GENERAL SERVICES ADMINISTRATION
FEDERAL ACQUISITION SERVICE
AUTHORIZED FEDERAL SUPPLY SCHEDULE 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

Federal Supply Schedule 70 General Purpose Commercial Information Technology Equipment, Software and Services

CONTRACT NUMBER: 47QTCA19D0020
CONTRACT PERIOD: November 8, 2018 through November 7, 2023

Pioneer HUBZone Innovators LLC
10 W 24th St, #357
Baltimore, MD 21218
Phone: 202-741-9397

www.pdinc.us

CONTRACTOR’S POINT OF CONTACT FOR CONTRACT ADMINISTRATION:
Jason Pyeron
seti@phijv.com

PRICELIST CURRENT THROUGH: Modification ____ dated ____

For more information on ordering from this Federal Supply Schedule contract, please visit: www.gsa.gov/schedules
1a. TABLE OF AWARDED SPECIAL ITEM NUMBERS (SINs)
   SIN 132-45B Incident Response
   SIN 132-45-C Cyber Hunt
   SIN 132-45D Risk and Vulnerability Assessments (RVA)
   SIN 132-51 Information Technology Professional Services

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

1c. HOURLY RATES (Services only): See attached

2. MAXIMUM ORDER THRESHOLD:
   SIN 132-45B $500,000
   SIN 132-45C $500,000
   SIN 132-45D $500,000
   SIN 132-51 $500,000

   NOTE TO ORDERING ACTIVITIES: If the best value selection places your order over the applicable
   Maximum Order Threshold, you have an opportunity to obtain a better schedule contract price. Before
   placing your order, contact the Contractor 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 THRESHOLD: $100.00

4. GEOGRAPHIC COVERAGE: 48 States, DC

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

6. DISCOUNT FROM BEST MARKET RATE: GSA Net Prices are listed below. Negotiated discounts
   have been applied and the Industrial Funding Fee has been added.

7. QUANTITY DISCOUNT(S): None

8. PROMPT PAYMENT TERMS: 1% Net 7 Calendar Days

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

9.b Government Purchase Cards will not be accepted above the micro-purchase threshold.

10. FOREIGN ITEMS: None

11a. TIME OF DELIVERY: Negotiated between Contractor and Ordering Agency

11b. EXPEDITED DELIVERY: Negotiated between Contractor and Ordering Agency

11c. OVERNIGHT AND 2-DAY DELIVERY: Negotiated between Contractor and Ordering Agency
11d. **URGENT REQUIREMENTS:** Agencies can contact the Contractor’s representative to affect a faster delivery. Customers are encouraged to contact the Contractor for the purpose of requesting accelerated delivery.

12. **FOB POINT:** Destination, 48 Contiguous States, Alaska, Hawaii, District of Columbia and Puerto Rico.

13a. **ORDERING ADDRESS:** Same as Contractor Address

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 ([www.fss.gsa.gov/schedules](http://www.fss.gsa.gov/schedules)).

14. **PAYMENT ADDRESS:** Same as Contractor Address

15. **WARRANTY PROVISION:** Standard Commercial

16. **EXPORT PACKING CHARGES:** None

17. **TERMS AND CONDITIONS OF GOVERNMENT PURCHASE CARD ACCEPTANCE:** None

18. **TERMS AND CONDITIONS OF RENTAL, MAINTENANCE, AND REPAIR (IF APPLICABLE):** Not Applicable

19. **TERMS AND CONDITIONS OF INSTALLATION (IF APPLICABLE):** Not Applicable

20. **TERMS AND CONDITIONS OF REPAIR PARTS INDICATING DATE OF PARTS PRICE LISTS AND ANY DISCOUNTS FROM LIST PRICES (IF AVAILABLE):** Not Applicable

20a. **TERMS AND CONDITIONS FOR ANY OTHER SERVICES (IF APPLICABLE):** Not Applicable

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

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

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

24a. **SPECIAL ATTRIBUTES SUCH AS ENVIRONMENTAL ATTRIBUTES (e.g. recycled content, energy efficiency, and/or reduced pollutants):** Not Applicable

24b. **SECTION 508 COMPLIANCE FOR ELECTRONIC AND INFORMATION TECHNOLOGY (EIT):** Compliant. The EIT standards can be found at: [www.Section508.gov/](http://www.Section508.gov/)

25. **DUNS NUMBER:** 080545555

26. **NOTIFICATION REGARDING REGISTRATION IN SYSTEM FOR AWARD MANAGEMENT (SAM) DATABASE:** Contractor has an active registration in the System for Award Management (SAM) database.
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Labor Category Descriptions

**Project/Program Manager - Mid-level**

**Education:** Bachelor of Science in a related technical field

**Experience:** Minimum of 3 years’ experience required

**Daily job duties:**

- Analyzes new and complex project related problems and creates innovative solutions involving finance, scheduling, technology, methodology, tools, and solution components.
- Performs day-to-day management of overall project/contract support operations, possibly involving multiple tasks and groups of personnel at multiple locations.
- Organizes, directs, and coordinates the planning and production of all activities associated with assigned project.
- Assumes responsibility for project results.
- Works with project sponsor and stakeholders to complete project charter outlining scope, goals, deliverables, required resources, budget, and timing.
- Completes work breakdown structure to estimate effort required for each task.
- Provides a project schedule to identify when each task will be completed.
- Communicates clearly expectations to team members and stakeholders.
- Mediates between stakeholders and team members.
- Resolves issues and solves problems throughout project life-cycle.
- Manages project scope by ensuring changes to scope are documented and approved.
- Tracks and reports on project milestones and provides status reports when requested.

