GENERAL SERVICES ADMINISTRATION
FEDERAL SUPPLY SERVICE
AUTHORIZED FEDERAL SUPPLY SCHEDULE CATALOG/PRICE LIST

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

CATEGORY:      54151S: Information Technology Professional Service

CONTRACT NUMBER:  47QTCA19D000X

CONTRACT PERIOD:  October 22, 2023 to October 22, 2038

For more information on ordering from Federal Supply go to this website: www.gsa.gov/schedules

CONTRACTOR:      Zenith Shield, LLC
                   335 Cherry Chapel Road
                   Reisterstown, Maryland 21136-1401
                   Phone number: 443-326-4650
                   E-Mail: oxana@zenithshield.com

CONTRACTOR’S ADMINISTRATION SOURCE:      Zenith Shield, LLC
                   335 Cherry Chapel Road
                   Reisterstown, Maryland 21136-1401
                   Phone number: 443-326-4650
                   E-Mail: oxana@zenithshield.com

BUSINESS SIZE:      Small Business, Woman Owned Business, Women Owned Small Business
CUSTOMER INFORMATION:

1a. TABLE OF AWARDED SPECIAL ITEM NUMBERS (SINs)

<table>
<thead>
<tr>
<th>SIN</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>54151S</td>
<td>Information Technology Professional Service</td>
</tr>
</tbody>
</table>

1b. LOWEST PRICED MODEL NUMBER AND PRICE FOR EACH SIN:

Please see the pricelist below for details.

1c. HOURLY RATES (Services only):

<table>
<thead>
<tr>
<th>SIN</th>
<th>Labor Category</th>
<th>Hourly Price (including IFF)</th>
</tr>
</thead>
<tbody>
<tr>
<td>54151S</td>
<td>Program Manager I</td>
<td>$107.25</td>
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<td>Systems Engineer I</td>
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<td>Software Engineer I</td>
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<td>Subject Matter Expert I</td>
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<td>Subject Matter Expert IV</td>
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<td>54151S</td>
<td>Automated Regression Specialist</td>
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2. **MAXIMUM ORDER*: $ 500,000

NOTE TO ORDERING ACTIVITIES: *If the best value selection places your order over the Maximum Order identified in this catalog/pricelist, you have an opportunity to obtain a better schedule contract price. Before placing your order, contact the aforementioned contactor for a better price. The contractor may (1) offer a new price for this requirement (2) offer the lowest price available under this contract or (3) decline the order. A delivery order that exceeds the maximum order may be placed under the schedule contract in accordance with FAR 8.404.
3. **MINIMUM ORDER:** $100

4. **GEOGRAPHIC COVERAGE:** United States

5. **POINT(S) OF PRODUCTION:** 335 Cherry Chapel Road, Reisterstown, Maryland 21136-1401

6. **DISCOUNT FROM LIST PRICES:** 5%

7. **QUANTITY DISCOUNT(S):** None

8. **PROMPT PAYMENT TERMS:** Net 30

9.a Government Purchase Cards must be accepted at or below the micro-purchase threshold.

10. **FOREIGN ITEMS:** None

11a. **TIME OF DELIVERY:** Negotiated with Ordering Agency

11b. **EXPEDITED DELIVERY:** Negotiated with Ordering Agency

11c. **OVERNIGHT AND 2-DAY DELIVERY:** Negotiated with Ordering Agency

11d. **URGENT REQUIREMENTS:** Customers are encouraged to contact the contractor for the purpose of requesting accelerated delivery.

12. **FOB POINT:** Destination

13a. **ORDERING ADDRESS:**

   Zenith Shield, LLC
   335 Cherry Chapel Road
   Reisterstown, Maryland 21136-1401

13b. **ORDERING PROCEDURES:** Ordering activities shall use the ordering procedures described in Federal Acquisition Regulation 8.405-3 when placing an order or establishing a BPA for supplies or services. The ordering procedures, information on Blanket Purchase Agreements (BPA’s) and a sample BPA can be found at the GSA/FSS Schedule Homepage (fss.gsa.gov/schedules).

