The AM Agency, LLC
Commercial Price List

Commercial Information Technology, Software, and Services

213 W Southmore Ave #316
Pasadena, TX 77502

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Business Size: HubZone Certified, Woman Owned Small Business
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AUTHORIZED GSA INFORMATION TECHNOLOGY SCHEDULE PRICELIST  
GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY  
equipment, software and services  

**SIN OLM – ORDER LEVEL MATERIALS**  

**SIN 54151S - INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES**  
FPDS Code D301 IT Facility Operation and  
Maintenance FPDS Code D302 IT Systems  
Development Services FPDS Code D306 IT  
Systems Analysis Services  
FPDS Code D307 Automated Information Systems Design and  
Integration Services FPDS Code D308 Programming Services  
FPDS Code D310 IT Backup and  
Security Services FPDS Code D311 IT  
Data Conversion Services  
FPDS Code D313 Computer Aided Design/Computer Aided Manufacturing  
(CAD/CAM) Services FPDS Code D316 IT Network Management Services  
FPDS Code D317 Creation/Retrieval of IT Related Automated News Services, Data Services, or  
Other Information Services (All other information services belong under  
Schedule 76) FPDS Code D399 Other Information Technology Services, Not Elsewhere  
Classified  

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

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

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

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Contract Number: **47QTCA19D000N**  
Period Covered by Contract: **10/15/2018 – 09/26/2023**  

General Services  
Administration  
Federal Acquisition  
Service  
Pricelist current through MAS Mod #A812, dated: 2/5/2020
1. **Description of commercial job titles, experience, functional responsibility and education:** See attached labor category descriptions.

2. **Maximum Order:** N/A

3. **Minimum Order:** $50.00

4. **Geographic Coverage (delivery area):** Domestic

5. **Point(s) of Production:** Same as company address

6. **Quantity Discounts:** None

7. **Prompt Payment Terms:** Net 30 days.

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

8. **Foreign Items (list items by country of origin):** None

9. **Time of Delivery (Contractor insert number of days):** Specified on the Task Order

10. **F.O.B Points(s):** Destination

11. **Ordering Address(es):** Same as Contractor

12. **Payment Address(es):** Same as company address

13. **Warranty Provision:** Contractor’s standard commercial warranty.

14. **Export Packing Charges (if applicable):** N/A

15. **Terms and conditions of rental, maintenance, and repair (if applicable):** N/A
16. Terms and conditions of installation (if applicable): N/A

17a. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable): N/A

17b. Terms and conditions for any other services (if applicable): N/A

18. List of service and distribution points (if applicable): N/A

19. List of participating dealers (if applicable): N/A

20. Preventive Maintenance (if applicable): N/A

21a. Environmental Attributes, e.g., recycled content, energy efficiency, and/or reduced pollutants: N/A

21b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contactor’s website or other location.)

The EIT standards can be found at: www.Section508.gov/.

22. Data Universal Numbering System (DUNS) number: 07-915-4299

23. Notification regarding registration in System for Award Management (SAM) database: Registered and up-to-date

Note: All non-professional labor categories must be incidental to and used solely to support hardware, software, and/or professional services, and cannot be purchased separately.
1. SCOPE
a. The prices, terms and conditions stated under Special Item Number 54151S Information Technology Professional Services apply exclusively to IT Services within the scope of this Multiple Award Schedule.
b. The Contractor shall provide services at the Contractor’s facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

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

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

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

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

(1) Cancel the stop-work order; or

(2) Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.

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

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

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

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

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

6. INSPECTION OF SERVICES
The Inspection of Services–Fixed Price (AUG 1996) (Deviation – May 2003) clause at FAR 52.246-4 applies to firm-fixed price orders placed under this contract. The Inspection–Time-and-Materials and Labor-Hour (JAN 1986) (Deviation – May 2003) clause at FAR 52.246-6 applies to time-and-materials and labor-hour orders placed under this contract.

7. RESPONSIBILITIES OF THE CONTRACTOR
The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227-14 (Deviation – May 2003) Rights in Data – General, may apply.

8. RESPONSIBILITIES OF THE ORDERING ACTIVITY
Subject to security regulations, the ordering activity shall permit Contractor access to all facilities necessary to perform the requisite IT Services.

9. INDEPENDENT CONTRACTOR
All IT Services performed by the Contractor under the terms of this contract shall be as an independent Contractor, and not as an agent or employee of the ordering activity.
10. ORGANIZATIONAL CONFLICTS OF INTEREST

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

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

11. INVOICES

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

12. PAYMENTS

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

(a) The Government contemplates award of a Time-and-Materials or Labor-Hour type of contract resulting from this solicitation.
(b) The offeror must specify fixed hourly rates in its offer that include wages, overhead, general and administrative expenses, and profit. The offeror must specify whether the fixed hourly rate for each labor category applies to labor performed by—
(1) The offeror;
(2) Subcontractors; and/or
(3) Divisions, subsidiaries, or affiliates of the offeror under a common control.

13. RESUMES

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

14. INCIDENTAL SUPPORT COSTS

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

15. APPROVAL OF SUBCONTRACTS
The ordering activity may require that the Contractor receive, from the ordering activity's Contracting Officer, written consent before placing any subcontract for furnishing any of the work called for in a task order.

LABOR CATEGORY LISTING

- Application Developer
- Applications/Computer Systems Analyst
- Business Process Analyst
- Business Systems Analyst
- Communications Engineer/Specialist
- Computer Technology Specialist
- Configuration Management Specialist
- Data Architect
- Database Administrator
- Document Manager
- Enterprise Architect
- Graphics Specialist
- Helpdesk Specialist
- Helpdesk/Service Desk Manager
- IT Support Technician
- Multimedia Specialist
- Network Engineer/Administrator
- Program Manager
- Project Manager
- Quality Assurance Specialist
- Solutions Architect
- Subject Matter Expert
- Systems Administrator
- Systems Engineer
- Systems Security Specialist
- Technical Writer/Editor
- Test Engineer/Tester
- Training Specialist
- Web Specialist

The balance of this subsection contains the prices and complete position descriptions for each of these categories, the majority of which have multiple levels based on staff years of experience.
### LABOR CATEGORY PRICING

<table>
<thead>
<tr>
<th>SERVICE PROPOSED (e.g. Job Title/Task)</th>
<th>MINIMUM EDUCATION</th>
<th>MINIMUM YEARS OF EXPERIENCE</th>
<th>COMMERCIAL LIST PRICE (CPL)</th>
<th>SIN#</th>
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<td>Applications Developer II</td>
<td>Bachelor's</td>
<td>5</td>
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<td>54151S</td>
</tr>
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<td>54151S</td>
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<td>54151S</td>
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<tr>
<td>Data Architect II</td>
<td>Bachelor's</td>
<td>5</td>
<td>$107.04</td>
<td>54151S</td>
</tr>
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<td>Document Manager I</td>
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<td>Helpdesk/Service Desk Manager I</td>
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<td>Helpdesk/Service Desk Manager II</td>
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<td>Helpdesk/Service Desk Manager III</td>
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<td>IT Support Technician I</td>
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<td>IT Support Technician III</td>
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<td>Network Engineer/Administrator I</td>
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<tr>
<td>Network Engineer/Administrator II</td>
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<td>$66.64</td>
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<td>Position</td>
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<td>Quantity</td>
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<td>Subject Matter Expert II</td>
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<td>Systems Administrator II</td>
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</tbody>
</table>
LABOR CATEGORY DESCRIPTIONS

**Title:** Applications Developer II (Journeyman)

**Minimum/General Experience:** 5 years

**Functional Responsibilities:** Possesses and applies technical expertise to develop solutions and prepare deliverables. Designs, develops, enhances, debugs, and implements software. Troubleshoots production problems related to software applications. Researches, tests, builds, and coordinates the conversion and/or integration of new products based on client requirements. Designs and develops new software products or major enhancements to existing software. Evaluates effectiveness. Addresses problems of systems integration, compatibility, and multiple platforms. Consults with project teams and end users to identify application requirements. Performs feasibility analysis on potential future projects to management. Assists in the evaluation and recommendation of application software packages and application integration and testing tools. Resolves problems with software and responds to suggestions for improvements and enhancements. Participates in development of software user manuals and technical reports. At Levels III and IV, acts as team leader/scrum master on projects and instructs, assigns, directs, and checks the work of others on the development team.

**Minimum Education:** Bachelor’s Degree

**Title:** Applications Developer III (Senior)

**Minimum/General Experience:** 10 years

**Functional Responsibilities:** Plans and leads large projects/tasks and supervises work of others. Designs, develops, enhances, debugs, and implements software. Troubleshoots production problems related to software applications. Researches, tests, builds, and coordinates the conversion and/or integration of new products based on client requirements. Designs and develops new software products or major enhancements to existing software. Evaluates effectiveness. Addresses problems of systems integration, compatibility, and multiple platforms. Consults with project teams and end users to identify application requirements. Performs feasibility analysis on potential future projects to management. Assists in the evaluation and recommendation of application software packages and application integration and testing tools. Resolves problems with software and responds to suggestions for improvements and enhancements. Participates in development of software user manuals and technical reports. At Levels III and IV, acts as team leader/scrum master on projects and instructs, assigns, directs, and checks the work of others on the development team.

**Minimum Education:** Bachelor’s Degree

**Title:** Applications Developer IV (Master)

**Minimum/General Experience:** 15 years
**Functional Responsibilities:** Provides technical leadership, performance management, and advisory assistance for solution implementation on major technology assignments. Designs, develops, enhances, debugs, and implements software. Troubleshoots production problems related to software applications. Researches, tests, builds, and coordinates the conversion and/or integration of new products based on client requirements. Designs and develops new software products or major enhancements to existing software. Evaluates effectiveness. Addresses problems of systems integration, compatibility, and multiple platforms. Consults with project teams and end users to identify application requirements. Performs feasibility analysis on potential future projects to management. Assists in the evaluation and recommendation of application software packages and application integration and testing tools. Resolves problems with software and responds to suggestions for improvements and enhancements. Participates in development of software user manuals and technical reports. At Levels III and IV, acts as team leader/scrum master on projects and instructs, assigns, directs, and checks the work of others on the development team.

