GENERAL SERVICES ADMINISTRATION
FEDERAL SUPPLY SERVICE

MAS SCHEDULE

Radiant Infotech, LLC
5520 Research Park Drive, Suite 100
Baltimore, MD 21228
301-678-3638 Phone
443-203-2000 Fax
www.radiantt.com/

A Small Business Administration (SBA) certified Woman-Owned Small Business (WOSB),
Historically Underutilized Business Zone (HUBZone) Small Business

Contract Number: 47QTCA19D001G
Period Covered by Contract: October 31, 2018 through October 30, 2023

Catalog effective through Modification PS-0004 dated March 3, 2022

General Services
Administration Federal
Acquisition Service

Pricelist current through Modification #____, dated______.

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA Advantage! ®, a menu-driven database system. The INTERNET address GSA Advantage! ® is: GSAAdvantage.gov. Prices shown herein are Net (discount deducted).
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>STLOC/RC Information Technology (IT) Professional Services</td>
</tr>
<tr>
<td>54151HEAL</td>
<td>STLOC/RC Health Information Technology Services</td>
</tr>
<tr>
<td>518210C</td>
<td>STLOC/RC Cloud Related IT Professional Services</td>
</tr>
</tbody>
</table>

1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. This price is the Government price based on a unit of one, exclusive of any quantity/dollar volume, prompt payment, or any other concession affecting price. Those contracts that have unit prices based on the geographic location of the customer, should show the range of the lowest price, and cite the areas to which the prices apply: Not Applicable

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

2. Maximum order: $500,000 per order/ per SIN

3. Minimum order: $100.00

4. Geographic coverage (delivery area): Domestic

5. Point(s) of production (city, county, and State or foreign country): Not Applicable

6. Discount from list prices or statement of net price: Prices shown are NET prices; Basic discounts have been deducted.

7. Quantity discounts: 1% volume discount for orders $150k and above
   2% volume discount for orders $350k and above

8. Prompt payment terms: Net 30 Days

9. Foreign items (list items by country of origin): Not Applicable

10a. Time of delivery: As agreed upon between the contractor and the ordering activity.

10b. Expedited Delivery: As agreed upon between the contractor and the ordering activity.

10c. Overnight and 2-day delivery: Not Applicable

10d. Urgent Requirements: When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering activity, ordering activities are encouraged, if time permits, to contact the Contractor for the purpose of obtaining accelerated delivery. The Contractor shall reply to the inquiry within 3 workdays after receipt. (Telephonic replies shall be confirmed by the Contractor in writing.) If the Contractor offers an accelerated delivery time acceptable to the ordering activity, any order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract.

11. F.O.B.: Destination
12a. Ordering address:
Radiant Infotech, LLC
5520 Research Park Drive, Suite 100
Baltimore, MD, 21228
301-678-3638 Phone
443-203-2000 Fax
www.radiantt.com/

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

13. Payment address:
Radiant Infotech, LLC
5520 Research Park Drive, Suite 100
Baltimore, MD, 21228

14. Warranty provision: None

15. Export packing charges: Not Applicable

16. Terms and conditions of rental, maintenance, and repair: Not Applicable

17. Terms and conditions of installation: Not Applicable

18. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices: Not Applicable

19. Terms and conditions for any other services: Not Applicable

20. List of service and distribution points: Not Applicable

21. List of participating dealers: Not Applicable

22. Preventive maintenance: Not Applicable

23a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants): Not Applicable

23b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contractor’s website or other location.) The EIT standards can be found at: www.Section508.gov/. Not Applicable