14. **PAYMENT ADDRESS:**

   Zenith Shield, LLC
   335 Cherry Chapel Road
   Reisterstown, Maryland 21136-1401

15. **WARRANTY PROVISION:** N/A

16. **EXPORT PACKING CHARGES:** Not applicable
17. TERMS AND CONDITIONS OF GOVERNMENT PURCHASE CARD ACCEPTANCE: Accepted at and below the micro-purchase threshold

18. TERMS AND CONDITIONS OF RENTAL, MAINTENANCE, AND REPAIR (IF APPLICABLE): N/A

19. TERMS AND CONDITIONS OF INSTALLATION (IF APPLICABLE): N/A

20. TERMS AND CONDITIONS OF REPAIR PARTS INDICATING DATE OF PARTS PRICE LISTS AND ANY DISCOUNTS FROM LIST PRICES (IF AVAILABLE): N/A

20a. TERMS AND CONDITIONS FOR ANY OTHER SERVICES (IF APPLICABLE): N/A

21. LIST OF SERVICE AND DISTRIBUTION POINTS (IF APPLICABLE): N/A

22. LIST OF PARTICIPATING DEALERS (IF APPLICABLE): N/A

23. PREVENTIVE MAINTENANCE (IF APPLICABLE): N/A

24a. SPECIAL ATTRIBUTES SUCH AS ENVIRONMENTAL ATTRIBUTES (e.g. recycled content, energy efficiency, and/or reduced pollutants): N/A

24b. Section 508 Compliance for Electronic and Information Technology (EIT): N/A

25. DUNS NUMBER: 080771634

26. NOTIFICATION REGARDING REGISTRATION IN SYSTEM FOR AWARD MANAGEMENT (SAM) DATABASE: SAM is update and current.

LABOR DESCRIPTIONS
Commercial Job Title: Program Manager I
Minimum/General Experience: 2
Functional Responsibility: Provides policies and procedures, technical standards and methods, and priorities. Coordinates the management of all work performed on IT tasks under the contract. Coordinates the efforts of subcontractors, team members, and vendors. Acts as the central point of contact with the Contracting Officer (CO), the Contracting Officer’s Representative (COR), and other client officials. Exercises full authority to act for the company in the performance of the required work and services under all task orders. Works independently, or under the general direction of senior level company management, on all phases of performance including contract management, project/task order management, coordination of resource needs, coordination with corporate resources and management. Reports to senior company management on contract and task performance and issues. Has direct accountability for the technical correctness, timeliness and quality of deliverables, and the implementation and measurement of corporate and client quality standards and methodologies. Has a broad and deep knowledge of the IT industry, business administration, and human resource management and has excellent oral and written communications skills.
Minimum Education: Bachelor Degree

Commercial Job Title: Program Manager II
Minimum/General Experience: 5
Functional Responsibility: Responsible for all contract activities as a regular part of this role with little monitoring to ensure work quality. Sets policies and procedures, technical standards and methods, and priorities. Coordinates the management of all work performed on IT tasks under the contract. Coordinates the efforts of subcontractors, team members, and vendors. Acts as the central point of contact with the Contracting Officer (CO), the Contracting Officer’s Representative (COR), and other client officials. Exercises full authority to act for the company in the performance of the required work and services under all task orders. Works independently, or under the general direction of senior level company management, on all phases of performance including contract management, project/task order management, coordination of resource needs, coordination with corporate resources and management. Reports to senior company management on contract and task performance and issues. Has direct accountability for the technical correctness, timeliness and quality of deliverables, and the implementation and measurement of corporate and client quality standards and methodologies. Has a broad and deep knowledge of the IT industry, business administration, and human resource management and has excellent oral and written communications skills.
Minimum Education: Bachelor Degree

Commercial Job Title: Program Manager III
Minimum/General Experience: 7
Functional Responsibility: Responsible for all contract activities as a regular part of this role, performs it independently and normally without review by a supervisor or senior employee. Sets policies and procedures, technical standards and methods, and priorities of IT task. Coordinates the management of all work performed on tasks under the contract. Coordinates the efforts of subcontractors, team members, and vendors. Acts as the central point of contact with the
Contracting Officer (CO), the Contracting Officer’s Representative (COR), and other client officials. Exercises full authority to act for the company in the performance of the required work and services under all task orders. Works independently, or under the general direction of senior level company management, on all phases of performance including contract management, project/task order management, coordination of resource needs, coordination with corporate resources and management. Reports to senior company management on contract and task performance and issues. Has direct accountability for the technical correctness, timeliness and quality of deliverables, and the implementation and measurement of corporate and client quality standards and methodologies. Has a broad and deep knowledge of the IT industry, business administration, and human resource management and has excellent oral and written communications skills.