**Minimum Education:** Master’s Degree

**Title:** Applications/Computer Systems Analyst I (Entry)

**Minimum/General Experience:** 1 year

**Functional Responsibilities:** Formulates or defines system scope and objectives. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time, and form of desired results. Prepares detailed specifications for programs. Assists in the design, development, testing, implementation, and documentation of new software and enhancements of existing applications. Supports development and detailing of user stories. Works with project managers, product owners, developers, and end users to ensure application designs meet business requirements. Formulates/defines specifications for complex operating software programming applications or modifies/maintains complex existing applications using engineering releases and utilities from the manufacturer. Designs, codes, tests, debugs, and documents those programs. Provides overall operating system, such as sophisticated file maintenance routines, large telecommunications networks, computer accounting, and advanced mathematical/scientific software packages. Assists all phases of software systems programming applications. Evaluates new and existing software products. Prepares cost-benefit and return-on-investment analyses to help management decide whether implementing the proposed system will be financially feasible.

**Minimum Education:** Bachelor’s Degree

**Title:** Applications/Computer Systems Analyst II (Journeyman)

**Minimum/General Experience:** 5 years

**Functional Responsibilities:** Possesses and applies technical expertise to develop solutions and prepare deliverables. Formulates or defines system scope and objectives. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time, and form of desired results. Prepares detailed specifications for programs. Assists in the design, development, testing, implementation, and documentation of new software and enhancements of existing applications. Supports development and detailing of user stories.
Works with project managers, product owners, developers, and end users to ensure application designs meet business requirements. Formulates/defines specifications for complex operating software programming applications or modifies/maintains complex existing applications using engineering releases and utilities from the manufacturer. Designs, codes, tests, debugs, and documents those programs. Provides overall operating system, such as sophisticated file maintenance routines, large telecommunications networks, computer accounting, and advanced mathematical/scientific software packages. Assists all phases of software systems programming applications. Evaluates new and existing software products. Prepares cost-benefit and return-on-investment analyses to help management decide whether implementing the proposed system will be financially feasible.

**Minimum Education:** Bachelor’s Degree

**Title:** Applications/Computer Systems Analyst III (Senior)

**Minimum/General Experience:** 10 years

**Functional Responsibilities:** Plans and leads large projects/tasks and supervises work of others. Formulates or defines system scope and objectives. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time, and form of desired results. Prepares detailed specifications for programs. Assists in the design, development, testing, implementation, and documentation of new software and enhancements of existing applications. Supports development and detailing of user stories. Works with project managers, product owners, developers, and end users to ensure application designs meet business requirements. Formulates/defines specifications for complex operating software programming applications or modifies/maintains complex existing applications using engineering releases and utilities from the manufacturer. Designs, codes, tests, debugs, and documents those programs. Provides overall operating system, such as sophisticated file maintenance routines, large telecommunications networks, computer accounting, and advanced mathematical/scientific software packages. Assists all phases of software systems programming applications. Evaluates new and existing software products. Prepares cost-benefit and return-on-investment analyses to help management decide whether implementing the proposed system will be financially feasible.

**Minimum Education:** Bachelor’s Degree

**Title:** Business Process Analyst II (Journeyman)

**Minimum/General Experience:** 5 years

**Functional Responsibilities:** Possesses and applies technical expertise to develop IT solutions and prepare deliverables. Applies process improvement and reengineering methodology principles to support the conduct of IT modernization and streamlining projects. Provides understanding of technical problems and solutions as they relate to the current IT infrastructure and future business environment. Responsible for transitioning of existing organizations or project teams in accomplishing the operational goals, objectives, and activities through improved use of technology and automated processes. Supports activity and data modeling, development of modern business methods, identification of best practices, and creating and assessing IT performance measurements. Provides group facilitation, interviewing, training, and additional forms of knowledge and technology transfer. Coordinates between customers and project teams to ensure integration of reengineering efforts and application of best practices including adoption
of automated systems. Recommends and facilitates quality improvement efforts. Develops and implements metrics to measure value of improvements.

**Minimum Education:** Bachelor’s Degree

**Title:** Business Process Analyst III (Senior)

**Minimum/General Experience:** 10 years

**Functional Responsibilities:** Plans and leads large IT projects/tasks, supervises work of others, and provides technical advice and assistance for solution implementation on major technology assignments. Possesses and applies technical expertise to develop IT solutions and prepare deliverables. Applies process improvement and reengineering methodology principles to support the conduct of IT modernization and streamlining projects. Provides understanding of technical problems and solutions as they relate to the current IT infrastructure and future business environment. Responsible for transitioning of existing organizations or project teams in accomplishing the operational goals, objectives, and activities through improved use of technology and automated processes. Supports activity and data modeling, development of modern business methods, identification of best practices, and creating and assessing IT performance measurements. Provides group facilitation, interviewing, training, and additional forms of knowledge and technology transfer. Coordinates between customers and project teams to ensure integration of reengineering efforts and application of best practices including adoption of automated systems. Recommends and facilitates quality improvement efforts. Develops and implements metrics to measure value of improvements

**Minimum Education:** Bachelor’s Degree

**Title:** Business Systems Analyst I (Entry)

**Minimum/General Experience:** 1 year

**Functional Responsibilities:** Formulates and defines systems scope and objectives based on user needs and a thorough understanding of business systems and industry requirements. Devises or modifies procedures to solve complex problems considering current and potential technology solution capacity and limitations, operation time, and form of desired results. Includes analysis of business and user needs, documentation of requirements, and translation into proper system requirements specifications. Provides consultation on complex projects and serves as the primary contributor/specialist of most phases of systems analysis, while considering the business implications of the application of technology to the current and future business environment. In an agile environment, works with scrum teams and product owners to define user stories and use cases, and increase detail within them throughout the product life cycle.

**Minimum Education:** Bachelor’s Degree

**Title:** Business Systems Analyst II (Journeyman)

**Minimum/General Experience:** 5 years

**Functional Responsibilities:** Possesses and applies technical expertise to develop solutions and prepare deliverables. Formulates and defines systems scope and objectives based on user needs and a thorough understanding of business systems and industry requirements. Devises or
modifies procedures to solve complex problems considering current and potential technology solution capacity and limitations, operation time, and form of desired results. Includes analysis of business and user needs, documentation of requirements, and translation into proper system requirements specifications. Provides consultation on complex projects and serves as the primary contributor/specialist of most phases of systems analysis, while considering the business implications of the application of technology to the current and future business environment. In an agile environment, works with scrum teams and product owners to define user stories and use cases, and increase detail within them throughout the product life cycle.

**Minimum Education:** Bachelor’s Degree

**Title:** Business Systems Analyst III (Senior)

**Minimum/General Experience:** 10 years

**Functional Responsibilities:** Plans and leads large projects/tasks and supervises work of others. Formulates and defines systems scope and objectives based on user needs and a thorough understanding of business systems and industry requirements. Devises or modifies procedures to solve complex problems considering current and potential technology solution capacity and limitations, operation time, and form of desired results. Includes analysis of business and user needs, documentation of requirements, and translation into proper system requirements specifications. Provides consultation on complex projects and serves as the primary contributor/specialist of most phases of systems analysis, while considering the business implications of the application of technology to the current and future business environment. In an agile environment, works with scrum teams and product owners to define user stories and use cases, and increase detail within them throughout the product life cycle.

**Minimum Education:** Bachelor’s Degree

**Title:** Communications Engineer/Specialist I (Entry)

**Minimum/General Experience:** 1 year

**Functional Responsibilities:** Develops, operates, and maintains voice, wireless, video, and data communications systems. Performs complex engineering or analytical tasks associated with technical areas within the communications function. Provides support in the translation of business requirements into telecommunications requirements, designs, and orders. Conducts in-depth engineering analysis of telecommunications alternatives in support of modernization efforts or telecommunications enhancement design; assists in analyzing network characteristics and components; documents communications system requirements; and performs predictive modeling in support of system maintenance and prototyping. Provides telecommunications user interface support. Provides technical direction and engineering knowledge for, or performs, communications activities including planning, designing, developing, testing, installing and maintaining large communications networks. Installs, tests, and operates communications software and hardware. Inspects communication facilities (inside/outside the cable plant), troubleshoots connectivity and interoperability problems, and designs alternative architectures to alleviate shortcomings.

**Minimum Education:** Bachelor’s Degree
Title: Communications Engineer/Specialist II (Journeyman)

Minimum/General Experience: 5 years

Functional Responsibilities: Possesses and applies technical expertise to develop solutions and prepare deliverables. Develops, operates, and maintains voice, wireless, video, and data communications systems. Performs complex engineering or analytical tasks associated with technical areas within the communications function. Provides support in the translation of business requirements into telecommunications requirements, designs, and orders. Conducts in-depth engineering analysis of telecommunications alternatives in support of modernization efforts or telecommunications enhancement design; assists in analyzing network characteristics and components; documents communications system requirements; and performs predictive modeling in support of system maintenance and prototyping. Provides telecommunications user interface support. Provides technical direction and engineering knowledge for, or performs, communications activities including planning, designing, developing, testing, installing and maintaining large communications networks. Installs, tests, and operates communications software and hardware. Inspects communication facilities (inside/outside the cable plant), troubleshoots connectivity and interoperability problems, and designs alternative architectures to alleviate shortcomings.