24. Unique Entity Identification (UEIN) Number: KUGNDD7EYDZ4

25. Notification regarding registration in the System for Award Management (SAM) database. Registered
# GSA PRICE LIST

## Health IT (54151HEAL) and IT Professional Consulting Services (SIN 54151S)

<table>
<thead>
<tr>
<th>Labor Category</th>
<th>GSA Price 10/31/21-10/30/22</th>
<th>GSA Price 10/31/22-10/30/23</th>
</tr>
</thead>
<tbody>
<tr>
<td>Application Architect (Senior)</td>
<td>$244.12</td>
<td>$249.00</td>
</tr>
<tr>
<td>Application Developer, Advance Technology</td>
<td>$188.99</td>
<td>$192.77</td>
</tr>
<tr>
<td>Application Developer, Advance Technology (Senior)</td>
<td>$226.60</td>
<td>$231.13</td>
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<tr>
<td>Application Development Expert</td>
<td>$216.41</td>
<td>$220.74</td>
</tr>
<tr>
<td>Applications Programmer</td>
<td>$181.85</td>
<td>$185.49</td>
</tr>
<tr>
<td>Computer Programmer (Junior)</td>
<td>$157.42</td>
<td>$160.57</td>
</tr>
<tr>
<td>Computer Programmer (Senior)</td>
<td>$189.59</td>
<td>$193.38</td>
</tr>
<tr>
<td>Computer Specialist</td>
<td>$166.53</td>
<td>$169.87</td>
</tr>
<tr>
<td>Computer Specialist Senior</td>
<td>$188.97</td>
<td>$192.75</td>
</tr>
<tr>
<td>Computer Systems Analyst (Junior)</td>
<td>$176.01</td>
<td>$179.53</td>
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<tr>
<td>Computer Systems Analyst (Senior)</td>
<td>$204.35</td>
<td>$208.44</td>
</tr>
<tr>
<td>Computer Systems Programmer</td>
<td>$175.26</td>
<td>$178.77</td>
</tr>
<tr>
<td>Computer Systems Programmer (Senior)</td>
<td>$213.26</td>
<td>$217.53</td>
</tr>
<tr>
<td>Database Management Specialist (Junior)</td>
<td>$163.11</td>
<td>$166.37</td>
</tr>
<tr>
<td>Documentation Specialist</td>
<td>$135.41</td>
<td>$138.12</td>
</tr>
<tr>
<td>Help Desk Manager</td>
<td>$168.28</td>
<td>$171.65</td>
</tr>
<tr>
<td>Help Desk Specialist (Junior)</td>
<td>$123.87</td>
<td>$126.35</td>
</tr>
<tr>
<td>Help Desk Specialist (Senior)</td>
<td>$165.34</td>
<td>$168.64</td>
</tr>
<tr>
<td>Information Technology Architect (Senior)</td>
<td>$242.24</td>
<td>$247.08</td>
</tr>
<tr>
<td>IT Professional Consultant</td>
<td>$235.27</td>
<td>$239.98</td>
</tr>
<tr>
<td>Program Administration Specialist</td>
<td>$146.99</td>
<td>$149.93</td>
</tr>
<tr>
<td>Program Manager</td>
<td>$274.51</td>
<td>$280.00</td>
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<tr>
<td>Quality Assurance Specialist</td>
<td>$169.19</td>
<td>$172.57</td>
</tr>
<tr>
<td>Security Data Specialist</td>
<td>$220.79</td>
<td>$225.20</td>
</tr>
<tr>
<td>Software Engineer</td>
<td>$167.20</td>
<td>$170.54</td>
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<tr>
<td>Subject Matter Expert</td>
<td>$309.00</td>
<td>$315.18</td>
</tr>
<tr>
<td>Systems Administrator</td>
<td>$180.50</td>
<td>$184.11</td>
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<tr>
<td>Systems Analyst</td>
<td>$205.09</td>
<td>$209.20</td>
</tr>
<tr>
<td>Systems Architect</td>
<td>$225.97</td>
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</tr>
<tr>
<td>Systems Engineer</td>
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<td>$170.54</td>
</tr>
<tr>
<td>Systems Engineer (Senior)</td>
<td>$224.91</td>
<td>$229.41</td>
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<tr>
<td>Systems Security Specialist</td>
<td>$228.84</td>
<td>$233.42</td>
</tr>
<tr>
<td>Systems Security Specialist (Senior)</td>
<td>$224.62</td>
<td>$229.11</td>
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<tr>
<td>Technical Writer/Editor</td>
<td>$164.25</td>
<td>$167.53</td>
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<tr>
<td>Testing Specialist</td>
<td>$170.72</td>
<td>$174.13</td>
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<tr>
<td>Training Specialist/Instructor</td>
<td>$211.27</td>
<td>$215.49</td>
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<tr>
<td>Web Application Architect</td>
<td>$215.59</td>
<td>$219.90</td>
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</table>
Cloud and Cloud Related IT Professional Services (SIN 518210)

<table>
<thead>
<tr>
<th>Labor Category</th>
<th>GSA Price 10/31/21-10/30/22</th>
<th>GSA Price 10/31/22-10/30/23</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cloud Business Analyst (Senior)</td>
<td>$149.11</td>
<td>$153.54</td>
</tr>
<tr>
<td>Cloud Business Systems Analyst (Junior)</td>
<td>$85.72</td>
<td>$88.27</td>
</tr>
<tr>
<td>Cloud Data Engineer (Senior)</td>
<td>$119.06</td>
<td>$122.60</td>
</tr>
<tr>
<td>Cloud Engineer (Mid)</td>
<td>$101.76</td>
<td>$104.78</td>
</tr>
<tr>
<td>Cloud Integration Specialist</td>
<td>$180.44</td>
<td>$185.80</td>
</tr>
<tr>
<td>Cloud Program Director</td>
<td>$147.82</td>
<td>$152.21</td>
</tr>
<tr>
<td>Cloud Project Manager</td>
<td>$135.63</td>
<td>$139.66</td>
</tr>
<tr>
<td>Cloud Solutions Architect</td>
<td>$243.31</td>
<td>$250.55</td>
</tr>
<tr>
<td>Cloud Subject Matter Expert (SME)</td>
<td>$177.13</td>
<td>$182.39</td>
</tr>
<tr>
<td>Cloud DevOps Engineer (Mid)</td>
<td>$101.76</td>
<td>$104.78</td>
</tr>
<tr>
<td>Cloud Information System Security Officer (ISSO)</td>
<td>$129.31</td>
<td>$133.16</td>
</tr>
<tr>
<td>Cloud Salesforce Engineer (Senior)</td>
<td>$119.06</td>
<td>$122.60</td>
</tr>
<tr>
<td>Cloud Scrum Master</td>
<td>$87.68</td>
<td>$90.28</td>
</tr>
<tr>
<td>Cloud Salesforce Architect (Senior)</td>
<td>$180.37</td>
<td>$185.73</td>
</tr>
<tr>
<td>Cloud Software Engineer (Mid)</td>
<td>$101.76</td>
<td>$104.78</td>
</tr>
<tr>
<td>Cloud Software Engineer in Test</td>
<td>$137.95</td>
<td>$142.05</td>
</tr>
<tr>
<td>Cloud Technical Writer</td>
<td>$73.71</td>
<td>$75.90</td>
</tr>
<tr>
<td>Cloud Tester (Senior)</td>
<td>$88.94</td>
<td>$91.58</td>
</tr>
</tbody>
</table>

LABOR CATEGORY DESCRIPTIONS
Substitutions and Equivalencies
Radiant InfoTech, LLC recognizes that successful performance depends on having personnel with the right skills and experience. These skills are acquired through a proper mix of education and professional experience. We have found that skills required to support today’s problems and tomorrow’s challenges are not always supported by the traditional formal education and work experience combination. Therefore, we have incorporated substitution allowances between equivalent education, certifications, and experience in order to provide the services required by the customer at the most reasonable price.