Minimum Education: Bachelor Degree

Commercial Job Title: Program Manager IV Minimum/General Experience: 10

Functional Responsibility: Independently responsible for all contract activities and is considered an expert in performing IT task. Works independently to set policies and procedures, technical standards and methods, and priorities. Coordinates the management of all work performed on tasks under the contract. Coordinates the efforts of subcontractors, team members, and vendors. Acts as the central point of contact with the Contracting Officer (CO), the Contracting Officer’s Representative (COR), and other client officials. Exercises full authority to act for the company in the performance of the required work and services under all task orders. Works independently, or under the general direction of senior level company management, on all phases of performance including contract management, project/task order management, coordination of resource needs, coordination with corporate resources and management. Reports to senior company management on contract and task performance and issues. Has direct accountability for the technical correctness, timeliness and quality of deliverables, and the implementation and measurement of corporate and client quality standards and methodologies. Has a broad and deep knowledge of the IT industry, business administration, and human resource management and has excellent oral and written communications skills.

Minimum Education: Masters degree in Computer Science, Information Systems, Engineering,

Commercial Job Title: Information Services Consultant I
Minimum/General Experience: 2

Functional Responsibility: Works with user groups to solve business problems with available technology including hardware, software, databases, and peripherals. Requires high level of diverse technical experience related to studying and analyzing systems needs, systems development, systems process analysis, design, and re-engineering. Has skills and experience related to business management, systems engineering, operations research, and management engineering. Typically requires specialization in particular software or business application utilized in an end user environment. Keeps abreast of technological developments and applications.

Minimum Education: Bachelor Degree

Commercial Job Title: Information Services Consultant II
Minimum/General Experience: 5

Functional Responsibility: Works with user groups to solve business problems with available technology including hardware, software, databases, and peripherals. Requires high level of diverse
technical experience related to studying and analyzing systems needs, systems development, systems process analysis, design, and re-engineering. Has skills and experience related to business management, systems engineering, operations research, and management engineering. Typically requires specialization in particular software or business application utilized in an end user environment. Keeps abreast of technological developments and applications.

Minimum Education: Bachelor Degree

Commercial Job Title: Information Services Consultant III
Minimum/General Experience: 7
Functional Responsibility: Top-level IT technical expert supporting unlimited end user groups. Works with user groups to solve business problems with available technology including hardware, software, databases, and peripherals. Requires high level of diverse technical experience related to studying and analyzing systems needs, systems development, systems process analysis, design, and re-engineering. Has skills and experience related to business management, systems engineering, operations research, and management engineering. Typically requires specialization in particular software or business application utilized in an end user environment. Keeps abreast of technological developments and applications.

Minimum Education: Bachelor Degree

Commercial Job Title: Information Services Consultant IV
Minimum/General Experience: 10
Functional Responsibility: Top-level IT technical expert supporting unlimited end user groups and is considered an expert. Works with user groups to solve business problems with available technology including hardware, software, databases, and peripherals. Requires high level of diverse technical experience related to studying and analyzing systems needs, systems development, systems process analysis, design, and re-engineering. Has skills and experience related to business management, systems engineering, operations research, and management engineering. Typically requires specialization in particular software or business application utilized in an end user environment. Keeps abreast of technological developments and applications.

Minimum Education: Bachelor Degree

Commercial Job Title: Systems Engineer I
Minimum/General Experience: 2
Functional Responsibility: Specialized in one or more phases of software systems development, systems integration, or network engineering. Acts under general direction. Provides technical assistance and advice on complex activities. Formulates / defines specifications, develops / modifies / maintains complex systems and subsystems, using vendor engineering releases and utilities for overall operational systems. Applies analytical techniques when gathering information from users, defining work problems, designing technology solutions, and developing procedures to resolve the problems. Develops complete specifications to enable computer programmers to prepare required programs. Analyzes methods of approach. Reviews task proposal requirements, gathers information, analyzes data, prepares project synopses, compares alternatives, prepares specifications, resolves processing problems, coordinates work with programmers and engineers, and orients users to new systems. Works with considerable freedom to make decisions on the techniques and approaches to be used. Prepares recommendations for system improvement for management and user consideration. B
Minimum Education: Bachelor Degree

Commercial Job Title: Systems Engineer II
Minimum/General Experience: 5
Functional Responsibility: Specialized in one or more phases of software systems development, systems integration, or network engineering. Acts under general direction. Provides technical assistance and advice on complex activities. Formulates / defines specifications, develops / modifies / maintains complex systems and subsystems, using vendor engineering releases and utilities for overall operational systems. Applies analytical techniques when gathering information from users, defining work problems, designing technology solutions, and developing procedures to resolve the problems. Develops complete specifications to enable computer programmers to prepare required programs. Analyzes methods of approach. Reviews task proposal requirements, gathers information, analyzes data, prepares project synopses, compares alternatives, prepares specifications, resolves processing problems, coordinates work with programmers and engineers, and orients users to new systems. Works with considerable freedom to make decisions on the techniques and approaches to be used. Prepares recommendations for system improvement for management and user consideration.