**Project/Program Manager – Senior**

**Education:** Bachelor of Science in a related technical field

**Experience:** Minimum of 8 years’ experience required

**Daily job duties:**

- Analyzes new and complex project related problems and creates innovative solutions involving finance, scheduling, technology, methodology, tools, and solution components.
- Performs day-to-day management of overall project/contract support operations, possibly involving multiple tasks and groups of personnel at multiple locations.
- Organizes, directs, and coordinates the planning and production of all activities associated with assigned project.
- Assumes responsibility for project results.
- Works with project sponsor and stakeholders to complete project charter outlining scope, goals, deliverables, required resources, budget, and timing.
- Completes work breakdown structure to estimate effort required for each task.
- Provides a project schedule to identify when each task will be completed.
- Communicates clearly expectations to team members and stakeholders.
- Mediates between stakeholders and team members.
- Resolves issues and solves problems throughout project life-cycle.
- Manages project scope by ensuring changes to scope are documented and approved.
- Tracks and reports on project milestones and provides status reports when requested.
- Leads, coaches, and motivates team members.
• Organizes, directs, and coordinates the planning and production of all activities associated with assigned projects
• Makes decisions and recommendations based on the business need for each project, and makes on-going decisions based on what’s best for the organization

**Applications Systems Analyst – Junior**

**Education:** Bachelor of Science in a related technical field

**Experience:** Minimum of 1 year experience required

**Daily job duties:**

- Formulates/defines system scope and objectives.
- Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time, and form of desired results.
- Prepares detailed specifications from which programs will be written and designs, codes, tests, debugs, and documents those programs.

**Applications Systems Analyst - Mid-level**

**Education:** Bachelor of Science in a related technical field

**Experience:** Minimum of 3 years’ experience required

**Daily job duties:**

- Formulates/defines system scope and objectives.
- Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time, and form of desired results.
- Prepares detailed specifications from which programs will be written and designs, codes, tests, debugs, and documents those programs.
- Assists with internal reporting
- Supports the development of the program and its team members

**Applications Systems Analyst – Senior**

**Education:** Bachelor of Science in a related technical field

**Experience:** Minimum of 8 years’ experience required

**Daily job duties:**

- Formulates/defines system scope and objectives.
- Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time, and form of desired results.
- Prepares detailed specifications from which programs will be written and designs, codes, tests, debugs, and documents those programs.
- Trains and manages subordinate Applications Systems Analysts
- Reports directly to Project Manager
**Business Process Reengineering Specialist - Junior**

**Education:** Bachelor of Science in a related technical field

**Experience:** Minimum of 1 year experience required

**Daily job duties:**
- Specialized experience may include facilitation, training, methodology development and evaluation, process reengineering across all phases, identifying best practices, change management, business management techniques, organizational development, activity and data modeling, information system development methods and practices, or the supervision of other business process reengineering specialists.
- Applies process improvement and reengineering methodologies and principles of best practices to conduct process modernization projects, including applicable trade studies.
- Activity and data modeling
- Developing modern business methods
- Identifying best practices
- Creating and assessing performance measurements
- Environmental & Resource analysis

**Business Process Reengineering Specialist - Mid-level**

**Education:** Bachelor of Science in a related technical field

**Experience:** Minimum of 3 years’ experience required

**Daily job duties:**
- Specialized experience may include facilitation, training, methodology development and evaluation, process reengineering across all phases, identifying best practices, change management, business management techniques, organizational development, activity and data modeling, information system development methods and practices, or the supervision of other business process reengineering specialists.
- Applies process improvement and reengineering methodologies and principles of best practices to conduct process modernization projects, including applicable trade studies.
- Activity and data modeling
- Developing modern business methods
- Identifying best practices
- Creating and assessing performance measurements
- Environmental & Resource analysis
- Strategy and goal formulation
- Strategy evaluation and control
- Provides group facilitation, interviewing, training, and additional forms of knowledge transfer.

**Business Process Reengineering Specialist - Senior**

**Education:** Bachelor of Science in a related technical field

**Experience:** Minimum of 8 years’ experience required

**Daily job duties:**
- Specialized experience may include facilitation, training, methodology development and evaluation, process reengineering across all phases, identifying best practices, change management, business management techniques, organizational development, activity and data modeling, information system development methods and practices, or the supervision of other business process reengineering specialists.
• Applies process improvement and reengineering methodologies and principles of best practices to conduct process modernization projects, including applicable trade studies.
• Activity and data modeling
• Developing modern business methods
• Identifying best practices
• Creating and assessing performance measurements
• Environmental & Resource analysis
• Strategy and goal formulation
• Strategy evaluation and control
• Provides group facilitation, interviewing, training, and additional forms of knowledge transfer
• Trains and manages subordinate Business Process Reengineering Specialists
• Reports directly to Project Manager

Cloud Engineer - Junior

Education: Bachelor of Science in a related technical field
Experience: Minimum of 1 year experience required

Daily job duties:
• Has strong understanding of Cloud information flows and process architecture necessary for implementation of cloud security
• Uses information technology to plan, prepare, and execute cloud related security tasks
• Prepares and reviews Cloud security architecture
• Applies knowledge of Cloud security requirements, documentation, and risk mitigation strategies
• Develops Cloud design documentation
• Implements Cloud security policies and procedures

Cloud Engineer - Mid-level

Education: Bachelor of Science in a related technical field
Experience: Minimum of 3 years’ experience required

Daily job duties:
• Manages Cloud requirements analysis, conceptual design, detailed design, and implementation of a cloud project
• Assists in the migration of a cloud effort
• Generates requisite cloud documentation
• Generates customer design review materials and present at customer design reviews
• Has strong understanding of Cloud information flows and process architecture necessary for implementation of cloud security
• Uses information technology to plan, prepare, and execute cloud related security tasks
• Prepares and reviews Cloud security architecture
• Applies knowledge of Cloud security requirements, documentation, and risk mitigation strategies
• Develops Cloud design documentation
• Implements Cloud security policies and procedures
Cloud Engineer - Senior