Equivalencies:
The following equivalencies apply, unless otherwise explicitly stated:
- Bachelor’s Degree is equivalent to two (2) years of relevant experience (and vice versa)
- Master’s Degree, a Bachelor’s Degree + two (2) years of relevant experience, and four (4) years of relevant experience are all considered equivalent
- One or more certifications is equivalent to one (1) year of relevant experience (and vice versa)

Health IT (54151HEAL) and IT Professional Consulting Services (SIN 54151S)

Application Architect (Senior)
Functional Responsibility: Manages major projects that involve providing professional support services and/or the integration, implementation and transition of large, complex systems. Provides design and development of e-government solutions and is responsible for technical design and implementation of the architecture. Designs, develops and maintains infrastructure and backend applications. Provides expertise on defining the role of broadband and wireless applications. Provides definition of current State architecture blueprints. Provides expertise with web servers, gateways, and application servers and content management systems. Provides experience in web application technologies and middleware solutions. Research new technologies and products for their applicability to business
processes. Must be able to compare various solutions and determine the most suitable. Ensures that development
efforts are well planned and in agreement with standards.

Minimum Experience: Must have ten (10) years of experience planning, designing, building, and implementing IT
application systems. Must have led or been chief architect in a major IT applications implementation effort. Must have
a strong background in software engineering principles and techniques. At least six (6) years of experience in
designing medium to large-scale sites and management of at least five Internet projects.

Minimum Education: Bachelor's Degree from an accredited college or university in Engineering, Computer Science,
Mathematics or other related scientific or technical discipline or a related field.

Application Developer, Advance Technology

Functional Responsibility: Must be able to translate applications requirements into web-based solutions using available
technology. Must be able to apply new and emerging technologies to the software development process. Minimum
Experience: Must have two (2) years of computer experience in at least two of the following disciplines: systems
analysis, systems programming, application programming, and equipment analysis. At least one (1) year of experience
developing applications using advanced technologies, such as Internet protocols or web-based technology.

Technologies include HTML, PERL or Javascript, and Java, AWS, Salesforce, ServiceNow

Minimum Education: Bachelor's Degree from an accredited college or university with a major in Computer Science,
Information Systems, Engineering, Business, or other related scientific or technical discipline or a related field.

Application Developer, Advance Technology (Senior)

Functional Responsibility: Must be able to translate applications requirements into web-based solutions using available
technology. Must be able to apply new and emerging technologies to the software development process. Minimum
Experience: Must have five (5) years of computer experience in at least two of the following disciplines: systems
analysis, systems programming, application programming, and equipment analysis. At least one (1) year of experience
developing applications using advanced technologies, such as Internet protocols or web-based technology.

Technologies include HTML, PERL or Javascript, and Java, AWS, Salesforce, ServiceNow

Minimum Education: Bachelor's Degree from an accredited college or university with a major in Computer Science,
Information Systems, Engineering, Business, or other related scientific or technical discipline or a related field.

Application Development Expert

Functional Responsibility: Provides design recommendations based on long-term IT organization strategy. Develops
enterprise level application and custom integration solutions including major enhancements and interfaces, functions
and features. Uses a variety of platforms to provide automated systems applications to customers. Provides expertise
regarding the integration of applications across the business. Determines specifications, then plans, designs, and
develops the most complex and business critical software solutions, utilizing appropriate software engineering
processes – either individually or in concert with a project team. Will assist in the most difficult support problems.
Develops programming and development standards and procedures as well as programming architectures for code
reuse. Has in-depth knowledge of state-of-the art programming languages and object-oriented approach in designing,
coding, testing and debugging programs. Understands and consistently applies the attributes and processes of current
application development methodologies. Researches and maintains knowledge in emerging technologies and possible
application to the business. Viewed both internally and externally as a technical expert and critical technical resource
across multiple disciplines. Acts as an internal consultant, advocate, mentor and change agent.

Minimum Experience: Must have seven (7) years of IT and business/industry work experience. At least three (3) years
as Technical expert in IT organization. Coaches and mentors more junior technical staff. Provides technical input into
the most complex and high impact IT decisions. Accountable for the most complex enterprise-wide applications and
issues, translating highly complex concepts for peers and customers.

Minimum Education: Bachelor’s Degree in Computer Science, Information Systems, or other related field.
Applications Programmer

Functional Responsibility: Analyzes functional business applications and design specifications for functional areas such as finance, accounting, personnel, manpower, logistics, and contracts. Develops block diagrams and logic flowcharts. Translates detailed design into computer software. Tests, debugs, and refines the computer software to produce the required product. Prepares required documentation, including both program-level and user-level documentation. Enhances software to reduce operating time or improve efficiency. Provides technical direction to programmers as required to ensure program deadlines are met.