Minimum Education: Bachelor Degree

Commercial Job Title: Systems Engineer III
Minimum/General Experience: 7
Functional Responsibility: Highly specialized in one or more phases of software systems development, systems integration, or network engineering. Acts independently under general direction. Provides technical assistance and advice on complex activities. Formulates / defines specifications, develops / modifies / maintains complex systems and subsystems, using vendor engineering releases and utilities for overall operational systems. Applies analytical techniques when gathering information from users, defining work problems, designing technology solutions, and developing procedures to resolve the problems. Develops complete specifications to enable computer programmers to prepare required programs. Analyzes methods of approach. Reviews task proposal requirements, gathers information, analyzes data, prepares project synopses, compares alternatives, prepares specifications, resolves processing problems, coordinates work with programmers and engineers, and orients users to new systems. Works with considerable freedom to make decisions on the techniques and approaches to be used. Prepares recommendations for system improvement for management and user consideration.

Minimum Education: Master’s Degree

Commercial Job Title: Systems Engineer IV
Minimum/General Experience: 10
Functional Responsibility: Highly specialized in one or more phases of software systems development, systems integration, or network engineering and considered an expert. Acts independently under general direction. Provides technical assistance and advice on complex activities. Formulates / defines specifications, develops / modifies / maintains complex systems and subsystems, using vendor engineering releases and utilities for overall operational systems. Applies analytical techniques when gathering information from users, defining work problems, designing technology solutions, and developing procedures to resolve the problems. Develops complete specifications to enable computer programmers to prepare required programs. Analyzes methods
of approach. Reviews task proposal requirements, gathers information, analyzes data, prepares project synopses, compares alternatives, prepares specifications, resolves processing problems, coordinates work with programmers and engineers, and orients users to new systems. Works with considerable freedom to make decisions on the techniques and approaches to be used. Prepares recommendations for system improvement for management and user consideration.

Minimum Education: Master’s Degree

Commercial Job Title: Software Engineer I
Minimum/General Experience: 2
Functional Responsibility: Provides support in designs, develops, and provides customization of various applications to meet a series of pre-defined requirements. Requirements will be met through the use of various programming languages and possibly machine and assembly languages.

Minimum Education: Bachelor Degree

Commercial Job Title: Software Engineer II
Minimum/General Experience: 5
Functional Responsibility: Provides support in designs, develops, and provides customization of various applications to meet a series of pre-defined requirements. Requirements will be met through the use of various programming languages and possibly machine and assembly languages.

Minimum Education: Bachelor Degree

Commercial Job Title: Software Engineer III
Minimum/General Experience: 7
Functional Responsibility: Works independently on designs, develops, and provides customization of various applications to meet a series of pre-defined requirements. Requirements will be met through the use of various programming languages and possibly machine and assembly languages.

Minimum Education: Master’s Degree

Commercial Job Title: Software Engineer IV
Minimum/General Experience: 10
Functional Responsibility: Works independently and considered an expert in designs, develops, and provides customization of various applications to meet a series of pre-defined requirements. Requirements will be met through the use of various programming languages and possibly machine and assembly languages.

Minimum Education: Master’s Degree

Commercial Job Title: Network Engineer I
Minimum/General Experience: 2
Functional Responsibility: Provides support to design, configure, test, implement and maintains telecommunications capabilities, including wide area and local area networks. Performs operations and support activities. Assists applications programmers working in the telecommunications environment. Evaluates network changes for operational impact. Evaluates network performance and resolves network and processor problems. Familiar with hardware and software diagnostic tools.