Minimum Education: Bachelor’s Degree

Title: Communications Engineer/Specialist III (Senior)

Minimum/General Experience: 10 years

Functional Responsibilities: Plans and leads large projects/tasks and supervises work of others. Develops, operates, and maintains voice, wireless, video, and data communications systems. Performs complex engineering or analytical tasks associated with technical areas within the communications function. Provides support in the translation of business requirements into telecommunications requirements, designs, and orders. Conducts in-depth engineering analysis of telecommunications alternatives in support of modernization efforts or telecommunications enhancement design; assists in analyzing network characteristics and components; documents communications system requirements; and performs predictive modeling in support of system maintenance and prototyping. Provides telecommunications user interface support. Provides technical direction and engineering knowledge for, or performs, communications activities including planning, designing, developing, testing, installing and maintaining large communications networks. Installs, tests, and operates communications software and hardware. Inspects communication facilities (inside/outside the cable plant), troubleshoots connectivity and interoperability problems, and designs alternative architectures to alleviate shortcomings.

Minimum Education: Bachelor’s Degree

Title: Communications Engineer/Specialist IV (Master)

Minimum/General Experience: 15 years

Functional Responsibilities: Provides technical leadership, performance management, and advisory assistance for solution implementation on major technology assignments. Develops, operates, and maintains voice, wireless, video, and data communications systems. Performs complex engineering or analytical tasks associated with technical areas within the communications function. Provides support in the translation of business requirements into
telecommunications requirements, designs, and orders. Conducts in-depth engineering analysis of telecommunications alternatives in support of modernization efforts or telecommunications enhancement design; assists in analyzing network characteristics and components; documents communications system requirements; and performs predictive modeling in support of system maintenance and prototyping. Provides telecommunications user interface support. Provides technical direction and engineering knowledge for, or performs, communications activities including planning, designing, developing, testing, installing and maintaining large communications networks. Installs, tests, and operates communications software and hardware. Inspects communication facilities (inside/outside the cable plant), troubleshoots connectivity and interoperability problems, and designs alternative architectures to alleviate shortcomings.

**Minimum Education:** Master’s Degree

**Title:** Computer Technology Specialist III (Senior)

**Minimum/General Experience:** 10 years

**Functional Responsibilities:** Plans and leads large projects/tasks; supervises work of others as appropriate. Possesses and applies technical expertise to develop solutions and prepare deliverables. Conducts support or consulting activities in all phases of the systems development or engineering project life cycle, such as research, design, development, testing, modeling, simulating, training, and documentation. Provides advisory and assistance services with respect to state-of-the-art concepts, methodologies, frameworks, processes, and technologies. Performs feasibility, cyber-security, and performance engineering studies on integrated and standalone hardware, software, systems, or communications solutions. Supports specialized programming.

**Minimum Education:** Bachelor’s Degree

**Title:** Configuration Management Specialist I (Entry)

**Minimum/General Experience:** 1 year

**Functional Responsibilities:** Provides configuration management planning. Describes provisions for configuration identification, change control, configuration status accounting, and configuration audits. Identifies and maintains the original configuration of requirements and design documentation. Responsible for configuration change control. Regulates the change process so that only approved and validated changes are incorporated into product documents and related software. Performs configuration audits, monitors trouble reports and change requests, evaluates and selects tools to automate the change control process, and provides status accounting support. Supports quality assurance process audits to verify that all baseline requirements have been met. Coordinates with users and developers on the release of new software versions. Establishes, operates, and maintains program documentation libraries.

**Minimum Education:** Bachelor’s Degree

**Title:** Configuration Management Specialist II (Journeyman)

**Minimum/General Experience:** 5 years

**Functional Responsibilities:** Possesses and applies technical expertise to develop solutions and prepare deliverables. Provides configuration management planning. Describes provisions for configuration identification, change control, configuration status accounting, and configuration...
audits. Identifies and maintains the original configuration of requirements and design documentation. Responsible for configuration change control. Regulates the change process so that only approved and validated changes are incorporated into product documents and related software. Performs configuration audits, monitors trouble reports and change requests, evaluates and selects tools to automate the change control process, and provides status accounting support. Supports quality assurance process audits to verify that requirements of all baselines have been met. Coordinates with users and developers on the release of new software versions. Establishes, operates, and maintains program documentation libraries.

**Minimum Education:** Bachelor’s Degree

**Title:** Configuration Management Specialist III (Senior)

**Minimum/General Experience:** 10 years

**Functional Responsibilities:** Plans and leads large projects/tasks and supervises work of others. Provides configuration management planning. Describes provisions for configuration identification, change control, configuration status accounting, and configuration audits. Identifies and maintains the original configuration of requirements and design documentation. Responsible for configuration change control. Regulates the change process so that only approved and validated changes are incorporated into product documents and related software. Performs configuration audits, monitors trouble reports and change requests, evaluates and selects tools to automate the change control process, and provides status accounting support. Supports quality assurance process audits to verify that requirements of all baselines have been met. Coordinates with users and developers on the release of new software versions. Establishes, operates, and maintains program documentation libraries.

**Minimum Education:** Bachelor’s Degree

**Title:** Data Architect I (Entry)

**Minimum/General Experience:** 1 year

**Functional Responsibilities:** Evaluates, defines, standardizes, and tracks data elements and object names. Determines entity relationships, assigns attributes, and develops procedures for maintaining enterprise data models. Facilitates working groups of functional experts to establish central repository requirements for data storage, protection, and retrieval. Creates and populates data dictionaries. Provides full range of data mapping, validation, and documentation support. Designs, implements, and maintains data access methods and validation checks. Defines and manages the metadata repository to structure the data for better management and quicker access. Monitors data standards and procedures, and integration of systems through database design.

**Minimum Education:** Bachelor’s Degree

**Title:** Data Architect II (Journeyman)

**Minimum/General Experience:** 5 years

**Functional Responsibilities:** Possesses and applies technical expertise to develop solutions and prepare deliverables. Evaluates, defines, standardizes, and tracks data elements and object
names. Determines entity relationships, assigns attributes, and develops procedures for maintaining enterprise data models. Facilitates working groups of functional experts to establish central repository requirements for data storage, protection, and retrieval. Creates and populates data dictionaries. Provides full range of data mapping, validation, and documentation support. Designs, implements, and maintains data access methods and validation checks. Defines and manages the metadata repository to structure the data for better management and quicker access. Monitors data standards and procedures, and integration of systems through database design.

**Minimum Education:** Bachelor’s Degree

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**Title:** Data Architect III (Senior)

**Minimum/General Experience:** 10 years

**Functional Responsibilities:** Plans and leads large projects/tasks and supervises work of others. Evaluates, defines, standardizes, and tracks data elements and object names. Determines entity relationships, assigns attributes, and develops procedures for maintaining enterprise data models. Facilitates working groups of functional experts to establish central repository requirements for data storage, protection, and retrieval. Creates and populates data dictionaries. Provides full range of data mapping, validation, and documentation support. Designs, implements, and maintains data access methods and validation checks. Defines and manages the metadata repository to structure the data for better management and quicker access. Monitors data standards and procedures, and integration of systems through database design.

Serves in a key management role in the areas of advanced data techniques, data modeling, data access, data integration, data visualization, text mining, data discovery, statistical methods, and database design and implementation. Defines and achieves the data strategy, including data modeling, implementation, and management for data warehouses and analytics systems. Supports vision setting, requirements gathering and analysis, gaining consensus, performing vendor and product evaluations, mentoring business and development resources, delivering solutions, and training. Establishes standards and guidelines for the design and development, tuning, deployment, and maintenance of information, data analytics, and text mining models and physical data persistence technologies. Provides leadership in establishing analytic environments required for structured, semi-structured, and unstructured data. Defines and implements the strategy roadmap for enterprise data management. Develops and communicates business requirements, designs data warehouse schema, and defines extract-translate-load (ETL) and/or extract-load-translate (ELT) processes. Participates in Business Intelligence projects, and helps ensure implementation. Develops metrics for quality and consistency reviews of data across clinical procedure codes and geographic areas.

**Minimum Education:** Bachelor’s Degree

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**Title:** Data Architect IV (Master)

**Minimum/General Experience:** 15 years

**Functional Responsibilities:** Provides technical leadership, performance management, and advisory assistance for solution implementation on major technology assignments. Evaluates,
defines, standardizes, and tracks data elements and object names. Determines entity relationships, assigns attributes, and develops procedures for maintaining enterprise data models. Facilitates working groups of functional experts to establish central repository requirements for data storage, protection, and retrieval. Creates and populates data dictionaries. Provides full range of data mapping, validation, and documentation support. Designs, implements, and maintains data access methods and validation checks. Defines and manages the metadata repository to structure the data for better management and quicker access. Monitors data standards and procedures, and integration of systems through database design.

Serves in a thought leader or execution role in the areas of advanced data techniques, data modeling, data access, data integration, data visualization, text mining, data discovery, statistical methods, and database design and implementation. Defines and achieves the data strategy, including data modeling, implementation, and management for data warehouses and analytics systems. Supports vision setting, requirements gathering and analysis, gaining consensus, performing vendor and product evaluations, mentoring business and development resources, delivering solutions, and training. Establishes standards and guidelines for the design and development, tuning, deployment, and maintenance of information, data analytics, and text mining models and physical data persistence technologies. Provides leadership in establishing analytic environments required for structured, semi-structured, and unstructured data. Defines and implements the strategy roadmap for enterprise data management. Develops and communicates business requirements, designs data warehouse schema, and defines extract-translate-load (ETL) and/or extract-load-translate (ELT) processes. Participates in Business Intelligence projects, and helps ensure implementation. Develops metrics for quality and consistency reviews of data across clinical procedure codes and geographic areas.