Minimum Experience: Must have five (5) years of computer experience in information systems design. At least three (3) years of experience as an application programmer on largescale DBMS, knowledge of computer equipment, and ability to develop complex software to satisfy design objectives.

Minimum Education: Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline or a related field.

Computer Programmer (Junior)

Functional Responsibility: Designs, develops, troubleshoots and analyzes moderately complex software programs for computer-based systems. Customizes software based upon research. Must be capable of translating detail program flowcharts into program-coded instructions used by third- and fourth-generation, or current state-of-the-art computers.

Minimum Experience: Must have three (3) years of computer programming experience.

Minimum Education: Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline or a related field.

Computer Programmer (Senior)

Functional Responsibility: Must be capable of utilizing third- and fourth-generation or current state-of-the-art IT equipment and languages to develop and prepare diagrammatic plans for solution of business, management, communications, and strategic problems. Must be able to design detailed programs, flowcharts, and diagrams showing mathematical computations and sequence of machine operations necessary to copy and process data and print results. Must be able to verify the accuracy and completeness of programs and systems by preparing sample representative data and perform testing by means of cycle and system processing.

Minimum Experience: Must have eight (8) years of programming experience in software development or maintenance. At least five (5) years of experience in IT systems analysis and programming.

Minimum Education: Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline or a related field.

Computer Specialist

Functional Responsibility: Must be able to determine costs for converting computer systems from one language or machine to another by utilizing compilers, simulators, emulators, and/or language translators and recommend better utilization of operating systems capabilities to improve system efficiency. Must be able to develop, manage, maintain, and evaluate state-of-the-art computer hardware, software, and software development tools; evaluate their ability to support specific requirements and interface with other equipment and systems; determine potential and actual bottlenecks; propose recommendations for their elimination; and make recommendations for systems improvements that will result in optimal hardware and software usage.

Minimum Experience: Must have five (5) years of computer experience in at least two (2) of the following disciplines: systems analysis, systems programming, application programming, or equipment analysis.

Minimum Education: Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline or a related field.
Computer Specialist Senior
Functional Responsibility: Must be able to determine costs for converting computer systems from one language or machine to another by using compilers, simulators, emulators, and/or language translators and to recommend better utilization of operating systems capabilities for improving system efficiency. Develops, manages, maintains, and evaluates current state-of-the-art computer hardware, software, and software development tools; evaluates their ability to support specific requirements and interface with other equipment and systems; determines potential and actual bottlenecks and proposes recommendations for their elimination; and makes recommendations for system improvements that will result in optimal hardware and software use.
Minimum Experience: Must have eight (8) years of computer experience in at least two of the following disciplines: system analysis, system programming, application programming, and equipment analysis.
Minimum Education: Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline or a related field.

Computer Systems Analyst (Junior)
Functional Responsibility: Develops requirements for information systems from a project’s inception to conclusion. Develops required specifications for simple to moderately complex systems. Assists senior computer systems analyst in preparing input and test data for the proposed system.
Minimum Experience: Must have three (3) years of computer experience in assignments of a technical nature working under close supervision and direction. At least one (1) year of experience in analyzing and programming applications on large-scale or mid-tier computers (or LAN-based) with a minimum of one (1) year of design and programming of moderately complex IT systems.
Minimum Education: Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline or a related field.

Computer Systems Analyst (Senior)
Functional Responsibility: Provides technical and administrative direction for personnel performing software development tasks, including the review of work products for correctness, adherence to the design concept and to user standards and for progress in accordance with schedules. Must be able to coordinate with the Program Manager to ensure problem solution and user satisfaction. Makes recommendations, if needed, for approval of major systems installations. Prepares milestone status reports and deliveries/presentations on the system concept to colleagues, subordinates, and end user representatives. Provides daily supervision and direction to support staff.
Minimum Experience: Must have eight (8) years of computer experience working independently or under general direction on complex application problems involving all phases of systems analysis. At least five (5) years of experience in analysis and design of business applications for complex large-scale or mid-tier computer systems, or LAN-based systems, to include experience in Database Management Systems (DBMS), and use of programming languages.

Computer Systems Programmer
Functional Responsibility: Create and/or maintain operating systems, communications software, database packages, compilers, repositories, and utility and assembler programs. Modify existing software and develop special purpose software to ensure efficiency and integrity between systems and applications.
Minimum Experience: Must have five (5) years of computer experience in information systems design. At least three (3) years of experience in IT systems analysis and programming.
Minimum Education: Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline or a related field.
Computer Systems Programmer (Senior)
Functional Responsibility: Create and/or maintain operating systems, communications software, database packages, compilers, repositories, and utility and assembler programs. Modify existing software and develop special purpose software to ensure efficiency and integrity between systems and applications.
Minimum Experience: Must have twelve (12) years of computer experience in information systems design. At least ten (10) years of experience in IT systems analysis and programming.
Minimum Education: Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline or a related field.

Database Management Specialist (Junior)
Functional Responsibility: Must be capable of providing highly technical expertise and support in the use of DBMS. Must be able to evaluate and recommend available DBMS products to support validated user requirements. Defines file organization, indexing methods, and security procedures for specific user applications. Develops, implements, and maintains database back-up and recovery procedures for the processing environments, and ensures that data integrity, security, and recoverability are built into the DBMS applications.
Minimum Experience: Must have three (3) years of experience in DBMS systems analysis and programming. At least one (1) year of experience in using current DBMS technologies, application design utilizing various database management systems and experience with DBMS internals.
Minimum Education: Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline or a related field.