Minimum Education: Bachelor Degree

Commercial Job Title: Network Engineer II
Minimum/General Experience:  5
Functional Responsibility:  Designs, configures, tests, implements and maintains telecommunications capabilities, including wide area and local area networks with some supervision. Performs operations and support activities. Assists applications programmers working in the telecommunications environment. Evaluates network changes for operational impact. Evaluates network performance and resolves network and processor problems. Familiar with hardware and software diagnostic tools.
Minimum Education: Bachelor Degree

Commercial Job Title:  Network Engineer III
Minimum/General Experience:  7
Functional Responsibility:  Designs, configures, tests, implements and maintains telecommunications capabilities, including wide area and local area networks without review by supervisor or senior employee. Performs operations and support activities. Assists applications programmers working in the telecommunications environment. Evaluates network changes for operational impact. Evaluates network performance and resolves network and processor problems. Familiar with hardware and software diagnostic tools.
Minimum Education: Master’s Degree

Commercial Job Title:  Network Engineer IV
Minimum/General Experience:  10
Functional Responsibility:  Designs, configures, tests, implements and maintains telecommunications capabilities, including wide area and local area networks and is considered an expert. Performs operations and support activities. Assists applications programmers working in the telecommunications environment. Evaluates network changes for operational impact. Evaluates network performance and resolves network and processor problems. Familiar with hardware and software diagnostic tools.
Minimum Education: Master’s Degree

Commercial Job Title:  Systems Administrator I
Minimum/General Experience:  1
Functional Responsibility:  Provides support for server operations inclusive of hardware, operating system (OS), and utilities on the servers. Has expertise in one or more operating systems and is responsible for configuration, patch management, version and sub-version upgrades, and all aspects of the availability of servers, with the exception of COTS / GOTS applications. Also acts as Tier 2 response in operations environment where resolution cannot be handled by on-site Tier 1 staff.
Minimum Education: Bachelor Degree

Commercial Job Title:  Systems Administrator II
Minimum/General Experience:  5
Functional Responsibility:  Responsible for server operations inclusive of hardware, operating system (OS), and utilities on the servers with little to no supervision. Has expertise in one or more operating systems and is responsible for configuration, patch management, version and sub-version upgrades, and all aspects of the availability of servers, with the exception of COTS / GOTS applications. Also acts as Tier 2 response in operations environment where resolution cannot be handled by on-site Tier 1 staff.
Minimum Education: Bachelor Degree

Commercial Job Title: Systems Administrator III
Minimum/General Experience: 7
Functional Responsibility: Responsible for server operations inclusive of hardware, operating system (OS), and utilities on the servers independently and normally without review by supervisor or senior employee. Has expertise in one or more operating systems and is responsible for configuration, patch management, version and sub-version upgrades, and all aspects of the availability of servers, with the exception of COTS / GOTS applications. Also acts as Tier 2 response in operations environment where resolution cannot be handled by on-site Tier 1 staff.

Minimum Education: Master’s Degree

Commercial Job Title: Systems Administrator IV
Minimum/General Experience: 10
Functional Responsibility: Responsible for server operations inclusive of hardware, operating system (OS), and utilities on the servers and is considered an expert. Has expertise in one or more operating systems and is responsible for configuration, patch management, version and sub-version upgrades, and all aspects of the availability of servers, with the exception of COTS / GOTS applications. Also acts as Tier 2 response in operations environment where resolution cannot be handled by on-site Tier 1 staff.

Minimum Education: Master’s Degree

Commercial Job Title: Database Administrator I
Minimum/General Experience: 2
Functional Responsibility: Under general direction, provides technical expertise and guidance in the design, implementation, operation and maintenance of database management systems (DBMS). Designs, implements, and maintains complex databases with respect to JCL, access methods, access time, device allocation, validation checks, organization, protection and security, documentation, and statistical methods. Evaluates and recommends available DBMS products after matching requirements with system capabilities. Defines required database administration policies, procedures, standards, and guidelines. Prepares and delivers presentations on DBMS concepts.

Minimum Education: Bachelor Degree

Commercial Job Title: Database Administrator II
Minimum/General Experience: 5
Functional Responsibility: Provides technical expertise and guidance in the design, implementation, operation and maintenance of database management systems (DBMS). Designs, implements, and maintains complex databases with respect to JCL, access methods, access time, device allocation, validation checks, organization, protection and security, documentation, and statistical methods. Evaluates and recommends available DBMS products after matching requirements with system capabilities. Defines required database administration policies, procedures, standards, and guidelines. Prepares and delivers presentations on DBMS concepts.