**Minimum Education:** Master’s Degree

**Title:** Database Administrator I (Entry)

**Minimum/General Experience:** 1 year

**Functional Responsibilities:** Provides all activities related to the administration of computerized databases. Designs, creates, and maintains databases. Communicates with management, technicians, and end-users to evaluate needs prior to development. Develops and documents system requirements such as concurrent usage factors, data storage requirements, and response rates. Projects long-range requirements for database administration and design in conjunction with other managers in the information systems function. Designs, creates, and maintains databases in a client/server environment. Conducts quality control and auditing of databases in a client/server environment to ensure accurate and appropriate use of data. Designs, implements, and maintains databases with respect to access methods, access time, device allocation, protection and security, documentation, and statistical methods. Applies knowledge and experience with database technologies, development methodologies, and front-end/back-end programming. Performs database programming and supports systems design. Includes maintenance of database dictionaries, overall monitoring of standards and procedures, file design and storage, and integration of systems through database design. Develops data queries and report generation formats. Conducts quality control and auditing of databases in a client/server environment to ensure accurate and appropriate use of data. Evaluates database design tradeoffs, impacts on user expectations, performance levels, and space allocation requirements. Monitors database usage, troubleshoots data compatibility and integrity issues, and makes modifications.
for enhanced performance. Defines and documents database administration policies and procedures.

**Minimum Education:** Bachelor’s Degree

**Title:** Database Administrator II (Journeyman)

**Minimum/General Experience:** 5 years

**Functional Responsibilities:** Possesses and applies technical expertise to develop solutions and prepare deliverables. Provides all activities related to the administration of computerized databases. Designs, creates, and maintains databases. Communicates with management, technicians, and end-users to evaluate needs prior to development. Develops and documents system requirements such as concurrent usage factors, data storage requirements, and response rates. Projects long-range requirements for database administration and design in conjunction with other managers in the information systems function. Designs, creates, and maintains databases in a client/server environment. Conducts quality control and auditing of databases in a client/server environment to ensure accurate and appropriate use of data. Designs, implements, and maintains databases with respect to access methods, access time, device allocation, protection and security, documentation, and statistical methods. Applies knowledge and experience with database technologies, development methodologies, and front-end/back-end programming. Performs database programming and supports systems design. Includes maintenance of database dictionaries, overall monitoring of standards and procedures, file design and storage, and integration of systems through database design. Develops data queries and report generation formats. Conducts quality control and auditing of databases in a client/server environment to ensure accurate and appropriate use of data. Evaluates database design tradeoffs, impacts on user expectations, performance levels, and space allocation requirements. Monitors database usage, troubleshoots data compatibility and integrity issues, and makes modifications for enhanced performance. Defines and documents database administration policies and procedures.

**Minimum Education:** Bachelor’s Degree

**Title:** Database Administrator III (Senior)

**Minimum/General Experience:** 10 years

**Functional Responsibilities:** Plans and leads large projects/tasks and supervises work of others. Provides all activities related to the administration of computerized databases. Designs, creates, and maintains databases. Communicates with management, technicians, and end-users to evaluate needs prior to development. Develops and documents system requirements such as concurrent usage factors, data storage requirements, and response rates. Projects long-range requirements for database administration and design in conjunction with other managers in the information systems function. Designs, creates, and maintains databases in a client/server environment. Conducts quality control and auditing of databases in a client/server environment to ensure accurate and appropriate use of data. Designs, implements, and maintains databases with respect to access methods, access time, device allocation, protection and security, documentation, and statistical methods. Applies knowledge and experience with database technologies, development methodologies, and front-end/back-end programming. Performs
database programming and supports systems design. Includes maintenance of database dictionaries, overall monitoring of standards and procedures, file design and storage, and integration of systems through database design. Develops data queries and report generation formats. Conducts quality control and auditing of databases in a client/server environment to ensure accurate and appropriate use of data. Evaluates database design tradeoffs, impacts on user expectations, performance levels, and space allocation requirements. Monitors database usage, troubleshoots data compatibility and integrity issues, and makes modifications for enhanced performance. Defines and documents database administration policies and procedures.

**Minimum Education:** Bachelor’s Degree

**Title:** Document Manager I (Entry)

**Minimum/General Experience:** 1 year

**Functional Responsibilities:** Manages document search, collection, inventory, and organization activities, including data administration and QC activities, for an automated document repository. Maintains a comprehensive document library and tracking system. Develops/execute comprehensive document management/processing plans and procedures.

**Minimum Education:** Bachelor’s Degree

**Title:** Document Manager II (Journeyman)

**Minimum/General Experience:** 5 years

**Functional Responsibilities:** Possesses and applies technical expertise to develop solutions and prepare deliverables. Manages document search, collection, inventory, and organization activities, including data administration and QC activities, for an automated document repository. Maintains a comprehensive document library and tracking system. Develops/execute comprehensive document management/processing plans and procedures.

**Minimum Education:** Bachelor’s Degree

**Title:** Enterprise Architect II (Journeyman)

**Minimum/General Experience:** 5 years

**Functional Responsibilities:** Possesses and applies technical expertise to develop solutions and prepare deliverables. Provides high-level architectural expertise. Develops architectural products and deliverables for the enterprise and operational business lines in accordance with the strategy and goals of the organization. Develops system strategy and the supporting design infrastructure. Advises on selection of technological purchases regarding data processing, data storage, data access, and applications development. Sets standards for the organization’s relational database structure (e.g., SQL, ORACLE, SYBASE). Advises of feasibility of potential future projects to management. Tracks current plans that will require IT resources. Monitors and reviews the success of systems and ensures efficiency and effectiveness. Recommends future computer systems technologies that will help improve business processes. Integrates IT solution systems with existing client systems.

**Minimum Education:** Bachelor’s Degree
**Title:** Enterprise Architect III (Senior)

**Minimum/General Experience:** 10 years

**Functional Responsibilities:** Plans and leads large projects/tasks and supervises work of others. Provides high-level architectural expertise. Develops architectural products and deliverables for the enterprise and operational business lines in accordance with the strategy and goals of the organization. Develops system strategy and the supporting design infrastructure. Advises on selection of technological purchases regarding data processing, data storage, data access, and applications development. Sets standards for the organization’s relational database structure (e.g., SQL, ORACLE, SYBASE). Advises of feasibility of potential future projects to management. Tracks current plans that will require IT resources. Monitors and reviews the success of systems and ensures efficiency and effectiveness. Recommends future computer systems technologies that will help improve business processes. Integrates IT solution systems with existing client systems.

**Minimum Education:** Bachelor’s Degree

**Title:** Enterprise Architect IV (Master)

**Minimum/General Experience:** 15 years

**Functional Responsibilities:** Provides technical leadership, performance management, and advisory assistance for solution implementation on major technology assignments. Provides high-level architectural expertise. Develops architectural products and deliverables for the enterprise and operational business lines in accordance with the strategy and goals of the organization. Develops system strategy and the supporting design infrastructure. Advises on selection of technological purchases regarding data processing, data storage, data access, and applications development. Sets standards for the organization’s relational database structure (e.g., SQL, ORACLE, SYBASE). Advises of feasibility of potential future projects to management. Tracks current plans that will require IT resources. Monitors and reviews the success of systems and ensures efficiency and effectiveness. Recommends future computer systems technologies that will help improve business processes. Integrates IT solution systems with existing client systems.

**Minimum Education:** Master’s Degree

**Title:** Graphics Specialist I (Entry)*

**Minimum/General Experience:** 1 year

**Functional Responsibilities:** Conceptualizes, designs, and develops a wide variety of information materials (technical, promotional, informational, instructional) such as forms, labels, brochures, meeting and conference handouts, slides, logos, posters, and other presentation aids through a variety of media outlets such as CD-ROMs, websites, and other publications. Generates, manipulates, and integrates graphic images, animations, sound, text, and video using automated tools to create consolidated and seamless multimedia solutions for IT programs. Schedules and tracks requests for graphics/artwork to ensure timely and efficient completion of all work products. Uses advanced desktop publishing, page layout, or typesetting software to design and develop high quality textual and graphic compositions to communicate complex
technical. Conducts studies, testing, and evaluation of screen prototypes for functionality, ease of use, efficiency, and accuracy.

**Minimum Education:** High School Diploma or GED Certificate

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**Title:** Graphics Specialist II (Journeyman)*

**Minimum/General Experience:** 5 years

**Functional Responsibilities:** Possesses and applies technical expertise to develop solutions and prepare deliverables in support of IT projects/tasks. Conceptualizes, designs, and develops a wide variety of information materials (technical, promotional, informational, instructional) such as forms, labels, brochures, meeting and conference handouts, slides, logos, posters, and other presentation aids through a variety of media outlets such as CD-ROMs, websites, and other publications. Generates, manipulates, and integrates graphic images, animations, sound, text, and video using automated tools to create consolidated and seamless multimedia solutions for IT programs. Schedules and tracks requests for graphics/artwork to ensure timely and efficient completion of all work products. Uses advanced desktop publishing, page layout, or typesetting software to design and develop high quality textual and graphic compositions to communicate complex technical. Conducts studies, testing, and evaluation of screen prototypes for functionality, ease of use, efficiency, and accuracy.

**Minimum Education:** Associate’s Degree

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**Title:** Helpdesk Specialist I (Entry)*

**Minimum/General Experience:** 1 year

**Functional Responsibilities:** Provides phone and in-person support to IT end users in the areas of e-mail, network, directories, desktops/laptops, mobile devices, and software applications. Serves as the initial point of contact for troubleshooting all IT related problems, including hardware/software, passwords, and printer problems. Documents, tracks, and monitors the problem to ensure a timely resolution following defined processes and guidelines. Includes problem recognition, research, isolation, resolution, and follow-up steps. Documents problem resolution and contributes to knowledge base of IT solutions and work-arounds. Interacts with network services, software systems engineering, applications development, and/or other IT team members to restore service and/or identify and correct core problem. Simulates or recreates user problems to resolve operating difficulties. Recommends systems modifications to reduce user problems.

**Minimum Education:** High School Diploma or GED Certificate

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**Title:** Helpdesk Specialist II (Journeyman)*

**Minimum/General Experience:** 5 years
**Functional Responsibilities:** Possesses and applies technical expertise to develop IT solutions and prepare deliverables. Provides phone and in-person support to IT end users in the areas of e-mail, network, directories, desktops/laptops, mobile devices, and software applications. Serves as the escalation point (second tier support) for troubleshooting all IT related problems, including hardware/software, passwords, and printer problems. Documents, tracks, and monitors the problem to ensure a timely resolution following defined processes and guidelines. Includes problem recognition, research, isolation, resolution, and follow-up steps. Documents problem resolution and contributes to knowledge base of solutions and work-arounds. Interacts with network services, software systems engineering, applications development, and/or IT team members to restore service and/or identify and correct core problem. Simulates or recreates user problems to resolve operating difficulties. Recommends systems modifications to reduce user problems.