Documentation Specialist
Functional Responsibility: Gathers, analyzes, and composes technical information. Conducts research and ensures the use of proper technical terminology. Translates technical information into clear, readable documents to be used by technical and non-technical personnel. For applications built to run in a Windows environment, uses the standard help compiler to prepare all on-line documentation.
Minimum Experience: Must have four (4) years of experience in technical writing and documentation experience pertaining to all aspects of IT. A minimum of two (2) years of experience in preparing technical documentation, which is to include researching for applicable standards.
Minimum Education: Associate’s Degree in related field.

Help Desk Manager
Functional Responsibility: Provides daily supervision and direction to staff who are responsible for phone and in-person support to users in the areas of e-mail, directories, standard Windows desktop applications, and other network services. Manages personnel who serve as the first point of contact for troubleshooting hardware and software PC and printer problems.
Minimum Experience: Must have seven (7) years of experience in the management of a Help Desk. General experience includes information systems development, network and other work in the client/server field, or related fields. At least five (5) years of specialized experience includes management of help desks in a multi-server environment, comprehensive knowledge of PC operating systems.
Minimum Education: Associate’s Degree in related field.

Help Desk Specialist (Junior)
Functional Responsibility: Provides telephone and in-person support to users in the areas of directories, standard Windows desktop applications, and applications developed under this Contract or predecessors. Serves as the initial point of contact for troubleshooting hardware/software PC and printer problems.
Minimum Experience: Must have five (5) years of experience in business IT environments with emphasis on PC hardware and applications. General experience includes information systems development, work in the client/server field, or related fields.
Minimum Education: Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline or a related field.
Help Desk Specialist (Senior)
Functional Responsibility: Provides telephone and in-person support to users in the areas of directories, standard Windows desktop applications, and applications developed under this Contract or predecessors. Serves as the initial point of contact for troubleshooting hardware/software PC and printer problems.
Minimum Experience: This position requires a minimum of seven (7) years of experience in a business IT environment with emphasis on PC computer hardware and applications. General experience includes, but is not limited to: information systems development, work in the client/server field, or related fields.
Minimum Education: Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline or a related field.

Information Technology Architect (Senior)
Functional Responsibility: Provides expertise in the most current principles and practices of architecture data management systems and experience in large system designs, and with data modeling in the information management arena. Provides expertise in modeling and organizing information to facilitate support of projects or information architectures. Provides guidance on how and what to data and process model. Primarily deals with transition planning from legacy to modern systems by concentrating on information flows, data exchange, and data translation standardization services.
Minimum Experience: Must have ten (10) years of experience planning, designing, building, and implementing IT systems. At least five (5) years of the required ten (10) years of experience must be in the direct supervision and management of major projects that involve providing professional support services and/or the integration, implementation and transition of large complex system and subsystem architectures. Must have led or been chief architect in major IT implementation efforts. Must demonstrate a broad understanding of client IT environmental issues and solutions and be a recognized expert within the IT industry. Must demonstrate advanced abilities to team and mentor and possess demonstrated excellence in written and verbal communication skills.
Minimum Education: Bachelor’s Degree from an accredited college or university with a major in Engineering, Computer Science, Mathematics or a related field.

IT Professional Consultant
Functional Responsibility: Identifies strategic issues for the Information Management Department and advises IT Senior Management of the risks and/or opportunities created by these issues. Issues will be centered on IT measurements and IT project management. IT measurements will encompass the refining or creating of measures related to value creation of IT products and services. Project Management will include presenting recommendations on ways of managing projects more effectively (including, but not limited to: appropriate methodology and quality reviews) Accountabilities include coordinating input from various IT departments to develop recommendations, conducting analyses of issues and ensuring adequate communication of the endorsed positions and recommendations to stakeholders.
Minimum Experience: Must have eight (8) years of relevant industry experience in the discipline required.
Minimum Education: Bachelor’s Degree from an accredited college or university in Engineering, Computer Science, Information Systems, Business, Mathematics or a related technical or business field.

Program Administration Specialist
Functional Responsibility: plans and various customer reports. Coordinates schedules to facilitate the completion of TO and change proposals, Contract deliverables, TO reviews, briefings and presentations. Performs analysis, development, and review of program administrative operating plans and procedures.
Minimum Experience: Must have three (3) years of experience working with project management tools and reporting systems. Familiar with government contracts, work breakdown structures, management/business plans, and program reporting.
Minimum Education: High school diploma or equivalent.
Program Manager

Functional Responsibility: The Program Manager is the contractor’s manager for the Contract and serves as the single point of contact with the Customer regarding the Contract. Performs overall management for Contract support operations. Organizes, directs, and coordinates the planning and production of all Contract activities, projects and support activities, including those of subcontractors. Oversees the development of or develops work breakdown structures, charts, tables, graphs, major milestone calendars and diagrams to assist in analyzing problems and making recommendations. Demonstrates excellent written and verbal communications skills. Establishes and alters corporate management structure to direct effective and efficient Contract support activities. Must be capable of negotiating and making binding decisions for the Master Contractor.

Minimum Experience: Must have twelve (12) years of experience in program or project management. At least eight (8) years of experience in supervision or oversight of IT related programs or projects.