Education: Bachelor of Science in a related technical field

Experience: Minimum of 8 years’ experience required

Daily job duties:

- Manages Cloud requirements analysis, conceptual design, detailed design, and implementation of a cloud project
- Assists in the migration of a cloud effort
- Generates requisite cloud documentation
- Generates customer design review materials and present at customer design reviews
- Has strong understanding of Cloud information flows and process architecture necessary for implementation of cloud security
- Uses information technology to plan, prepare, and execute cloud related security tasks
- Prepares and reviews Cloud security architecture
- Applies knowledge of Cloud security requirements, documentation, and risk mitigation strategies
- Develops Cloud design documentation
- Implements Cloud security policies and procedures
- Trains and manages subordinate Cloud Engineers
- Reports directly to Project Manager

Configuration Management Specialist – Junior

Education: Bachelor of Science in a related technical field

Experience: Minimum of 1 year experience required

Daily job duties:

- Responsible for configuration management activities, including product identification, change control, status accounting, operation of the program support library, and development and monitoring of equipment/system acceptance plans.
- Coordinates, prepares, and conducts Configuration Control Boards, identify, monitor, and report on configuration
- Coordinates with users and systems development personnel on releases of both system-level software and applications software.
- Controls configuration baselines and interfaces through Engineering Change Proposal/Specification processing
- Supports development of Build Notes, Release Notes, and Version Description Document
- Responsible for configuration management of requirements, design, and code.
- Manages Technical Data Packages from requirements collection to software deployment
- Monitors library structure and procedures to assure system integrity, including procedures for collection, release, production, test, and emergency libraries and the movement/migration of components between libraries.
**Configuration Management Specialist – Mid-level**

**Education:** Bachelor of Science in a related technical field

**Experience:** Minimum of 3 years’ experience required

**Daily job duties:**

- Responsible for configuration management activities, including product identification, change control, status accounting, operation of the program support library, and development and monitoring of equipment/system acceptance plans.
- Coordinates, prepares, and conducts Configuration Control Boards, identify, monitor, and report on configuration.
- Coordinates with users and systems development personnel on releases of both system-level software and applications software.
- Controls configuration baselines and interfaces through Engineering Change Proposal/Specification processing.
- Supports development of Build Notes, Release Notes, and Version Description Document.
- Responsible for configuration management of requirements, design, and code.
- Manages Technical Data Packages from requirements collection to software deployment.
- Monitors library structure and procedures to assure system integrity, including procedures for collection, release, production, test, and emergency libraries and the movement/migration of components between libraries.
- Monitors end item acceptance plans.
- Proven ability to liaise between programmers, designers, IT personnel and customers and other stakeholders.
- Fulfills contract data requirements as preparing drafts, forwarding correspondence, preparing and processing CM required data items; and compiles, prepares, and maintains the master records for the establishment and change of configuration baselines, engineering release system, configuration item development record (including the configuration index and change status listing), and configuration status accounting.
- Provides solutions supporting parallel development and facilitate product branching and merging activities.
- Conducts configuration audits.
- Implements configuration and change management solutions and provides support to the system engineering, software engineering, and testing teams.

**Configuration Management Specialist – Senior**

**Education:** Bachelor of Science in a related technical field

**Experience:** Minimum of 8 years’ experience required

**Daily job duties:**

- Responsible for configuration management activities, including product identification, change control, status accounting, operation of the program support library, and development and monitoring of equipment/system acceptance plans.
- Coordinates, prepares, and conducts Configuration Control Boards, identify, monitor, and report on configuration.
- Coordinates with users and systems development personnel on releases of both system-level software and applications software.
- Controls configuration baselines and interfaces through Engineering Change Proposal/Specification processing.
- Supports development of Build Notes, Release Notes, and Version Description Document.
• Responsible for configuration management of requirements, design, and code.
• Manages Technical Data Packages from requirements collection to software deployment
• Monitors library structure and procedures to assure system integrity, including procedures for collection, release, production, test, and emergency libraries and the movement/migration of components between libraries.
• Monitors end item acceptance plans.
• Proven ability to liaise between programmers, designers, IT personnel and customers and other stakeholders
• Fulfills contract data requirements as preparing drafts, forwarding correspondence, preparing and processing CM required data items; and compiles, prepares, and maintains the master records for the establishment and change of configuration baselines, engineering release system, configuration item development record (including the configuration index and change status listing), and configuration status accounting
• Provides solutions supporting parallel development and facilitate product branching and merging activities
• Conducts configuration audits
• Implements configuration and change management solutions and provides support to the system engineering, software engineering, and testing teams
• Trains and manages subordinate Configuration Management Specialists
• Reports directly to Project Manager

Cybersecurity Engineer – Junior

Education: Bachelor of Science in a related technical field

Experience: Minimum of 1 year experience required

Daily job duties:
• Analyzes and defines security requirements for multilevel security (MLS) systems
• Conducts security audits
• Generates system-level security documentation
• Applies knowledge of IT Governance requirements, risk mitigation strategies, and encryption and decryption capabilities to establish secure solutions
• Performs risk analysis, including risk assessment processes and procedures
• Recommends information assurance/security solutions to support customers’ requirements.
• Provides integration and implementation of the computer system security solution.
• Analyzes general information assurance-related technical problems and provides basic engineering and technical support in solving these problems.