**Minimum Education:** Associate’s Degree

**Title:** Helpdesk/Service Desk Manager III (Senior)

**Minimum/General Experience:** 10 years

**Functional Responsibilities:** Plans and leads large IT projects/tasks. Supervises operation of help desk and serves as escalation focal point (third-tier support) for customer concerns and troubleshooting of IT problems in the areas of e-mail, network, directories, passwords, desktops/laptops, printers, mobile devices, and software applications. Ensures a timely process through which problems are controlled. Oversees timely delivery of quality technical support service to customers, whether they are internal clients working for the same company or external clients who have contracted technical support service. Possesses appropriate knowledge to support the software or hardware systems within the scope of work. Provides effective personnel management to ensure quality and availability of helpdesk staff to meet service requirements. Tracks and reports on metrics that summarize the volume and nature of work, and the performance of the helpdesk against requirements.

**Minimum Education:** Bachelor’s Degree

**Title:** IT Support Technician I (Entry)*

**Minimum/General Experience:** 1 year

**Functional Responsibilities:** Provides direct hands-on support to IT end users for either PC, server, or mainframe applications or hardware. Interacts with network services, software systems engineering, and/or applications development teams to restore service and/or identify and correct core problem. Provides hands-on support inside/outside the cable plant to install software and hardware. Performs site surveys, documents and analyzes current IT configurations, performs environmental impact assessments, designs topologies, and prepares supporting technical drawings and engineering plans. Ensures compliance with layout specifications and safety codes. Tests and performs onsite/offsite repairs to installed equipment and software. Supports IT installations and all post-installation operations, maintenance, and troubleshooting support. Also provides acquisition management services to coordinate shipping and tracking of procured IT assets as well as other general logistics support.

**Minimum Education:** High School Diploma or GED Certificate
Title: IT Support Technician II (Journeyman)*

Minimum/General Experience: 5 years

Functional Responsibilities: Possesses and applies technical expertise to develop IT solutions and prepare deliverables. Provides second-tier technical support to IT end users for either PC, server, or mainframe applications or hardware. Interacts with network services, software systems engineering, and/or applications development teams to restore service and/or identify and correct core problem. Provides hands-on support inside/outside the cable plant to install software and hardware. Performs site surveys, documents and analyzes current IT configurations, performs environmental impact assessments, designs topologies, and prepares supporting technical drawings and engineering plans. Ensures compliance with layout specifications and safety codes. Tests and performs onsite/offsite repairs to installed equipment and software. Coordinates IT installations and all post-installation operations, maintenance, and troubleshooting support. Also provides IT acquisition management services to include development of integrated logistics support plans for equipment maintenance and sparing.

Minimum Education: Associate’s Degree

Title: IT Support Technician III (Senior)

Minimum/General Experience: 10 years

Functional Responsibilities: Plans and leads large projects/tasks and supervises work of others in support of IT programs. Provides third-tier support to IT end users for either PC, server, or mainframe applications or hardware. Interacts with network services, software systems engineering, and/or applications development teams to restore service and/or identify and correct core problem. Provides hands-on direction and support inside/outside the cable plant to install software and hardware. Performs site surveys, documents and analyzes current IT configurations, performs environmental impact assessments, designs topologies, and prepares supporting technical drawings and engineering plans. Ensures compliance with layout specifications and safety codes. Tests and performs onsite/offsite repairs to installed equipment and software. Schedules IT installations and all post-installation operations, maintenance, and troubleshooting support. Also provides IT acquisition management services to include procurement process planning, logistics support processing, and life cycle supportability, reliability, and maintainability analyses.

Minimum Education: Bachelor’s Degree

Title: Multimedia Specialist II (Journeyman)*

Minimum/General Experience: 5 years

Functional Responsibilities: Possesses and applies technical expertise to develop IT solutions and prepare deliverables. Responsible for designing and developing multi-media applications and IT-related products. Coordinates and develops plans for multimedia IT project production. Initiates content and leads production coordination activities with the IT project team. Develops original content. Designs interactive multimedia products. Designs and authors complex system interfaces and navigation. Tests integrated content on various IT platforms and networks to ensure viewing, interactivity, and audio/video quality. Delivers final product and provides...
Minimum Education: Associate’s Degree

Title: Multimedia Specialist III (Senior)

Minimum/General Experience: 10 years

Functional Responsibilities: Plans and leads large projects/tasks and supervises work of others in support of IT programs. Responsible for designing and developing multi-media applications and IT-related products. Coordinates and develops plans for multimedia IT project production. Initiates content and leads production coordination activities with the IT project team. Develops original content. Designs interactive multimedia products. Designs and authors complex system interfaces and navigation. Tests integrated content on various IT platforms and networks to ensure viewing, interactivity, and audio/video quality. Delivers final product and provides instructions to users. Uses leading edge technologies to develop multimedia productions including: computer-based and Web-based solutions, Web TV, kiosks, videos, distance learning applications, and other related IT support projects. Responsible for programming and incorporating graphics, text, audio, and animation into a final product. Works closely with multimedia and IT end users to maintain theme and overall design. Also provides audio/visual support for multi-point teleconferences and coordinates equipment installations and upgrades.

Minimum Education: Bachelor’s Degree

Title: Network Engineer/Administrator I (Entry)

Minimum/General Experience: 1 year

Functional Responsibilities: Provides technical guidance for directing and monitoring information systems operations. Designs, builds, and implements network systems. Provides support in the translation of business requirements into telecommunications (e.g., LAN, MAN, WAN, Voice and Video) requirements, designs, and orders. Performs system-level design and configuration of products including determination of hardware, OS, and other platform specifications. Provides in-depth engineering analysis of telecommunications alternatives for government agencies in support of their strategic modernization efforts and telecommunications enhancement. Compiles records and reports concerning network operations and maintenance. Analyzes network traffic and resolves capacity performance issues. Provides interface support to telecommunications end users, telecommunications operations personnel, and telecommunications strategic program management. Monitors and responds to hardware, software, and network problems. Provides the routine testing and analysis of all elements of the network facilities (including power, software, communications machinery, lines, modems, and terminals). Utilizes software and hardware tools to identify and diagnose complex problems and factors affecting network performance. Troubleshoots network systems when necessary and
makes improvements to the network. Provides support for implementation, troubleshooting, and maintenance of IT systems. Manages IT system infrastructure and any processes related to these systems. Provides support to IT systems including day-to-day operations, monitoring and problem resolution for all of the client problems. Provides second level problem identification, diagnosis and resolution of problems. Provides support for the staff dispatch system and hardware problems, and remains involved in the resolution process. Provides support for the escalation and communication of status to agency management and internal customers. Interfaces with vendor support service groups to ensure proper escalation during outages or periods of degraded system performance.

**Minimum Education:** Bachelor’s Degree

**Title:** Network Engineer/Administrator II (Journeyman)

**Minimum/General Experience:** 5 years

**Functional Responsibilities:** Possesses and applies technical expertise to develop solutions and prepare deliverables. Provides technical guidance for directing and monitoring information systems operations. Designs, builds, and implements network systems. Provides support in the translation of business requirements into telecommunications (e.g., LAN, MAN, WAN, Voice and Video) requirements, designs, and orders. Performs system-level design and configuration of products including determination of hardware, OS, and other platform specifications. Provides in-depth engineering analysis of telecommunications alternatives for government agencies in support of their strategic modernization efforts and telecommunications enhancement. Compiles records and reports concerning network operations and maintenance. Analyzes network traffic and resolves capacity performance issues. Provides interface support to telecommunications end users, telecommunications operations personnel, and telecommunications strategic program management. Monitors and responds to hardware, software, and network problems. Provides the routine testing and analysis of all elements of the network facilities (including power, software, communications machinery, lines, modems, and terminals). Utilizes software and hardware tools to identify and diagnose complex problems and factors affecting network performance. Troubleshoots network systems when necessary and makes improvements to the network. Provides support for implementation, troubleshooting, and maintenance of IT systems. Manages IT system infrastructure and any processes related to these systems. Provides support to IT systems including day-to-day operations, monitoring and problem resolution for all of the client problems. Provides second level problem identification, diagnosis and resolution of problems. Provides support for the staff dispatch system and hardware problems, and remains involved in the resolution process. Provides support for the escalation and communication of status to agency management and internal customers. Interfaces with vendor support service groups to ensure proper escalation during outages or periods of degraded system performance.

**Minimum Education:** Bachelor’s Degree

**Title:** Network Engineer/Administrator III (Senior)

**Minimum/General Experience:** 10 years

**Functional Responsibilities:** Plans and leads large projects/tasks and supervises work of others. Provides technical guidance for directing and monitoring information systems operations.
Designs, builds, and implements network systems. Provides support in the translation of business requirements into telecommunications (e.g., LAN, MAN, WAN, Voice and Video) requirements, designs, and orders. Performs system-level design and configuration of products including determination of hardware, OS, and other platform specifications. Provides in-depth engineering analysis of telecommunications alternatives for government agencies in support of their strategic modernization efforts and telecommunications enhancement. Compiles records and reports concerning network operations and maintenance. Analyzes network traffic and resolves capacity performance issues. Provides interface support to telecommunications end users, telecommunications operations personnel, and telecommunications strategic program management. Monitors and responds to hardware, software, and network problems. Provides the routine testing and analysis of all elements of the network facilities (including power, software, communications machinery, lines, modems, and terminals). Utilizes software and hardware tools to identify and diagnose complex problems and factors affecting network performance. Troubleshoots network systems when necessary and makes improvements to the network. Provides support for implementation, troubleshooting, and maintenance of IT systems. Manages IT system infrastructure and any processes related to these systems. Provides support to IT systems including day-to-day operations, monitoring and problem resolution for all of the client problems. Provides second level problem identification, diagnosis and resolution of problems. Provides support for the staff dispatch system and hardware problems, and remains involved in the resolution process. Provides support for the escalation and communication of status to agency management and internal customers. Interfaces with vendor support service groups to ensure proper escalation during outages or periods of degraded system performance.