Minimum Education: Bachelor’s Degree from an accredited college or university in Engineering, Computer Science, Information Systems, Business or other related discipline.

Quality Assurance Specialist

Functional Responsibility: Must be able to determine the resources required for quality control. Must be able to maintain the level of quality throughout the software life cycle. Develops software quality assurance plans. Must be capable of maintaining and establishing a process for evaluating software and associated documentation. Participates in formal and informal reviews at predetermined points throughout the development life cycle to determine quality. Examines and evaluates the software quality assurance (SQA) process and recommends enhancements and modifications. Develops quality standards.

Minimum Experience: Must have five (5) years of experience working with quality control methods and tools. At least three (3) years of experience in verification and validation, software testing and integration, software metrics, and their application to software quality assessment, and a demonstrated knowledge of system and project life cycles.

Minimum Education: Bachelor’s Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline or a related field.

Security Data Specialist

Functional Responsibility: Responsible for the planning, design, implementation and monitoring of security measures, policies, methods and procedures which safeguard the integrity of and access to enterprise systems, files and data elements. Responsible for acting on security violations. Maintains knowledge of changing technologies and provides recommendations for adaptation of new technologies or policies. Recognizes and identifies potential areas where existing data security policies and procedures require change, or where new ones need to be developed, especially regarding future business expansion. Provides management with risk assessments and security briefings to advise them of critical issues that may affect customer, or corporate security objectives.

Minimum Experience: Must have four (4) years of IT work experience in data security. Has worked independently or as part of a team under general supervision and coached more junior technical staff.

Minimum Education: Bachelor’s Degree in Computer Science, Information Systems, or other related field.

Software Engineer


Minimum Experience: Must have three (3) years of experience as a software engineer. At least two (2) years of experience working with SQL, or third/fourth generation languages in the design and implementation of systems and one (1) year working with DBMS

Minimum Education: Bachelor’s Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline or a related field.
Subject Matter Expert
Functional Responsibility: Defines the problems and analyzes and develops plans and requirements in the subject matter area for moderately complex-to-complex systems. Coordinates and manages the preparation of analysis, evaluations, and recommendations for proper implementation of programs and systems specifications including, but not limited to: information technology, health care, education, public safety, social services, human resources, transportation, and environment.
Minimum Experience: Must have seven (7) years of experience in the relevant field. At least five (5) years of combined new and related technical experience in the field directly related to the required area of expertise. Minimum Education: Bachelor’s Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline or a related field.

Systems Administrator
Functional Responsibility: Monitor and coordinate all data system operations, including security procedures, and liaison with end users. Ensure that necessary system backups are performed, and storage and rotation of backups is accomplished. Monitor and maintain records of system performance and capacity to arrange vendor services or other actions for reconfiguration and anticipate requirements for system expansion. Assist managers to monitor and comply with State data security requirements. Coordinate software development, user training, network management and minor installation and repair of equipment.
Minimum Experience: Must have two (2) years of experience in a computer-related field. One (1) year of experience administering multiuser, shared processor systems and data communications networks.
Minimum Education: Associate’s degree from an accredited college or university in Computer Science, Information Systems, Business or other related technical discipline or related field.

Systems Analyst
Functional Responsibility: Serves as a computer systems expert on assignments that typically involve establishing automated systems, where concern is with overall life cycle structure; and conducts feasibility studies from design, implementation and post-implementation evaluation from a number of possible approaches. Design criteria must be established to accommodate changes in legislation, mission, or functional program requirements.
Minimum Experience: Must have eight (8) years of experience in information technology systems analysis. At least five (5) years of the experience in the design of business applications on complex IT systems.
Minimum Education: Bachelor’s Degree from an accredited college or university in Computer Science, Systems Analysis, Information Systems or a related field.

Systems Architect
Functional Responsibility: Responsible for developing business, data, systems, and infrastructure models to develop enterprise architectures. Develops plans for migrating architectures. Develops technical reference models to include hardware/software standards. Engineer’s integrated hardware and software solutions to meet mission requirements.
Minimum Experience: Must have five (5) IT systems. Experience performing a significant role in all aspects of architecture related work on at least two (2) large IT systems.
Minimum Education: Bachelor’s Degree from an accredited college or university in Computer Science, Information Systems or related field.

Systems Engineer
Functional Responsibility: Must be capable of analyzing information requirements. Evaluates system problems of workflow, organization, and planning. Develops appropriate corrective action.
Minimum Experience: Must have three (3) years of experience in systems engineering. At least one (1) year of experience in demonstrated use of interactive, interpretative systems with on-line, real-time acquisition capabilities.
Minimum Education: Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline or a related field.
**Systems Engineer (Senior)**

**Functional Responsibility:** Must be able to analyze information requirements. Must be able to evaluate problems in workflow, organization, and planning. Develops appropriate corrective action. Provides daily supervision and direction to staff.

**Minimum Experience:** Must have six (6) years of experience in systems engineering. At least three (3) years of experience in the supervision of system engineers, and demonstrated use of interactive, interpretative systems with on-line, real-time acquisition capabilities.

**Minimum Education:** Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline or a related field.

**Systems Security Specialist**

**Functional Responsibility:** Provides expert-level advice, analysis, and functional expertise to tasks. Demonstrates exceptional oral and written communication skills. Reviews requirements and task documentation for accuracy and applicability.