Minimum Education: Bachelor Degree

Commercial Job Title: Database Administrator III
Minimum/General Experience: 7
Functional Responsibility: Provides general direction and performs work independently on highly technical expertise and guidance in the design, implementation, operation and maintenance of database management systems (DBMS) work independently and normally without review by supervisor or senior employee. Designs, implements, and maintains complex databases with respect to JCL, access methods, access time, device allocation, validation checks, organization, protection and security, documentation, and statistical methods. Evaluates and recommends available DBMS products after matching requirements with system capabilities. Defines required database administration policies, procedures, standards, and guidelines. Prepares and delivers presentations on DBMS concepts.

Minimum Education: Master’s Degree

Commercial Job Title: Database Administrator IV
Minimum/General Experience: 10
Functional Responsibility: Provides general direction, and provides highly technical expertise and guidance in the design, implementation, operation and maintenance of database management systems (DBMS). Designs, implements, and maintains complex databases with respect to JCL, access methods, access time, device allocation, validation checks, organization, protection and security, documentation, and statistical methods. Evaluates and recommends available DBMS products after matching requirements with system capabilities. Defines required database administration policies, procedures, standards, and guidelines. Prepares and delivers presentations on DBMS concepts.

Minimum Education: Master’s Degree

Commercial Job Title: Help Desk Specialist I
Minimum/General Experience: 2
Functional Responsibility: Provides phone and in-person support to users in the areas of e-mail, directories, standard Windows desktop applications and applications developed or deployed under this contractor or predecessors. Serves as the first point of contact for troubleshooting hardware/software PC and printer problems.
Minimum Education: Bachelor Degree

Commercial Job Title: Help Desk Specialist II
Minimum/General Experience: 5
Functional Responsibility: Provides phone and in-person support to users in the areas of e-mail, directories, standard Windows desktop applications and applications developed or deployed under this contractor or predecessors. Serves as the first point of contact for troubleshooting hardware/software PC and printer problems.
Minimum Education: Bachelor Degree

Commercial Job Title: Subject Matter Expert I
Minimum/General Experience: 2
Functional Responsibility: Technical or business area expert in one or more disciplines called upon to address a particular IT task or environment need. As a technical expert, provides advice and assistance in state-of-the-art software/hardware solutions involving hardware of various capacities, multiple operating environments, database management systems specialized software, data communications facilities and protocols including Value Added Networks, fourth generation
technologies, and complex software tools or packages. As a business expert, works with senior client officials to identify enterprise improvement goals, assess organizational and process effectiveness, and implement change strategies. Supports technical and business solutions, mentors and trains client staff, and oversees implementation. Has a high level of diverse technical and industry experience related to studying and analyzing systems needs, systems development, and systems process analysis, design and re-engineering. Has skills and experience related to business management, systems engineering, operations research, and management engineering. Typically has specialization in a particular technology or business application. Keeps abreast of technological developments and industry trends.

Minimum Education: Bachelor Degree

Commercial Job Title: Subject Matter Expert II
Minimum/General Experience:  5
Functional Responsibility: Technical or business area expert in one or more disciplines called upon to address a particular IT task or environment need. As a technical expert, provides advice and assistance in state-of-the-art software/hardware solutions involving hardware of various capacities, multiple operating environments, database management systems specialized software, data communications facilities and protocols including Value Added Networks, fourth generation technologies, and complex software tools or packages. As a business expert, works with senior client officials to identify enterprise improvement goals, assess organizational and process effectiveness, and implement change strategies. Supports technical and business solutions, mentors and trains client staff, and oversees implementation. Has a high level of diverse technical and industry experience related to studying and analyzing systems needs, systems development, and systems process analysis, design and re-engineering. Has skills and experience related to business management, systems engineering, operations research, and management engineering. Typically has specialization in a particular technology or business application. Keeps abreast of technological developments and industry trends.
Minimum Education: Bachelor Degree