Cybersecurity Engineer - Mid-level

Education: Bachelor of Science in a related technical field

Experience: Minimum of 3 years’ experience required

Daily job duties:
• Analyzes and defines security requirements for multilevel security (MLS) systems
• Design, develops, engineers, and integrates solutions to MLS requirements
• Conducts security audits
• Generates system-level security documentation
• Supports the development of System Operation Procedure documents
• Applies knowledge of IT Governance requirements, risk mitigation strategies, and encryption and decryption capabilities to establish secure solutions
• Performs risk analysis, including risk assessment processes and procedures
• Recommends information assurance/security solutions to support customers’ requirements.
• Performs analysis, design, and development of security features for system architectures.
• Designs, develops, engineers, and implements solutions that meet security requirements.
• Provides integration and implementation of the computer system security solution.
• Analyzes general information assurance-related technical problems and provides basic engineering and technical support in solving these problems.
• Performs vulnerability/risk analyses of computer systems and applications during all phases of the system development life cycle.

**Cybersecurity Engineer – Senior**

**Education:** Bachelor of Science in a related technical field

**Experience:** Minimum of 8 years’ experience required

**Daily job duties:**

• Analyzes and defines security requirements for multilevel security (MLS) systems
• Designs, develops, engineers, and integrates solutions to MLS requirements
• Conducts security audits
• Generates system-level security documentation
• Supports the development of System Operation Procedure documents
• Applies knowledge of IT Governance requirements, risk mitigation strategies, and encryption and decryption capabilities to establish secure solutions
• Performs risk analysis, including risk assessment processes and procedures
• Recommends information assurance/security solutions to support customers’ requirements.
• Performs analysis, design, and development of security features for system architectures.
• Designs, develops, engineers, and implements solutions that meet security requirements.
• Provides integration and implementation of the computer system security solution.
• Analyzes general information assurance-related technical problems and provides basic engineering and technical support in solving these problems.
• Performs vulnerability/risk analyses of computer systems and applications during all phases of the system development life cycle.
• Trains and manages subordinate Cyber Security Engineers
• Reports directly to Project Manager

**Database Specialist – Junior**

**Education:** Bachelor of Science in a related technical field

**Experience:** Minimum of 1 year experience required

**Daily job duties:**

• Specialized experience includes demonstrated experience with database management systems design and system analysis, current operating systems software internals and data manipulation languages, incorporation of component and object-oriented concepts, building and/or maintaining data/information repositories for organizations that use information engineering concepts, and enterprise data and process modeling in the identification and development of standardized objects.
• Applies activity and data modeling, transaction flow analysis, internal control and risk analysis, and performance measurement techniques to develop functional specifications and logical and physical database designs
**Database Specialist - Mid-level**

**Education:** Bachelor of Science in a related technical field

**Experience:** Minimum of 3 years’ experience required

**Daily job duties:**

- Specialized experience includes demonstrated experience with database management systems design and system analysis, current operating systems software internals and data manipulation languages, incorporation of component and object-oriented concepts, building and/or maintaining data/information repositories for organizations that use information engineering concepts, and enterprise data and process modeling in the identification and development of standardized objects.
- Manages the development of database projects and provides all activities related to the administration of computerized databases.
- Evaluates and analyzes functional business requirements, workflow, and existing processes and interfaces and applies business process improvement practices to re-engineer methodologies and practices consistent with sound DBMS principles and existing customer standards and planning documents.
- Applies activity and data modeling, transaction flow analysis, internal control and risk analysis, and performance measurement techniques to develop functional specifications and logical and physical database designs.
- Projects long-range requirements for database administration and design in conjunction with other managers in the information systems function.
- Plans and budgets staff and data resources to support application developers in planning preparation, load analysis, and backup and recovery of data.
- Prepares and delivers presentations on database management system concepts and applicable tradeoffs.
- Ensures that proposed object definitions are clear, concise, technically correct, and represent singular concepts.
- Ensures that the proposed objects are consistent with data and process models.

**Database Specialist – Senior**

**Education:** Bachelor of Science in a related technical field

**Experience:** Minimum of 8 years’ experience required

**Daily job duties:**

- Specialized experience includes demonstrated experience with database management systems design and system analysis, current operating systems software internals and data manipulation languages, incorporation of component and object-oriented concepts, building and/or maintaining data/information repositories for organizations that use information engineering concepts, and enterprise data and process modeling in the identification and development of standardized objects.
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- Projects long-range requirements for database administration and design in conjunction with other managers in the information systems function.
• Plans and budgets staff and data resources to support application developers in planning preparation, load analysis, and backup and recovery of data.
• Prepares and delivers presentations on database management system concepts and applicable tradeoffs.
• Ensures that proposed object definitions are clear, concise, technically correct, and represent singular concepts.
• Ensures that the proposed objects are consistent with data and process models.
• Trains and manages subordinate Database Specialists.
• Reports directly to Project Manager.

**Human Factors Engineer - Junior**

**Education:** Bachelor of Science in a related technical field

**Experience:** Minimum of 1 year experience required

**Daily job duties:**

• Leads and conducts studies in human/machine interaction, environmental design, and human performance assessment.
• Responsible for finalizing project deliverables and writing of technical reports.
• Designs experiments and usability testing, oversees data collection and analysis of behavioral data.
• Participates in overall project management.
• Knowledge of human cognition, including serial and parallel processing, visual perception, attention allocation, and reaction time.
• Expert in experimental design and statistical analysis.