**Minimum Experience:** Must have twelve (12) years of experience in system security. At least seven (7) years of highly specialized experience in one or more information, computer, or network security disciplines. These disciplines could include penetration testing, intrusion detection and audit analysis, public key infrastructure, cryptography, strong authentication, risk analysis, and multilevel security.

**Minimum Education:** Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline or a related field.

**Systems Security Specialist (Senior)**

**Functional Responsibility:** Analyzes and defines security requirements for Multilevel Security (MLS) issues. Designs, develops, engineers, and implements solutions to MLS requirements. Responsible for the implementation and development of the MLS. Gathers and organizes technical information about an organization’s mission goals and needs, existing security products, and ongoing programs in the MLS arena. Performs risk analyses, which also include risk assessment. Provides daily supervision and direction to staff.

**Minimum Experience:** Must have eight (8) years of experience in analysis and definition of security requirements. At least five (5) years of specialized experience in defining computer security requirements for high-level applications, evaluation of approved security product capabilities, and developing solutions to MLS problems.

**Minimum Education:** Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline or a related field.

**Technical Writer/Editor**

**Functional Responsibility:** Assists in collecting and organizing information for preparation of user manuals, training materials, installation guides, proposals, and reports. Edits functional descriptions, system specifications, user manuals, special reports, or any other customer deliverables and documents. Conducts research and ensures the use of proper technical terminology. Translates technical information into clear, readable documents to be used by technical and non-technical personnel. For applications built to run in a Windows environment, uses the standard help compiler to prepare all on-line documentation. Assists in performing financial and administrative functions. Must demonstrate the ability to work independently or under only general direction.

**Minimum Experience:** Must have five (5) years of experience in this area. At least two (2) years of experience in preparing and editing documents, including technical documents. Also includes researching for applicable standards.

**Minimum Education:** Associate’s Degree in related field.
Training Specialist/Instructor

Functional Responsibility: Conducts the research necessary to develop and revise training courses and prepares appropriate training catalogs. Prepares all instructor materials (course outline, background material, and training aids). Prepares all student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Trains personnel by conducting formal classroom courses, workshops, and seminars.

Minimum Experience: Must have four (4) years of experience in information systems development, training, or related fields. At least two (2) years of experience in developing and providing IT and end user training on computer hardware and application software.

Minimum Education: Bachelor's Degree from an accredited college or university with a major in Education/Training in the areas of Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline or a related field.

Web Application Architect

Functional Responsibility: Responsible for analyzing assigned specifications, planning, designing and developing solutions, utilizing appropriate Internet/Intranet/Extranet architecture processes supporting a wide range of business process. Provides appropriate documentation for object design decisions, estimating assumptions, applets and performance metrics – as required by organization architecture process standards, or as assigned. Responsible for minimizing the issues between the client and the server applications and for the overall setup and design of the Internet and web server architecture. Impact and complexity of this job increases if organization is utilizing Internet solutions (vs. only Intranet), especially those with significant business impact (e.g., e-business).

Minimum Experience: Must have five (5) years of IT work experience. Has worked independently or as a part of a team under general supervision and coached more junior technical staff. Technical expert in IT organization. Provides input into highly complex and high impacting decisions as it relates to area of expertise.

Minimum Education: Bachelor's Degree in Computer Science, Information Systems, or other related field.

Cloud and Cloud Related IT Professional Services (SIN 518210)

Cloud Business Analyst (Senior)

Functional Responsibility: Reviews, analyzes, and evaluates IT Cloud business systems and user needs. Formulates systems to parallel overall business strategies. Writes detailed description of user needs, program functions, and steps required to develop or modify computer programs. Provides consultation on complex projects and is considered to be the top-level contributor/specialist.

Minimum Experience: Must have eight (8) years of experience in this area.

Minimum Education: Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline or a related field.

Cloud Business Systems Analyst (Junior)

Functional Responsibility: Reviews, analyzes, and evaluates Cloud technology-based business systems and user needs. Formulates systems to parallel overall business strategies. Writes detailed description of user needs, program functions, and steps required to develop or modify computer programs. Provides consultation on complex projects and is considered to be the top-level contributor/specialist.

Minimum Experience: Must have one (1) year of experience in this area.

Minimum Education: Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline or a related field.
Cloud Data Engineer (Senior)
Functional Responsibility: Designs and builds relational databases using Cloud Technology. Develops strategies for data acquisitions, archive recovery, and implementation of a database. Works in a data warehouse environment, which includes data design, database architecture, metadata and repository creation. Translates business needs into long-term architecture solutions. Defines, designs, and builds dimensional databases. Develops data warehousing blueprints, evaluating hardware and software platforms, and integrating systems. Evaluates reusability of current data for additional analyses. Reviews object and data models and the metadata repository to structure the data for better management and quicker access.
Minimum Experience: Must have five (5) years of cloud IT related experience.
Minimum Education: Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline or a related field.

Cloud Engineer (Mid)
Functional Responsibility: Design, build and maintain a stable and efficient Cloud solutions to optimize service delivery across production, QA, and development environments throughout the development lifecycle. Monitor, troubleshoot, maintain, and continuously improve building, packaging, and deployment processes. Utilize a consistent DevOps approach to improve all phases of the process and ensure end-to-end quality across functions.
Minimum Experience: Must have three (3) years of cloud IT related experience.
Minimum Education: Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline or a related field.