Commercial Job Title: Subject Matter Expert III
Minimum/General Experience:  7
Functional Responsibility: Highest level technical or business area expert in one or more disciplines called upon to address a particular IT task or environment need. As a technical expert, provides advice and assistance in state-of-the-art software/hardware solutions involving hardware of various capacities, multiple operating environments, database management systems specialized software, data communications facilities and protocols including Value Added Networks, fourth generation technologies, and complex software tools or packages. As a business expert, works with senior client officials to identify enterprise improvement goals, assess organizational and process effectiveness, and implement change strategies. Designs technical and business solutions, mentors and trains client staff, and oversees implementation. Has a high level of diverse technical and industry experience related to studying and analyzing systems needs, systems development, and systems process analysis, design and re-engineering. Has skills and experience related to business management, systems engineering, operations research, and management engineering. Typically has specialization in a particular technology or business application. Keeps abreast of technological developments and industry trends.
Minimum Education: Master’s Degree
Commercial Job Title: Subject Matter Expert IV
Minimum/General Experience: 10
Functional Responsibility: Highest level technical or business area expert in one or more disciplines called upon to address a particular IT task or environment need. As a technical expert, provides advice and assistance in state-of-the-art software/hardware solutions involving hardware of various capacities, multiple operating environments, database management systems specialized software, data communications facilities and protocols including Value Added Networks, fourth generation technologies, and complex software tools or packages. As a business expert, works with senior client officials to identify enterprise improvement goals, assess organizational and process effectiveness, and implement change strategies. Designs technical and business solutions, mentors and trains client staff, and oversees implementation and is considered an expert and works independently. Has a high level of diverse technical and industry experience related to studying and analyzing systems needs, systems development, and systems process analysis, design and re-engineering. Has skills and experience related to business management, systems engineering, operations research, and management engineering. Typically has specialization in a particular technology or business application. Keeps abreast of technological developments and industry trends.
Minimum Education: Master’s Degree

Commercial Job Title: IT Specialist I
Minimum/General Experience: 2
Functional Responsibility: Write and edit technical materials (e.g., user manuals, reports, documents, deliverables). Assist project teams in collecting and organizing information. Review work and resolve discrepancies according to strict standards and guidelines. Analyze and develop new IT requirements; prepare specifications for IT equipment acquisitions; and modify IT hardware as necessary to meet specialized user needs. Conduct site surveys to assess and document current site IT and network configuration and user requirements. Prepare implementation plans and site installation technical design packages. Prepare configuration change drawings and documentation at each site. Prepare site installation and test reports. Coordinate installation operations and maintenance support. Some or all work may be carried out independently. This may include the application of multiple engineering disciplines to IT and business modeling, analyses, specification development, hardware and software planning/implementation/modification/coding, scheduling, configuration changes, and test reports for computer systems, messaging and telecommunications systems.
Minimum Education: Bachelor Degree

Commercial Job Title: IT Specialist II
Minimum/General Experience: 5
Functional Responsibility: Analyze and develop new IT requirements; review specifications for IT equipment acquisitions; and modify IT hardware as necessary to meet specialized user needs. Write and edit technical materials (e.g., user manuals, reports, documents, deliverables). Review work, resolve discrepancies, and communicate standards, policies, and goals to subordinates. Conduct site surveys to assess and document current site IT and network configurations and user requirements. Assist in preparation of engineering plans and site installation technical design packages. Perform network installation efforts. Review and evaluate site installation and test reports. Coordinate
installation operations and maintenance support. May oversee efforts of more junior level staff. This may include the application of multiple engineering disciplines to IT and business modeling, analyses, specification development, hardware and software planning/implementation/modification/coding, scheduling, configuration changes and test reports for computer systems, messaging and telecommunications systems.
Minimum Education: Bachelor Degree

Commercial Job Title: IT Specialist III
Minimum/General Experience: 7
Functional Responsibility: Supervise teams of configuration specialists in meeting network requirements and develop operational requirements from site surveys/surveys of the user community, and establish IT system requirements using analysis of the requirements and needs of the user. Write and edit technical materials (e.g., user manuals, reports, documents, deliverables), formulate and enforce standards, direct and supervise staff and personnel, prepare or approve work schedules, review work, resolve discrepancies, and communicate policies and goals to subordinates. Supervise design work to effectively lead the IT and network effort and to transform overall requirements and architecture to a complete engineering design. This may include the application of multiple engineering disciplines to IT and business modeling, analyses, specification development, hardware and software planning/implementation/modification/coding, scheduling, configuration changes and test reports for computer systems, messaging and telecommunications systems. Use specialized knowledge in exercising Quality Assurance, Configuration Management, and reliability and maintainability to control design and production and minimize life cycle cost.
Minimum Education: Bachelor Degree

Commercial Job Title: Computer Programmer I
Minimum/General Experience: 2
Functional Responsibility: Analyzes business applications and design specifications. Develop block diagrams and logic flow charts. Translate detailed design into computer software. Test, debug, and refine the computer software to produce the required product. Assist in resolving basic operating problems. Prepare required documentation including program-level and system-level documentation. Prepare instructions for computer operators. Enhance software to reduce operating time or improve efficiency. Provide software conversion and implementation support.
Minimum Education: Bachelor Degree

