleshoots a variety of operating systems. Performs systems maintenance tasks, such as system backup, recovery and file maintenance. Schedules, installs, and tests system software upgrades. Configures software and resolves technical problems. Monitors and maintains software licensing and maintenance agreements.
Minimum Experience: 2 Years
Minimum Education: HS

POSITION: Systems Administrator II
Job Description: Systems administration of desktop and server systems connected to local and wide area networks. Desktop system management responsibilities involving account monitoring, security, Operating System (OS) installation, and other local area system administration related functions. Provide support for
implementation, troubleshooting and maintenance of IT systems. Manage IT system infrastructure and any processes related to these systems. Provide support to IT systems including day-to-day operations, monitoring and problem resolution for all of the client/server/storage/network devices, mobile devices, etc. Provide Tier 2 and Tier 3 problem identification, diagnosis and resolution of problem. Provide support for the escalation and communication of status to customer management and internal customers. Provide support for the dispatch system and hardware problems and remains involved in the resolution process. Configure and manage UNIX and Windows operating systems. Installs/loads operating system and application software. Isolate and resolve of hardware and software problems involving the applications, the operating system, the hardware, the communications infrastructure, or any combination thereof. Troubleshoot, maintain integrity and configure network components along with implementing operating systems enhancements to improve reliability and performance. Integrate new technologies into new and existing systems including the transition and migration of corporate systems.

**Minimum Experience:** 5 Years  
**Minimum Education:** AS

**POSITION: Systems Administrator III**

**Job Description:** Researches and evaluates new concepts and processes to improve performance. Analyzes cross-functional problem sets, identifies root causes and resolves issues. Assists more junior level technicians, specialists, and managers in their activities. Can perform all tasks of lower level technicians, specialists, and/or managers. Works individually, actively participates on integrated teams, and leads multiple tasks, projects or teams. Oversees and monitors performance, and when required, takes steps to resolve issues. Systems administration of desktop and server systems connected to local and wide area networks. Desktop system management responsibilities involving account monitoring, security, Operating System (OS) installation, and other local area system administration related functions. Provide support for implementation, troubleshooting and maintenance of IT systems. Manage IT system infrastructure and any processes related to these systems. Provide support to IT systems including day-to-day operations, monitoring and problem resolution for all of the client/server/storage/network devices, mobile devices, etc. Provide Tier 2 and Tier 3 problem identification, diagnosis and resolution of problem. Provide support for the escalation and communication of status to customer management and internal customers. Provide support for the dispatch system and hardware problems and remains involved in the resolution process. Configure and manage UNIX and Windows operating systems. Installs/loads operating system and application software. Isolate and resolve of hardware and software problems involving the applications, the operating system, the hardware, the communications infrastructure, or any combination thereof. Troubleshoot, maintain integrity and configure network components along with implementing operating systems enhancements to improve reliability and performance. Integrate new technologies into new and existing systems including the transition and migration of corporate systems.

**Minimum Experience:** 8 Years  
**Minimum Education:** BS

**POSITION: Systems Engineer I**

**Job Description:** Assists in development of systems, products, or processes based on a total systems perspective, with a focus on: defining customer needs and required functionality early in the development life cycle, documenting requirements, and then proceeding with design synthesis and system validation, while considering the complete problem including operations, performance, testing, manufacturing, cost and schedule, training maintenance, support, and disposal. This position will consider business and technical needs of customers with the goal of providing a quality product. Work involves the planning, analysis, design, development, testing, quality assurance, configuration, installation, implementation, integration, maintenance and management. Plans and builds an organization's systems infrastructure. Implements, modifies and designs information system. Monitors the performance of systems. Typically
reports to a manager. Works on projects/matters of limited complexity in a support role. Work is closely managed.

**Minimum Experience:** 2 Years  
**Minimum Education:** BS

**POSITION: Systems Engineer II**  
**Job Description:** Develops low complexity systems, products, or processes based on a total systems perspective, with a focus on: defining customer needs and required functionality early in the development life cycle, documenting requirements, and then proceeding with design synthesis and system validation, while considering the complete problem including operations, performance, testing, manufacturing, cost and schedule, training maintenance, support, and disposal. Work involves the planning, analysis, design, development, testing, quality assurance, configuration, installation, implementation, integration, maintenance and management. Designs, develops, supports, and maintains the organization's systems infrastructure, including the implementation and design of hardware and software. Analyzes, develops, modifies, tests and maintains the system. Reviews previous documents and prepares up-to-date documents/modes/reports to meet consumer requests. Typically reports to a manager. Contributes to moderately complex aspects of a project. Work is generally independent and collaborative in nature. Typically has foundation certification in ITILv3.