**Human Factors Engineer - Senior**

**Education:** Bachelor of Science in a related technical field

**Experience:** Minimum of 8 years’ experience required

**Daily job duties:**

• Leads and conducts studies in human/machine interaction, environmental design, and human performance assessment.
• Responsible for finalizing project deliverables and writing of technical reports.
• Designs experiments and usability testing, oversees data collection and analysis of behavioral data.
• Participates in overall project management.
• Knowledge of human cognition, including serial and parallel processing, visual perception, attention allocation, and reaction time.
• Expert in experimental design and statistical analysis.
• Trains and manages subordinate Human Factors Engineers.
• Reports directly to Project Manager.
**Information Technology Consultant - Mid-level**

**Education:** Bachelor of Science in a related technical field

**Experience:** Minimum of 3 years’ experience required

**Daily job duties:**

- Continuously monitor and maintain oversight of all aspects of information technology projects.
- Responsible for making determinations for project approach, software platforms, hardware, schedule, budget and deliverables.
- Participates in the management and implementation of large, complex information technology systems
- Identifies user requirements and describe services available or refer inquiries to other staff within installation
- Provides technical support to users and assist them in defining and solving computing problems within well-defined areas of responsibility
- Provides input for preparation of documentation of supported products for other staff members and users
- Provides input for preparation of user training materials and assists in conducting training sessions as assigned
- Performs programming tasks to assist users
- Travels to the customer site to analyze and enhance the IT systems used within the organization
- Performs interviews and other research
- Provides technical, managerial, and administrative assistance for problem definition, analysis, requirements development and implementation, for complex to extremely complex systems in the subject matter area
- Makes recommendations and advises on organization-wide systems improvements, optimization or maintenance efforts, in the following areas:
  i. Information systems architecture
  ii. Networking and networks
  iii. Telecommunications including legacy and high-speed technologies, protocols, operations and management
  iv. Electromagnetic Spectrum technologies
  v. Satellite Communications
  vi. Cyber Security technologies
  vii. Mobility technologies
  viii. Automation including micro through mainframe hardware, computer languages, operating systems, database systems, security, decision support systems, and cognitive computing
  ix. Risk management and electronic analysis, software including commercial software and software development, life-cycle management
  x. Modeling and simulation; graphics; data management

**Information Technology Consultant – Senior**

**Education:** Bachelor of Science in a related technical field

**Experience:** Minimum of 8 years’ experience required

**Daily job duties:**

- Continuously monitor and maintain oversight of all aspects of information technology projects.
- Responsible for making determinations for project approach, software platforms, hardware, schedule, budget and deliverables.
- Participates in the management and implementation of large, complex information technology systems
- Identifies user requirements and describe services available or refer inquiries to other staff within installation
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  i. Information systems architecture
  ii. Networking and networks
  iii. Telecommunications including legacy and high-speed technologies, protocols, operations and management
  iv. Electromagnetic Spectrum technologies
  v. Satellite Communications
  vi. Cyber Security technologies
  vii. Mobility technologies
  viii. Automation including micro through mainframe hardware, computer languages, operating systems, database systems, security, decision support systems, and cognitive computing
  ix. Risk management and electronic analysis, software including commercial software and software development, life-cycle management
  x. Modeling and simulation; graphics; data management
• Trains and manages subordinate IT Consultants
• Reports directly to Project Manager

**Information Technology Service Management Analyst – Junior**

**Education:** Bachelor of Science in a related technical field

**Experience:** Minimum of 1 year experience required

**Daily job duties:**

• Responsible for stabilizing and managing process, policy, and procedure, specifically around engineering management, incident management, change management, and problem management.
• Manage Configuration Management Database (CMDB) to ensure consistency and all data is up-to-date; develop processes for maintaining and auditing CMDB.
• Build and manage reporting related to change and outage management. Support the service and customizations to an ITIL system to ensure high availability of crucial SLA related statistics for entire department.
• Develops, monitors, and improves operating procedures and processes linked to the front line incident management
• Ensures timely resolution of all customer problems, requests, or complaints. Effectively partners with all lines of service to ensure timely resolution of customer problems, requests, or complaints. Responds to high level critical problems or complaints from customers
• Build/Manage reporting services and customizations to a CMDB/ITIL system as its related to the focus areas (problem management, change management, and incident management)
**Information Technology Service Management Analyst - Mid-level**

**Education:** Bachelor of Science in a related technical field

**Experience:** Minimum of 3 years’ experience required

**Daily job duties:**

- Responsible for stabilizing and managing process, policy, and procedure, specifically around engineering management, incident management, change management, and problem management.
- Manage Configuration Management Database (CMDB) to ensure consistency and all data is up-to-date; develop processes for maintaining and auditing CMDB.
- Chair the CAB (Change Advisory Board) Meetings to review and ensure changes are discussed and maintained appropriately and are aligned with ITIL best practices; Manage and enforce process and policy for all CAB meetings.
- Build and manage reporting related to change and outage management. Support the service and customizations to an ITIL system to ensure high availability of crucial SLA related statistics for entire department.
- Develops, monitors, and improves operating procedures and processes linked to the front line incident management
- Ensures timely resolution of all customer problems, requests, or complaints. Effectively partners with all lines of service to ensure timely resolution of customer problems, requests, or complaints. Responds to high level critical problems or complaints from customers
- Build/Manage reporting services and customizations to a CMDB/ITIL system as its related to the focus areas (problem management, change management, and incident management)
- Manage the delivery of IT related services to meet the requirements of the business;
- Build service relationships with internal customers and internal/external service providers;
- Manage cross functional teams as necessary to implement and maintain all aforementioned policy and procedures
- Ensure that systems, processes and methodologies as specified are followed to ensure effective monitoring, control and support of service delivery, with particular regard to regulatory compliance;
- Manage high priority incidents, conduct lessons learned and implement remediation plans
- Deliver a high level of Customer Service through a positive Customer focused attitude

**Information Technology Service Management Analyst – Senior**

**Education:** Bachelor of Science in a related technical field

**Experience:** Minimum of 8 years’ experience required

**Daily job duties:**

- Responsible for stabilizing and managing process, policy, and procedure, specifically around engineering management, incident management, change management, and problem management.
- Manage Configuration Management Database (CMDB) to ensure consistency and all data is up-to-date; develop processes for maintaining and auditing CMDB.
- Chair the CAB (Change Advisory Board) Meetings to review and ensure changes are discussed and maintained appropriately and are aligned with ITIL best practices; Manage and enforce process and policy for all CAB meetings.
- Build and manage reporting related to change and outage management. Support the service and customizations to an ITIL system to ensure high availability of crucial SLA related statistics for entire department.
- Develops, monitors, and improves operating procedures and processes linked to the front line incident management
Ensures timely resolution of all customer problems, requests, or complaints. Effectively partners with all lines of service to ensure timely resolution of customer problems, requests, or complaints. Responds to high level critical problems or complaints from customers.