Commercial Job Title: Computer Programmer II
Minimum/General Experience: 6
Functional Responsibility: Analyze business applications and design specifications. Develops block diagrams and logic flow charts. Translates detailed design into computer software. Test, debug, and refine the computer software to produce the required product. Assist in resolving basic operating problems. Prepare required documentation, including program-level and system-level documentation. Prepare instructions for computer operators. Enhance software to reduce operating time or improve efficiency. Provide software conversion and implementation support. May provide technical direction to more junior programmers.
Minimum Education: Bachelor Degree
Commercial Job Title: Computer Programmer III
Minimum/General Experience: 10
Functional Responsibility: Analyze business applications and design specifications. Develop block diagrams and logic flow charts. Translate detailed design into computer software. Test, debug, and refine the computer software to produce the required product. Assist in resolving basic operating problems. Prepare required documentation, including program-level and system-level documentation. Prepare instructions for computer operators. Enhance software to reduce operating time or improve efficiency. Provide software conversion and implementation support. May provide technical direction and supervision to more junior programmers.
Minimum Education: Bachelor Degree

Commercial Job Title: Web Developer I
Minimum/General Experience: 2
Functional Responsibility: Write code to generate web pages, access databases and business logic servers. Work with designers and content producers. Test and document software for websites. Write, modify, and debug software for websites.
Minimum Education: Bachelor Degree

Commercial Job Title: Web Developer II
Minimum/General Experience: 5
Functional Responsibility: Contribute to the design, implementation, testing, and deployment of an application, working closely with others to ensure the code produced is maintainable, reliable, and understandable. Strong understanding of current web technologies and the ability to translate design into other languages.
Minimum Education: Bachelor Degree

Commercial Job Title: Web Developer III
Minimum/General Experience: 7
Functional Responsibility: Develop technical architecture of internet websites including scripting and user interface design. Refresh internet website content to ensure accuracy and timeliness of information and images. Develop modifications or enhancements to existing internet web programs. Collaborate with back end developers and other team members. Ensure that the layout of content is accessible and logical, and recommend improvements.
Minimum Education: Bachelor Degree

Commercial Job Title: IT Security Specialist I
Minimum/General Experience: 2
Functional Responsibility: Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill.
Minimum Education: Bachelor Degree

Commercial Job Title: IT Security Specialist II
Minimum/General Experience: 5
Functional Responsibility: Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill. Plus, additional education, training, and/or certifications.
Minimum Education: Bachelor Degree
Commercial Job Title: IT Security Specialist III  
Minimum/General Experience: 7  
Functional Responsibility: Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill. Significant equivalent experience, training and/or certifications are may be substituted in lieu of degree.  
Minimum Education: Bachelor Degree

Commercial Job Title: IT Security Specialist IV  
Minimum/General Experience: 10  
Functional Responsibility: Information Systems, Engineering, Business, or a scientific or technical discipline related to the specific skill.  
Minimum Education: Bachelor Degree

Commercial Job Title: Quality Assurance Specialist I  
Minimum/General Experience: 2  
Functional Responsibility: Assists in assuring the level of quality throughout the software development life cycle customer and agency standards. Implements the process for evaluating software and associated documentation. Assists in developing Quality Assurance Plans. Participates in formal and informal reviews at pre-determined stages throughout the development life cycle. Participates in software reviews and testing.  
Minimum Education: Bachelor Degree

Commercial Job Title: Quality Assurance Specialist II  
Minimum/General Experience: 6  
Functional Responsibility: Assures the level of quality throughout the software development life cycle customer and agency standards. Establishes and monitors a process for evaluating software and associated documentation. Assists in developing Quality Assurance Plans. Conducts formal and informal reviews at pre-determined stages throughout the development life cycle. Participates in software reviews and testing. Initiates corrective action for procedural or process deficiencies.  
Minimum Education: Bachelor Degree

Commercial Job Title: Automated Regression Specialist  
Minimum/General Experience: 2  
Functional Responsibility: The Automated Records Specialist must possess experience directly involved in creating, managing, filing, and distributing automated records, to ensure that all system users are provided with the information essential to their input/output. Possesses demonstrated knowledge of system safeguards to provide necessary access by authorized individuals to their respective records, while precluding any unauthorized access. Requires an  
Minimum Education: Bachelor Degree