**Minimum Education:** Bachelor's Degree

**Title:** Network Engineer/Administrator IV (Master)

**Minimum/General Experience:** 15 years

**Functional Responsibilities:** Provides technical leadership, performance management, and advisory assistance for solution implementation on major technology assignments. Provides technical guidance for directing and monitoring information systems operations. Designs, builds, and implements network systems. Provides support in the translation of business requirements into telecommunications (e.g., LAN, MAN, WAN, Voice and Video) requirements, designs, and orders. Performs system-level design and configuration of products including determination of hardware, OS, and other platform specifications. Provides in-depth engineering analysis of telecommunications alternatives for government agencies in support of their strategic modernization efforts and telecommunications enhancement. Compiles records and reports concerning network operations and maintenance. Analyzes network traffic and resolves capacity performance issues. Provides interface support to telecommunications end users, telecommunications operations personnel, and telecommunications strategic program management. Monitors and responds to hardware, software, and network problems. Provides the routine testing and analysis of all elements of the network facilities (including power, software, communications machinery, lines, modems, and terminals). Utilizes software and hardware tools to identify and diagnose complex problems and factors affecting network performance. Troubleshoots network systems when necessary and makes improvements to the network. Provides support for implementation, troubleshooting, and maintenance of IT systems. Manages IT system infrastructure and any processes related to these systems. Provides support to IT systems including day-to-day operations, monitoring and problem resolution for all of the client problems.
problems. Provides second level problem identification, diagnosis and resolution of problems. Provides support for the staff dispatch system and hardware problems, and remains involved in the resolution process. Provides support for the escalation and communication of status to agency management and internal customers. Interfaces with vendor support service groups to ensure proper escalation during outages or periods of degraded system performance.

**Minimum Education:** Master’s Degree

**Title:** Program Manager III (Senior)

**Minimum/General Experience:** 10 years

**Functional Responsibilities:** Ultimately responsible for overall performance of large IT programs and special projects covering the entire systems life cycle. Oversees efforts of IT management staff. Leads strategic planning, budgeting, and staffing efforts in response to task requirements. Formulates, communicates, and enforces quality work standards. Monitors progress and resolves any identified issues preventing the successful delivery of IT products/services. Ensures compliance with all technical, administrative, and contractual requirements. Serves as primary point-of-contact with customer contracts management staff for reporting IT project status and negotiating engineering change orders. Organizes, directs, and manages contract operation support functions involving multiple, complex, and inter-related project tasks. Manages IT teams of contract support personnel at multiple locations. Maintains and manages the client interface at the senior levels of the client organization. Meets with customer and contractor personnel to formulate and review IT task plans and deliverable items. Ensures conformance with program task schedules and costs. Establishes and maintains technical and financial reports to demonstrate progress and delegates responsibilities to subordinates and oversees the successful completion of all assigned tasks.

**Minimum Education:** Bachelor’s Degree

**Title:** Program Manager IV (Master)

**Minimum/General Experience:** 15 years

**Functional Responsibilities:** Ultimately responsible for overall performance of major technology assignments covering the entire IT systems life cycle. Provides advisory assistance in the oversight of IT program/project managers. Leads strategic planning, budgeting, and staffing efforts in response to task requirements. Formulates, communicates, and enforces quality work standards. Monitors progress and resolves any identified issues preventing the successful delivery of IT products/services. Ensures compliance with all technical, administrative, and contractual requirements. Serves as primary point-of-contact with customer contracts management staff for reporting IT project status and negotiating engineering change orders. Organizes, directs, and manages contract operation support functions involving multiple, complex, and inter-related IT project tasks. Manages IT teams of contract support personnel at multiple locations. Maintains and manages the client interface at the senior levels of the client organization. Meets with customer and contractor personnel to formulate and review IT task plans and deliverable items. Ensures conformance with IT program task schedules and costs. Establishes and maintains technical and financial reports to demonstrate progress and delegates responsibilities to subordinates and oversees the successful completion of all assigned tasks.

**Minimum Education:** Master’s Degree
Title: Project Manager I (Entry)

Minimum/General Experience: 1 year

Functional Responsibilities: Responsible for handling day-to-day IT project and task management. Develops detailed IT work plans and schedules in response to IT support service requests. Assigns technical responsibilities and supervises all IT staff efforts. Utilizes, maintains control over, and redirects available resources as necessary to complete IT tasks in accordance with scheduled milestones and budgetary constraints. Performs quality checks of all IT work products. Interacts continually with customer representatives to present interim results, discuss concerns, and ensure total product/service satisfaction. Performs enterprise wide horizontal integration planning and manages IT interfaces with functional systems applications.

Minimum Education: Bachelor’s Degree

Title: Project Manager II (Journeyman)

Minimum/General Experience: 5 years

Functional Responsibilities: Leads moderate sized IT life cycle projects, responsible for handling day-to-day task management and administration activities. Develops detailed IT work plans and schedules in response to IT support service requests. Assigns technical responsibilities and supervises all IT staff efforts. Utilizes, maintains control over, and redirects available resources as necessary to complete IT tasks in accordance with scheduled milestones and budgetary constraints. Performs quality checks of all IT work products. Interacts continually with customer representatives to present interim results, discuss concerns, and ensure total product/service satisfaction. Performs enterprise wide horizontal integration planning and manages IT interfaces to other functional systems, including the development of conceptual systems requirements, systems integration requirements, systems applications, and problem tracking measures.

Minimum Education: Bachelor’s Degree

Title: Project Manager III (Senior)

Minimum/General Experience: 10 years

Functional Responsibilities: Leads large IT life cycle projects, responsible for handling day-to-day task management and administration activities. Develops detailed IT work plans and schedules in response to IT support service requests. Assigns technical responsibilities and supervises all IT staff efforts. Utilizes, maintains control over, and redirects available resources as necessary to complete IT tasks in accordance with scheduled milestones and budgetary constraints. Performs quality checks of all IT work products. Interacts continually with customer representatives to present interim results, discuss concerns, and ensure total product/service satisfaction. Performs enterprise wide horizontal integration planning and manages IT interfaces to other functional systems, including the development of conceptual systems requirements, systems integration requirements, systems applications, and problem tracking measures. As well as prepares and delivers of supporting technical presentations.

Minimum Education: Bachelor’s Degree
Title: Quality Assurance Specialist I (Entry)

Minimum/General Experience: 1 year

Functional Responsibilities: Develops and implements Software Quality Assurance Plan and project procedures that conform to contract requirements. Develops and implements quality control methodologies to ensure compliance with quality assurance standards, guidelines, and metrics. Provides an independent assessment of the software development project relative to defined standards and recommends methods to optimize organizational processes. May be responsible for all activities involving quality assurance and compliance with applicable regulatory requirements. Conducts audits and reviews/analyzes data and documentation. Develops and implements procedures and test plans for assuring quality in a system development environment. Conducts and/or participates in formal and informal reviews at pre-determined points throughout the development life cycle.

Minimum Education: Bachelor’s Degree

Title: Quality Assurance Specialist II (Journeyman)

Minimum/General Experience: 5 years

Functional Responsibilities: Possesses and applies technical expertise to develop solutions and prepare deliverables. Develops and implements Software Quality Assurance Plan and project procedures that conform to contract requirements. Develops and implements quality control methodologies to ensure compliance with quality assurance standards, guidelines, and metrics. Provides an independent assessment of the software development project relative to defined standards and recommends methods to optimize organizational processes. May be responsible for all activities involving quality assurance and compliance with applicable regulatory requirements. Conducts audits and reviews/analyzes data and documentation. Develops and implements procedures and test plans for assuring quality in a system development environment. Conducts and/or participates in formal and informal reviews at pre-determined points throughout the development life cycle.

Minimum Education: Bachelor’s Degree

Title: Quality Assurance Specialist III (Senior)

Minimum/General Experience: 10 years

Functional Responsibilities: Plans and leads large projects/tasks and supervises work of others. Develops and implements Software Quality Assurance Plan and project procedures that conform to contract requirements. Develops and implements quality control methodologies to ensure compliance with quality assurance standards, guidelines, and metrics. Provides an independent assessment of the software development project relative to defined standards and recommends methods to optimize organizational processes. May be responsible for all activities involving quality assurance and compliance with applicable regulatory requirements. Conducts audits and reviews/analyzes data and documentation. Develops and implements procedures and test plans for assuring quality in a system development environment. Conducts and/or participates in formal and informal reviews at pre-determined points throughout the development life cycle.

Minimum Education: Bachelor’s Degree
Title: Quality Assurance Specialist IV (Master)

Minimum/General Experience: 15 years

Functional Responsibilities: Provides technical leadership, performance management, and advisory assistance for solution implementation on major technology assignments. Develops and implements Software Quality Assurance Plan and project procedures that conform to contract requirements. Develops and implements quality control methodologies to ensure compliance with quality assurance standards, guidelines, and metrics. Provides an independent assessment of the software development project relative to defined standards and recommends methods to optimize organizational processes. May be responsible for all activities involving quality assurance and compliance with applicable regulatory requirements. Conducts audits and reviews/analyzes data and documentation. Develops and implements procedures and test plans for assuring quality in a system development environment. Conducts and/or participates in formal and informal reviews at pre-determined points throughout the development life cycle.

Minimum Education: Master’s Degree

Title: Solutions Architect I (Entry)

Minimum/General Experience: 1 year

Functional Responsibilities: Assesses business objectives, conducts gap analysis of existing versus needed capability, and identifies business requirements. Evaluates business requirements to identify potential software, hardware, and system architectures that meet business objectives. Develops potential technical solutions to meet business needs and supports analysis of alternatives for best fit. Evaluates technical trends and provides recommendations for technology and architecture to meet business objectives. Performs research on emerging technologies to support proof-of-concept capabilities and identify future solutions for the organization.