**Minimum Experience:** 5 Years  
**Minimum Education:** BS

**POSITION: Systems Engineer III**  
**Job Description:** Develops moderately complex systems, products, or processes based on a total systems perspective, with a focus on: defining customer needs and required functionality early in the development life cycle, documenting requirements, and then proceeding with design synthesis and system validation, while considering the complete problem including operations, performance, testing, manufacturing, cost and schedule, training maintenance, support, and disposal. This position will consider business and technical needs of customers with the goal of providing a quality product. Work involves the planning, analysis, design, development, testing, quality assurance, configuration, installation, implementation, integration, maintenance and management. Designs, develops, supports, and maintains the organization's systems infrastructure, including the implementation and design of hardware and software. Analyzes, develops, modifies, tests and maintains the system. Reviews previous documents and prepares up-to-date documents/modes/reports to meet consumer requests. Typically reports to a manager. Contributes to moderately complex aspects of a project. Work is generally independent and collaborative in nature. Typically has foundation and intermediate ITILv3 certifications. technical certification in a specialized area such as cloud computing, network security, software development.

**Minimum Experience:** 8 Years  
**Minimum Education:** BS

**POSITION: Systems Engineer IV**  
**Job Description:** Develops highly complex systems, products, or processes based on a total systems perspective, with a focus on: defining customer needs and required functionality early in the development life cycle, documenting requirements, and then proceeding with design synthesis and system validation, while considering the complete problem including operations, performance, testing, manufacturing, cost and schedule, training maintenance, support, and disposal. This position will consider business and technical needs of customers with the goal of providing a quality product. Work involves the planning, analysis, design, development, testing, quality assurance, configuration, installation, implementation, integration, maintenance and management. Plans and designs an organization's systems infrastructure, including the implementation and design of hardware and software. Analyzes, develops, modifies, tests
and maintains the system. Verifies and validates systems and meets internal and external requirements. Diagnoses problems and provides recommendations for improvement on existing and new systems. Typically reports to a manager. A specialist on complex technical and business matters. Work is highly independent. May assume a team leadership role for the work group. Typically has foundation and intermediate ITILv3 certifications and may have technical certification in a specialized area such as cloud computing, network security, software development.

**Minimum Experience:** 11 Years

**Minimum Education:** BS

**POSITION:** Systems Engineer V

**Job Description:** Develops the most complex systems, products, or processes based on a total systems perspective, with a focus on: defining customer needs and required functionality early in the development life cycle, documenting requirements, and then proceeding with design synthesis and system validation, while considering the complete problem including operations, performance, testing, manufacturing, cost and schedule, training maintenance, support, and disposal. This position will consider business and technical needs of customers with the goal of providing a quality product. Work involves the planning, analysis, design, development, testing, quality assurance, configuration, installation, implementation, integration, maintenance and management. Plans and designs an organization's systems infrastructure, including the implementation and design of hardware and software. Analyzes, develops, modifies, tests and maintains the system. Verifies and validates systems and meets internal and external requirements. Diagnoses problems and provides recommendations for improvement on existing and new systems. Typically reports to a manager. A specialist on complex technical and business matters. Work is highly independent. May assume a team lead role for the work group. Typically has foundation and intermediate ITILv3 certifications and as well as technical certification in a specialized area such as cloud computing, network security, software development.

**Minimum Experience:** 14 Years

**Minimum Education:** BS

**POSITION:** Test Engineer II

**Job Description:** The role of the Test Engineer is to execute approved test plans, cases and procedures. Evaluates, recommends, and implement automated test tools and strategies. Develops, maintains, and upgrades automated test scripts and architectures for application products. Also writes and reports status for system test cases for testing. Analyzes test cases and provides regular progress reports. Analyzes and provides recommendations to improve test programs. Interacts with other engineering groups to define, document, analyze, perform, and interpret tests for products, systems, components, or modifications. Identifies functional problems and suggests resolutions. Defines internal quality control standards and the maintenance of reliability programs. Documents and analyzes test cases and provides feedback and recommendations for product or design changes. Ensures testing procedures are in compliance with any required industry specific standards. Contributes to the development of improvements to overall testing and quality programs for improved results. May coordinate with vendors or suppliers to modify or develop testing for components or other parts. Typically reports to a supervisor or manager. Contributes to moderately complex aspects of a project. Work is generally independent and collaborative in nature.

**Minimum Experience:** 5 Years

**Minimum Education:** BS

**POSITION:** Test Engineer III

**Job Description:** The role of the Test Engineer is to execute approved test plans, cases and procedures. Evaluates, recommends, and implement automated test tools and strategies. Develops, maintains, and upgrades automated test scripts and architectures for application products. Also writes and reports status
for system test cases for testing. Analyzes test cases and provides regular progress reports. Analyzes and provides recommendations to improve test programs. Interacts with other engineering groups to define, document, analyze, perform, and interpret tests for products, systems, components, or modifications. Participates in final system integration and validation to identify functional problems. Defines internal quality control standards and the maintenance of reliability programs. Creates, documents, and analyzes complex test cases and provides feedback and recommendations for product or design changes. Ensures testing procedures are in compliance with any required industry specific standards. Develops and implements improvements to overall testing and quality programs. May coordinate with vendors or suppliers to modify or develop testing for components or other parts. Typically reports to a supervisor or manager. A specialist on complex technical and business matters. Work is highly independent. May assume a team lead role for the work group.

**Minimum Experience:** 8 Years

**Minimum Education:** BS