- Build/Manage reporting services and customizations to a CMDB/ITIL system as it’s related to the focus areas (problem management, change management, and incident management).
- Manage the delivery of IT related services to meet the requirements of the business;
- Build service relationships with internal customers and internal/external service providers;
- Manage cross functional teams as necessary to implement and maintain all aforementioned policy and procedures.
- Ensure that systems, processes and methodologies as specified are followed to ensure effective monitoring, control and support of service delivery, with particular regard to regulatory compliance;
- Manage high priority incidents, conduct lessons learned and implement remediation plans.
- Deliver a high level of Customer Service through a positive Customer focused attitude.
- Trains and manages subordinate IT Service Management Analysts.
- Reports directly to Project Manager.

**Integration Engineer - Junior**

**Education:** Bachelor of Science in a related technical field.

**Experience:** Minimum of 1 year experience required.

**Daily job duties:**

- Implements computer systems in a phased approach of requirements analysis and conceptual design, site survey, system design review, critical design review, installation, integration, and testing.
- Conducts configuration management, integrating software, interpreting software test results, and recommending solutions for unsatisfactory test results.
- Provides solutions to identified software problem reports.
- Serves as a central point of contact to resolve end user problems and to increase end user efficiency.
- Receives and responds to end user "help" requests and/or trouble reports.
- Analyzes whether user problems result from hardware failure/problem, network failure/problem, software failure/problem or is procedural in nature.
- Provides solutions to identified software problem reports.
- Reports hardware/network/software problems to the appropriate organization for resolution.
- Works through procedural problems with the user to successful resolution.

**Integration Engineer - Mid-Level**

**Education:** Bachelor of Science in a related technical field.

**Experience:** Minimum of 3 years’ experience required.

**Daily job duties:**

- Implements computer systems in a phased approach of requirements analysis and conceptual design, site survey, system design review, critical design review, installation, integration, and testing.
- Performs requirements analysis for a wide range of users in areas of office automation and finance and accounting.
- Presents system designs for user approval at formal reviews.
- Conducts configuration management, integrating software, interpreting software test results, and recommending solutions for unsatisfactory test results.
- Directs life-cycle support, including maintenance, administration, and management.
- Provides solutions to identified software problem reports
- Serves as a central point of contact to resolve end user problems and to increase end user efficiency
- Receives and responds to end user "help" requests and/or trouble reports
- Analyzes whether user problems result from hardware failure/problem, network failure/problem, software failure/problem or is procedural in nature
- Provides solutions to identified software problem reports
- Reports hardware/network/software problems to the appropriate organization for resolution
- Works through procedural problems with the user to successful resolution
- May serve as a system documentation librarian

**Integration Engineer - Senior**

**Education:** Bachelor of Science in a related technical field

**Experience:** Minimum of 8 years’ experience required

**Daily job duties:**
- Implements computer systems in a phased approach of requirements analysis and conceptual design, site survey, system design review, critical design review, installation, integration, and testing
- Performs requirements analysis for a wide range of users in areas of office automation and finance and accounting
- Presents system designs for user approval at formal reviews
- Conducts configuration management, integrating software, interpreting software test results, and recommending solutions for unsatisfactory test results
- Directs life-cycle support, including maintenance, administration, and management
- Provides solutions to identified software problem reports
- Serves as a central point of contact to resolve end user problems and to increase end user efficiency
- Receives and responds to end user "help" requests and/or trouble reports
- Analyzes whether user problems result from hardware failure/problem, network failure/problem, software failure/problem or is procedural in nature
- Provides solutions to identified software problem reports
- Reports hardware/network/software problems to the appropriate organization for resolution
- Works through procedural problems with the user to successful resolution
- May serve as a system documentation librarian
- Trains and manages subordinate Integration Engineers
- Reports directly to Project Manager

**Network Engineer – Junior**

**Education:** Bachelor of Science in a related technical field

**Experience:** Minimum of 1 year experience required

**Daily job duties:**
- Advanced knowledge of the principles, methods, and techniques used in the engineering, application, and development of multiple operating systems.
- Analyzes computer software and hardware requirements to provide integration and implementation support through the design and development of new systems at a highly technical level.
- Ensures that system is functioning according to design specifications. Analyzes and documents users’ functional and data requirements.
- Develops site survey instruments to gather detailed user requirements and business process analysis data.
• Conducts functional user interviews to document functional, system, customization, and data requirements and data sources.
• Determines data requirements for internal processes and external interfaces.
• Develops new systems or tailors commercial products to meet user requirements.
• Maps existing data structures and migrates legacy data to the new or tailored systems.
• Provides technical support and diagnoses and resolves system problems.