Minimum Education: Bachelor’s Degree

Title: Solutions Architect II (Journeyman)

Minimum/General Experience: 5 years

Functional Responsibilities: Possesses and applies technical expertise to develop solutions and prepare deliverables. Assesses business objectives, conducts gap analysis of existing versus needed capability, and identifies business requirements. Evaluates business requirements to identify potential software, hardware, and system architectures that meet business objectives. Develops potential technical solutions to meet business needs and supports analysis of alternatives for best fit. Evaluates technical trends and provides recommendations for technology and architecture to meet business objectives. Performs research on emerging technologies to support proof-of-concept capabilities and identify future solutions for the organization.

Minimum Education: Bachelor’s Degree
Title: Solutions Architect III (Senior)

Minimum/General Experience: 10 years

Functional Responsibilities: Plans and leads large projects/tasks and supervises work of others. Assesses business objectives, conducts gap analysis of existing versus needed capability, and identifies business requirements. Evaluates business requirements to identify potential software, hardware, and system architectures that meet business objectives. Develops potential technical solutions to meet business needs and supports analysis of alternatives for best fit. Evaluates technical trends and provides recommendations for technology and architecture to meet business objectives. Performs research on emerging technologies to support proof-of-concept capabilities and identify future solutions for the organization.

Minimum Education: Bachelor’s Degree

Title: Subject Matter Expert II (Journeyman)

Minimum/General Experience: 5 years

Functional Responsibilities: Applies technical expertise to develop solutions and prepare deliverables. Possesses in-depth knowledge of a particular area such as business, computer science, engineering, mathematics, a specific technology, or the various sciences. Provides technical knowledge and analysis 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 of the subject matter for effective implementation. Participates as needed throughout the software development lifecycle or acquisition process whether through traditional methods. Applies principles, methods, and knowledge of the functional area of capability to specific project requirements, or advanced mathematical techniques to exceptionally difficult and narrowly defined technical problems in engineering and other scientific applications to arrive at automated solutions. Assists with analysis, evaluation, and preparation of recommendations for system improvements, optimization, development, and/or maintenance efforts in the following specialties: information architecture; networking; Agile and DevOps methodologies; telecommunications; software development life-cycle management; communications protocols; risk management; modeling and simulation; disaster recovery; and requirements management.

Minimum Education: Bachelor’s Degree

Title: Subject Matter Expert III (Senior)

Minimum/General Experience: 10 years

Functional Responsibilities: Plans and leads large projects/tasks and supervises work of others. Possesses in-depth knowledge of a particular area such as business, computer science, engineering, mathematics, a specific technology, or the various sciences. Provides technical knowledge and analysis 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 of the subject matter for effective implementation. Participates as needed throughout the software development lifecycle or acquisition process whether through traditional methods. Applies principles, methods, and knowledge of the functional area of capability to specific project requirements, or advanced...
mathematical techniques to exceptionally difficult and narrowly defined technical problems in engineering and other scientific applications to arrive at automated solutions. Assists with analysis, evaluation, and preparation of recommendations for system improvements, optimization, development, and/or maintenance efforts in the following specialties: information architecture; networking; Agile and DevOps methodologies; telecommunications; software development life-cycle management; communications protocols; risk management; modeling and simulation; disaster recovery; and requirements management.

**Minimum Education:** Bachelor’s Degree

**Title:** Subject Matter Expert IV (Master)

**Minimum/General Experience:** 15 years

**Functional Responsibilities:** Provides technical leadership, performance management, and advisory assistance for solution implementation on major technology assignments. Possesses in-depth knowledge of a particular area such as business, computer science, engineering, mathematics, a specific technology, or the various sciences. Provides technical knowledge and analysis 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 of the subject matter for effective implementation. Participates as needed throughout the software development lifecycle or acquisition process whether through traditional methods. Applies principles, methods, and knowledge of the functional area of capability to specific project requirements, or advanced mathematical techniques to exceptionally difficult and narrowly defined technical problems in engineering and other scientific applications to arrive at automated solutions. Assists with analysis, evaluation, and preparation of recommendations for system improvements, optimization, development, and/or maintenance efforts in the following specialties: information architecture; networking; Agile and DevOps methodologies; telecommunications; software development life-cycle management; communications protocols; risk management; modeling and simulation; disaster recovery; and requirements management.

**Minimum Education:** Master’s Degree

**Title:** Systems Administrator I (Entry)

**Minimum/General Experience:** 1 year

**Functional Responsibilities:** Installs new software releases, system upgrades, evaluates and installs patches, and resolves software related problems. Performs system backups and recovery. Maintains data files and monitors system configuration to ensure data integrity. Familiar with standard IT concepts, practices, and procedures.

**Minimum Education:** Bachelor’s Degree
Title: Systems Administrator II (Journeyman)

Minimum/General Experience: 5 years

Functional Responsibilities: Possesses and applies technical expertise to develop solutions and prepare deliverables. Installs new software releases, system upgrades, evaluates and installs patches, and resolves software related problems. Performs system backups and recovery. Maintains data files and monitors system configuration to ensure data integrity. Familiar with standard IT concepts, practices, and procedures.

Minimum Education: Bachelor’s Degree

Title: Systems Administrator III

Minimum/General Experience: 10 years (Senior)

Functional Responsibilities: Plans and leads large projects/tasks and supervises work of others. Installs new software releases, system upgrades, evaluates and installs patches, and resolves software related problems. Performs system backups and recovery. Maintains data files and monitors system configuration to ensure data integrity. Familiar with standard IT concepts, practices, and procedures.

Minimum Education: Bachelor’s Degree

Title: Systems Administrator IV (Master)

Minimum/General Experience: 15 years

Functional Responsibilities: Provides technical leadership, performance management, and advisory assistance for solution implementation on major technology assignments. Installs new software releases, system upgrades, evaluates and installs patches, and resolves software related problems. Performs system backups and recovery. Maintains data files and monitors system configuration to ensure data integrity. Familiar with standard IT concepts, practices, and procedures.

Minimum Education: Master’s Degree

Title: Systems Engineer I (Entry)

Minimum/General Experience: 1 year

Functional Responsibilities: Analyzes functional business requirements and design specifications. Conducts basic research in leading edge technologies and COTS products in support of new IT initiatives. Identifies and corrects system design/implementation problems and participates in the analysis and construction of next generation IT systems. Responsible for understanding customer needs and the realities of commercially available IT products. Conducts systems engineering analyses to detect hardware/firmware problems and define a spectrum of alternative IT solutions. Possesses systems engineering expertise in systems architecture, telecommunications concepts, computer languages, operating systems, data management, and/or mobile technologies.

Minimum Education: Bachelor’s Degree
Title: Systems Engineer II (Journeyman)

Minimum/General Experience: 5 years

Functional Responsibilities: Possesses and applies technical expertise to develop IT solutions and prepare deliverables. Analyzes functional business requirements and design specifications. Conducts research in and observes demonstrations of leading edge technologies and COTS products in support of new IT initiatives. Identifies and corrects system design/implementation problems and participates in the analysis and construction of next generation IT systems. Responsible for understanding customer needs and the realities of commercially available IT products. Conducts systems engineering analyses to detect hardware/firmware problems and define a spectrum of alternative IT solutions. Possesses systems engineering expertise in systems architecture, telecommunications concepts, computer languages, operating systems, data management, and/or mobile technologies.

Minimum Education: Bachelor’s Degree

Title: Systems Engineer III (Senior)

Minimum/General Experience: 10 years

Functional Responsibilities: Plans and leads large IT projects/tasks and supervises work of others. Analyzes functional business requirements and design specifications. Oversees research and demonstration of leading edge technologies and COTS products in support of new IT initiatives. Identifies and corrects system design/ implementation problems and participates in the analysis and construction of next generation IT systems. Responsible for understanding customer needs and the realities of commercially available IT products. Conducts systems engineering analyses to detect hardware/firmware problems and define a spectrum of alternative IT solutions. Possesses systems engineering expertise in systems architecture, telecommunications concepts, computer languages, operating systems, data management, and/or mobile technologies.

Minimum Education: Bachelor’s Degree

Title: Systems Security Specialist I (Entry)

Minimum/General Experience: 1 year

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

**Minimum Education:** Bachelor’s Degree

**Title:** Systems Security Specialist II (Journeyman)

**Minimum/General Experience:** 5 years

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

**Minimum Education:** Bachelor’s Degree

**Title:** Systems Security Specialist III (Senior)

**Minimum/General Experience:** 10 years

**Functional Responsibilities:** Plans and leads large projects/tasks and supervises work of others. Determines enterprise information assurance and cyber security standards. Develops and implements information assurance/security standards and procedures. Coordinates, develops, and evaluates security programs for an organization. Recommends information assurance/security solutions to support customers’ requirements. Identifies, reports, and resolves security violations. Establishes and satisfies information assurance and security requirements based upon the analysis of user, policy, regulatory, and resource demands. Supports customers at the highest levels in the development and implementation of doctrine and policies. Applies know-how to common user systems and dedicated special purpose systems. Performs analysis, design, and development of security features for system architectures. Analyzes and defines security requirements for computer systems. Designs, develops, engineers, and implements solutions that meet security requirements. Provides integration and implementation of the computer systems security solution. Analyzes general information assurance-related technical problems and provides basic engineering and technical support in solving these problems. Performs vulnerability/risk analyses of computer systems and applications during all phases of the system development life cycle. Ensures that all information systems are functional and secure.