Cloud Integration Specialist
Minimum Experience: Must have five (5) years of cloud IT related experience.
Minimum Education: Master's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline or a related field.

Cloud Program Director
Functional Responsibility: Responsible for organizing, directing, and managing all aspects of contract operational support functions involving multiple complex and inter-related Cloud IT project tasks that often require managing teams of contractor personnel at multiple locations. Provide overall direction of Cloud IT program activities.
Minimum Experience: Must have eight (8) years of cloud IT related experience.
Minimum Education: Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline or a related field.

Cloud Project Manager
Functional Responsibility: Leads team on large projects or significant segment of large complex projects involving Cloud IaaS, PaaS, or SaaS technologies. Analyzes new and complex Cloud IT project related problems and creates innovative solutions involving finance, scheduling, technology, methodology, tools, and solution components.
Minimum Experience: Must have six (6) years of cloud IT related experience.
Minimum Education: Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline or a related field.
Cloud Solutions Architect
Functional Responsibility: Serves as the top-level technical expert by creating high-level Cloud IT architectural specifications and addressing problems of systems integration, compatibility for Cloud (IaaS, PaaS, SaaS) based solutions. Responsible for design and development of new cloud software or extensive software revisions for external customers. Performs research on the potential project feasibility to management.
Minimum Experience: Must have ten (10) years of cloud IT related experience.
Minimum Education: Master's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline or a related field.

Cloud Subject Matter Expert (SME)
Functional Responsibility: Collaborate with internal and external stakeholders to understand business requirements that drive the analysis and design of quality technical solutions based on Cloud technology for data, business and IT strategies.
Minimum Experience: Must have five (5) years of cloud IT related experience.
Minimum Education: Master's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline or a related field.

Cloud DevOps Engineer (Mid)
Functional Responsibility: Design, build and maintain a stable and efficient infrastructure to optimize Cloud service delivery across production, QA, and development environments throughout the development lifecycle. Monitor, troubleshoot, maintain, and continuously improve building, packaging, and deployment Cloud IT processes. Implement automated infrastructure capabilities like backups, security tools, monitoring. Utilize a consistent DevOps approach to improve all phases of the process and ensure end-to-end quality across functions.
Minimum Experience: Must have three (3) years of cloud IT related experience.
Minimum Education: Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline or a related field.

Cloud Information System Security Officer (ISSO)
Functional Responsibility: Determines Cloud IT enterprise information security standards. Develops and implements information security standards and procedures. Ensures that all information systems are functional and secure.
Minimum Experience: Must have five (5) years of cloud IT related experience.
Minimum Education: Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline or a related field.

Cloud Salesforce Engineer (Senior)
Functional Responsibility: Formulates/defines specifications for complex Cloud IT operating software programming applications or modifies/maintains complex existing applications using engineering releases and utilities from Salesforce. Designs, codes, tests, debugs, and documents those cloud programs. Assists all phases of software systems programming applications on Salesforce platform. Evaluates new and existing cloud software products on low-code or no code platforms.
Minimum Experience: Must have five (5) years of cloud IT related experience.
Minimum Education: Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline or a related field.

Cloud Scrum Master
Functional Responsibility: Responsible for ensuring the team lives agile values and principles and follows the Cloud IT processes and practices that the team agreed they would use.
Minimum Experience: Must have two (2) years of cloud IT related experience.
Minimum Education: Bachelor's Degree from an accredited college or university with a major in Computer Science,
Cloud Salesforce Architect (Senior)
**Functional Responsibility:** Serves as the top-level technical expert in Salesforce by creating high-level architectural specifications and addressing problems of systems integration, compatibility. Responsible for design and development of new software or extensive software revisions for external customers. Performs research on the potential project feasibility to management.
**Minimum Experience:** Must have five (5) years of experience in this area.
**Minimum Education:** Master’s Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline or a related field.

Cloud Software Engineer (Mid)
**Functional Responsibility:** Formulates/defines specifications for complex Cloud IT 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 Cloud IT 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 Cloud IT software systems programming applications. Evaluates new and existing Cloud IT software products.
**Minimum Experience:** Must have three (3) years of experience in this area.
**Minimum Education:** Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline or a related field.

Cloud Software Engineer in Test
**Functional Responsibility:** Manages long-term Cloud IT engineering projects. Performs Cloud IT engineering design evaluations and works to complete projects within budget and scheduling restraints. Develops, implements, and monitors Cloud IT information systems policies and controls to ensure data accuracy, security, and regulatory compliance. Reviews reports of computer and peripheral equipment production, malfunction, and maintenance to determine and address Cloud IT problems.
**Minimum Experience:** Must have six (6) years of experience in this area.
**Minimum Education:** Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline or a related field.

Cloud Technical Writer
**Functional Responsibility:** Writing, distribution, collection, storage, and maintenance of all Cloud IT documentation.
**Minimum Experience:** Must have one (1) year of experience in this area.
**Minimum Education:** Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline or a related field.

Cloud Tester (Senior)
**Functional Responsibility:** Manages long-term Cloud IT engineering projects. Performs engineering design evaluations and works to complete projects within budget and scheduling restraints. Develops, implements, and monitors Cloud IT information systems policies and controls to ensure data accuracy, security, and regulatory compliance. Reviews reports of computer and peripheral equipment production, malfunction, and maintenance to determine and address Cloud IT problems.
**Minimum Experience:** Must have two (2) years of experience in this area.
**Minimum Education:** Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline or a related field.