**Network Engineer – Mid-level**

**Education:** Bachelor of Science in a related technical field

**Experience:** Minimum of 3 years’ experience required

**Daily job duties:**

• Advanced knowledge of the principles, methods, and techniques used in the engineering, application, and development of multiple operating systems.
• Analyzes computer software and hardware requirements to provide integration and implementation support through the design and development of new systems at a highly technical level.
• Ensures that system are functioning according to design specifications. Analyzes and documents users’ functional and data requirements.
• Develops site survey instruments to gather detailed user requirements and business process analysis data.
• Conducts functional user interviews to document functional, system, customization, and data requirements and data sources.
• Determines data requirements for internal processes and external interfaces.
• Develops new systems or tailors commercial products to meet user requirements.
• Maps existing data structures and migrates legacy data to the new or tailored systems.
• Develops and conducts tests to ensure systems meets documented user requirements.
• Develops documentation to describe system requirements and use.
• Provides technical support and diagnoses and resolves system problems.
• Maintains current knowledge of relevant hardware and software applications, as assigned.

**Network Engineer – Senior**

**Education:** Bachelor of Science in a related technical field

**Experience:** Minimum of 8 years’ experience required

**Daily job duties:**

• Advanced knowledge of the principles, methods, and techniques used in the engineering, application, and development of multiple operating systems.
• Analyzes computer software and hardware requirements to provide integration and implementation support through the design and development of new systems at a highly technical level.
• Ensures that system are functioning according to design specifications. Analyzes and documents users’ functional and data requirements.
• Develops site survey instruments to gather detailed user requirements and business process analysis data.
• Conducts functional user interviews to document functional, system, customization, and data requirements and data sources.
• Determines data requirements for internal processes and external interfaces.
• Develops new systems or tailors commercial products to meet user requirements.
• Maps existing data structures and migrates legacy data to the new or tailored systems.
• Develops and conducts tests to ensure systems meets documented user requirements.
• Develops documentation to describe system requirements and use.
• Provides technical support and diagnoses and resolves system problems.
• Maintains current knowledge of relevant hardware and software applications, as assigned.
• Trains and manages subordinate Network Engineers
• Reports directly to Project Manager

**Operations Research Analyst - Junior**

**Education:** Bachelor of Science in a related technical field

**Experience:** Minimum of 1 year experience required

**Daily job duties:**

• Plans, organizes, and conducts research in a variety of areas, such as new or existing products, science, social science, law or business, etc. in support of an IT initiative.
• Searches sources such as reference works, literature, documents, newspapers, statistical records, and other sources of information. May use Internet, Intranet, magazines, periodicals, journals, and other media to perform research.
• Analyzes information and statistical data to prepare reports and studies for use by professionals.

**Operations Research Analyst - Mid-level**

**Education:** Bachelor of Science in a related technical field

**Experience:** Minimum of 3 years’ experience required

**Daily job duties:**

• Plans, organizes, and conducts research in a variety of areas, such as new or existing products, science, social science, law or business, etc. in support of an IT initiative.
• Searches sources such as reference works, literature, documents, newspapers, statistical records, and other sources of information. May use Internet, Intranet, magazines, periodicals, journals, and other media to perform research.
• Analyzes information and statistical data to prepare reports and studies for use by professionals.
• Uses a rigorous process of scientific inquiry and analysis applicable to unique or recurring problems that confront decision makers.
• Uses a systematic examination and development of alternative courses of action to define and clarify the advantages and disadvantages of available choices.
• Provide decision makers with sound, scientific, and quantitative information as a basis for making decisions.
• Works across disciplinary boundaries and to develop multidisciplinary solutions to complex problems
**Operations Research Analyst - Senior**

**Education:** Bachelor of Science in a related technical field

**Experience:** Minimum of 8 years’ experience required

**Daily job duties:**
- Plans, organizes, and conducts research in a variety of areas, such as new or existing products, science, social science, law or business, etc. in support of an IT initiative.
- Searches sources such as reference works, literature, documents, newspapers, statistical records, and other sources of information. May use Internet, Intranet, magazines, periodicals, journals, and other media to perform research.
- Analyzes information and statistical data to prepare reports and studies for use by professionals.
- Uses a rigorous process of scientific inquiry and analysis applicable to unique or recurring problems that confront decision makers.
- Uses a systematic examination and development of alternative courses of action to define and clarify the advantages and disadvantages of available choices.
- Provide decision makers with sound, scientific, and quantitative information as a basis for making decisions.
- Works across disciplinary boundaries and to develop multidisciplinary solutions to complex problems
- Trains and manages subordinate Operations Research Analysts
- Reports directly to Project Manager

**Programmer – Junior**

**Education:** Bachelor of Science in a related technical field

**Experience:** Minimum of 1 year experience required

**Daily job duties:**
- Functional Responsibility Performs assigned portions of design, programming, and documentation, for IS/ADP systems.
- Participates in all phases of software development, with emphasis on the programming, testing, documentation, and acceptance phases.
- Responsible for the design, development, implementation, of computer programs and their systems.
- Uses knowledge of pertinent system software, computer equipment, work processes, regulations, and management practices.
- Develops and/or maintains operating systems, communications software, database packages, compilers, assemblers, and utility programs.
- Develops block diagrams and logic flow charts.
- Translates detailed design into computer software.
- Tests, debugs, and refines the computer software to produce the required product.
- Enhances software to reduce operating time or improve efficiency
**Programmer – Mid-level**

**Education:** Bachelor of Science in a related technical field

**Experience:** Minimum of 3 years’ experience required

**Daily job duties:**

- Functional Responsibility Performs assigned portions of design, programming, and documentation, for IS/ADP systems.
- Participates in all phases of software development, with emphasis on the programming, testing, documentation, and acceptance phases.
- Designs and prepares technical reports and related documentation and makes charts and graphs to record results.
- Responsible for the design, development, implementation, of computer programs and their systems.
- Plans the full range of programming actions to produce several interrelated but different products from numerous and diverse data elements which are usually from different sources; solves difficult programming problems.
- Uses knowledge of pertinent system software, computer equipment, work processes, regulations, and management practices.
- Develops and/or maintains operating systems, communications software, database packages, compilers, assemblers, and utility programs.
- Knowledgeable of government regulations, manuals, technical orders and standards as applied to the development of government systems.
- Modifies existing and creates special purpose software and ensures system efficiency and integrity. Analyzes systems requirements and design specifications.
- Develops block diagrams and logic flow charts.
- Translates detailed design into computer software.
- Tests, debugs, and refines the computer software to produce the required product.
- Prepares required documentation, including project plans, software program and user documentation.
- Enhances software to reduce operating time or improve efficiency.