**Minimum Education:** Bachelor’s Degree
Title: Systems Security Specialist IV (Master)

Minimum/General Experience: 15 years

Functional Responsibilities: Provides technical leadership, performance management, and advisory assistance for solution implementation on major technology assignments. Determines enterprise information assurance and cyber security standards. Develops and implements information assurance/security standards and procedures. Coordinates, develops, and evaluates security programs for an organization. Recommends information assurance/security solutions to support customers’ requirements. Identifies, reports, and resolves security violations. Establishes and satisfies information assurance and security requirements based upon the analysis of user, policy, regulatory, and resource demands. Supports customers at the highest levels in the development and implementation of doctrine and policies. Applies know-how to common user systems and dedicated special purpose systems. Performs analysis, design, and development of security features for system architectures. Analyzes and defines security requirements for computer systems. Designs, develops, engineers, and implements solutions that meet security requirements. Provides integration and implementation of the computer systems security solution. Analyzes general information assurance-related technical problems and provides basic engineering and technical support in solving these problems. Performs vulnerability/risk analyses of computer systems and applications during all phases of the system development life cycle. Ensures that all information systems are functional and secure.

Minimum Education: Master’s Degree

Title: Technical Writer/Editor I (Entry)*

Minimum/General Experience: 1 year

Functional Responsibilities: Gathers, analyzes, translates, and composes technical information into clear, readable IT documents for use by technical and non-technical personnel. Composes technical documents including user's manuals, training materials, and IT installation guides. Edits functional descriptions, system specifications, user’s manuals, special reports, or any other IT support service deliverables. Conducts technology research and ensures the use of proper technical terminology. Ensures that documents are formatted according to the governing style guide. Coordinates the display of IT graphics and the production of the document.

Minimum Education: High School Diploma or GED Certificate

Title: Technical Writer/Editor II (Journeyman)*

Minimum/General Experience: 5 years

Functional Responsibilities: Possesses and applies technical expertise to develop IT solution documentation and prepare deliverables. Gathers, analyzes, translates, and composes technical information into clear, readable IT documents for use by technical and non-technical personnel. Composes technical documents including user's manuals, training materials, and IT installation guides. Edits functional descriptions, system specifications, user’s manuals, special reports, or any other IT support service deliverables. Conducts technology research and ensures the use of proper technical terminology. Reviews content of technical documentation for quality. Ensures
that documents are formatted according to the governing style guide. Coordinates the display of IT graphics and the production of the document.

**Minimum Education:** Associate’s Degree

**Title:** Technical Writer/Editor III (Senior)

**Minimum/General Experience:** 10 years

**Functional Responsibilities:** Plans and leads large projects/tasks and supervises work of others in support of IT solution and programmatic documentation. Gathers, analyzes, translates, and composes technical information into clear, readable IT documents for use by technical and non-technical personnel. Composes technical documents including user's manuals, training materials, and IT installation guides. Edits functional descriptions, system specifications, user’s manuals, special reports, or any other IT support service deliverables. Conducts technology research and ensures the use of proper technical terminology. Reviews content of technical documentation for quality. Ensures that documents are formatted according to the governing style guide. Coordinates the display of IT graphics and the production of the document.

**Minimum Education:** Bachelor’s Degree

**Title:** Test Engineer/Tester I (Entry)

**Minimum/General Experience:** 1 year

**Functional Responsibilities:** Evaluates, recommends, and implements automated test tools and strategies. Designs, implements, and conducts test and evaluation procedures to ensure achievement of system requirements. Develops, maintains, and upgrades automated test scripts and architectures for application products. Also writes, implements, and analyzes system test cases and reports status. Serves as subject matter specialist providing testing know-how for the support of user requirements of complex to highly complex software/hardware applications. Directs and/or participates in all phases of risk management assessments and software/hardware development with emphasis on analysis of user requirements, test design, and test tools selection.

**Minimum Education:** Bachelor’s Degree

**Title:** Test Engineer/Tester II (Journeyman)

**Minimum/General Experience:** 5 years

**Functional Responsibilities:** Possesses and applies technical expertise to develop solutions and prepare deliverables. Evaluates, recommends, and implements automated test tools and strategies. Designs, implements, and conducts test and evaluation procedures to ensure achievement of system requirements. Develops, maintains, and upgrades automated test scripts and architectures for application products. Also writes, implements, and analyzes system test cases and reports status. Serves as subject matter specialist providing testing know-how for the support of user requirements of complex to highly complex software/hardware applications. Directs and/or participates in all phases of risk management assessments and software/hardware development with emphasis on analysis of user requirements, test design, and test tools selection.

**Minimum Education:** Bachelor’s Degree
**Title:** Test Engineer/Tester III (Senior)

**Minimum/General Experience:** 10 years

**Functional Responsibilities:** Plans and leads large projects/tasks and supervises work of others. Evaluates, recommends, and implements automated test tools and strategies. Designs, implements, and conducts test and evaluation procedures to ensure achievement of system requirements. Develops, maintains, and upgrades automated test scripts and architectures for application products. Also writes, implements, and analyzes system test cases and reports status. Serves as subject matter specialist providing testing know-how for the support of user requirements of complex to highly complex software/hardware applications. Directs and/or participates in all phases of risk management assessments and software/hardware development with emphasis on analysis of user requirements, test design, and test tools selection.

**Minimum Education:** Bachelor’s Degree

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**Title:** Training Specialist I (Entry)

**Minimum/General Experience:** 1 year

**Functional Responsibilities:** Assesses, designs, and conceptualizes scenarios, approaches, objectives, plans, tools, aids, curriculums, and other state of the art technologies related to IT training. Identifies alternative approaches (e.g., simulation, course assessment and refreshment, written examination, interview, computer assisted testing) for ensuring that IT training requirements covering hardware and/or software products are met. Develops and revises training coursework and supporting materials (e.g., outlines, graphical aids, workbooks, handouts). Trains IT personnel by conducting formal classroom instruction, workshops, and seminars.

**Minimum Education:** Bachelor’s Degree

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**Title:** Training Specialist II (Journeyman)

**Minimum/General Experience:** 5 years

**Functional Responsibilities:** Possesses and applies technical expertise to develop training solutions in support of IT programs that are designed to enable IT customers to use information technologies and systems more productively. Assesses, designs, and conceptualizes scenarios, approaches, objectives, plans, tools, aids, curriculums, and other state of the art technologies related to IT training. Implements the best approach (e.g., simulation, course assessment and refreshment, written examination, interview, computer assisted testing) for ensuring that IT training requirements covering hardware and/or software products are met. Develops and revises coursework/courseware, tutorials and supporting materials to include computer based training modules. Trains IT personnel by conducting formal classroom instruction, workshops, and seminars.

**Minimum Education:** Bachelor’s Degree
**Title:** Training Specialist III (Senior)

**Minimum/General Experience:** 10 years

**Functional Responsibilities:** Plans and leads large projects/tasks and supervises work of others in the development of training solutions to support IT programs designed to enable IT customers to use information technologies and systems more productively. Assesses, designs, and conceptualizes scenarios, approaches, objectives, plans, tools, aids, curriculums, and other state of the art technologies related to IT training. Implements the best approach (e.g., simulation, course assessment and refreshment, written examination, interview, computer assisted testing) for ensuring that IT training requirements covering hardware and/or software products are met. Develops and revises coursework/courseware, tutorials and supporting materials to include computer based training modules. Trains IT personnel by conducting formal classroom instruction, workshops, and seminars as well as remote distance learning sessions using collaboration tools and technologies.

**Minimum Education:** Bachelor’s Degree

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**Title:** Web Specialist I (Entry)

**Minimum/General Experience:** 1 year

**Functional Responsibilities:** Provides support for developing and delivering web-site content that will motivate and satisfy users’ needs so that they regularly access the website and use it as a major source for information and decision-making. Performs website editorial activities including gathering and researching information that enhances the value of the site, drafting of content, and ensuring quality control. Designs and builds web pages using a variety of graphics software applications, techniques, and tools. Designs and develops user interface features, site animation, and special-effects elements. Contributes to the design group's efforts to enhance the look and feel of the organization's online offerings. Designs the website to support the organization's strategies and goals using best practices in site design. Develops, troubleshoots, debugs, and implements software code for components of the website. Works with graphic designers and other members of a project team to develop the site concept, interface design, and architecture of the website. Responsible for interface implementation.

**Minimum Education:** Bachelor’s Degree

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**Title:** Web Specialist II (Journeyman)

**Minimum/General Experience:** 5 years

**Functional Responsibilities:** Possesses and applies technical expertise to develop solutions and prepare deliverables. Provides support for developing and delivering web-site content that will motivate and satisfy users’ needs so that they regularly access the website and use it as a major source for information and decision-making. Performs website editorial activities including gathering and researching information that enhances the value of the site, drafting of content, and ensuring quality control. Designs and builds web pages using a variety of graphics software applications, techniques, and tools. Designs and develops user interface features, site animation, and special-effects elements. Contributes to the design group's efforts to enhance the look and feel of the organization's online offerings. Designs the website to support the organization's
strategies and goals using best practices in site design. Develops, troubleshoots, debugs, and implements software code for components of the website. Works with graphic designers and other members of a project team to develop the site concept, interface design, and architecture of the website. Responsible for interface implementation.

**Minimum Education:** Bachelor’s Degree

**Title:** Web Specialist III (Senior)

**Minimum/General Experience:** 10 years

**Functional Responsibilities:** Plans and leads large projects/tasks and supervises work of others. Provides support for developing and delivering web-site content that will motivate and satisfy users’ needs so that they regularly access the website and use it as a major source for information and decision-making. Performs website editorial activities including gathering and researching information that enhances the value of the site, drafting of content, and ensuring quality control. Designs and builds web pages using a variety of graphics software applications, techniques, and tools. Designs and develops user interface features, site animation, and special-effects elements. Contributes to the design group's efforts to enhance the look and feel of the organization's online offerings. Designs the website to support the organization's strategies and goals using best practices in site design. Develops, troubleshoots, debugs, and implements software code for components of the website. Works with graphic designers and other members of a project team to develop the site concept, interface design, and architecture of the website. Responsible for interface implementation.

**Minimum Education:** Bachelor’s Degree