**Programmer – Senior**

**Education:** Bachelor of Science in a related technical field

**Experience:** Minimum of 8 years’ experience required

**Daily job duties:**

- Functional Responsibility Performs assigned portions of design, programming, and documentation, for IS/ADP systems.
- Participates in all phases of software development, with emphasis on the programming, testing, documentation, and acceptance phases.
- Designs and prepares technical reports and related documentation and makes charts and graphs to record results.
- Responsible for the design, development, implementation, of computer programs and their systems.
- Plans the full range of programming actions to produce several interrelated but different products from numerous and diverse data elements which are usually from different sources; solves difficult programming problems.
- Uses knowledge of pertinent system software, computer equipment, work processes, regulations, and management practices.
- Develops and/or maintains operating systems, communications software, database packages, compilers, assemblers, and utility programs.
Knowledgeable of government regulations, manuals, technical orders and standards as applied to the development of government systems.

- Modifies existing and creates special purpose software and ensures system efficiency and integrity.
- Analyzes systems requirements and design specifications.
- Develops block diagrams and logic flow charts.
- Translates detailed design into computer software.
- Tests, debugs, and refines the computer software to produce the required product.
- Prepares required documentation, including project plans, software program and user documentation.
- Enhances software to reduce operating time or improve efficiency.
- Trains and manages subordinate Programmers
- Reports directly to Project Manager

**Quality Assurance Specialist – Junior**

**Education:** Bachelor of Science in a related technical field

**Experience:** Minimum of 1 year experience required

**Daily job duties:**

- Specialized experience includes configuration management, verification and validation, system testing and integration, and metrics and their application to systems quality assessment. Expertise may be either logistics business systems or software systems based. General experience includes increasing responsibilities in quality assurance and quality control.
- Assists in the evaluation of software and associated documentation.
- Participates in formal and informal reviews to determine quality.
- Provides development of project Software Quality Assurance Plan and the implementation of procedures that conforms to the requirements of the contract.

**Quality Assurance Specialist – Mid-level**

**Education:** Bachelor of Science in a related technical field

**Experience:** Minimum of 3 years’ experience required

**Daily job duties:**

- Specialized experience includes configuration management, verification and validation, system testing and integration, and metrics and their application to systems quality assessment. Expertise may be either logistics business systems or software systems based. General experience includes increasing responsibilities in quality assurance and quality control.
- Assists in the evaluation of software and associated documentation.
- Participates in formal and informal reviews to determine quality.
- Provides development of project Software Quality Assurance Plan and the implementation of procedures that conforms to the requirements of the contract.
- Provides an independent assessment of how the project's software development process is being implemented relative to the defined process and recommends methods to optimize the organization's process.
**Quality Assurance Specialist – Senior**

**Education:** Bachelor of Science in a related technical field

**Experience:** Minimum of 8 years’ experience required

**Daily job duties:**

- Specialized experience includes configuration management, verification and validation, system testing and integration, and metrics and their application to systems quality assessment. Expertise may be either logistics business systems or software systems based. General experience includes increasing responsibilities in quality assurance and quality control.
- Assists in the evaluation of software and associated documentation.
- Participates in formal and informal reviews to determine quality.
- Provides development of project Software Quality Assurance Plan and the implementation of procedures that conforms to the requirements of the contract.
- Provides an independent assessment of how the project's software development process is being implemented relative to the defined process and recommends methods to optimize the organization's process.
- Trains and manages subordinate Quality Assurance Specialists
- Reports directly to Project Manager

**Software Engineer – Junior**

**Education:** Bachelor of Science in a related technical field

**Experience:** Minimum of 1 year experience required

**Daily job duties:**

- Supports integration testing of programs within a subsystem or system-of-systems
- Supports design and development of databases.
- Generated Interface Control Documents (ICDs), documenting the interfaces between programs
- Performs software and information engineering, including full life cycle application systems design and development.
- Works from specifications to develop and modify operating software programming applications.
- Designs, codes, tests, debugs, and documents programs.
- Assists in the definition of limited design specifications and parameters.
- Resolves hardware and software compatibility and interface design considerations.
- Assists in the analysis of system architecture requirements, performs requirements acquisitions and definition and data analysis, and may customize purchased applications.
- Performs system modeling
- Performs integration testing and support of various computer operating and/or network systems.
- Troubleshoots and provides customer support for system engineering and software issues.
- May perform database analysis, design, implementation, and testing.
Software Engineer - Mid-level

Education: Bachelor of Science in a related technical field

Experience: Minimum of 3 years’ experience required

Daily job duties:

- Performs conceptual design, detailed design, code, and unit test of critical IT programs within a subsystem or system-of-systems
- Supports integration testing of programs within a subsystem or system-of-systems
- Supports design and development of databases.
- Generated Interface Control Documents (ICDs), documenting the interfaces between programs
- Supports the development of Acceptance Test Plan and Procedure documents.
- Requires knowledge of the principles, methods, and techniques used in software engineering and applications and systems development.
- Participates in all phases of software development and engineering, including system design, analysis, and modeling at a highly technical level
- Performs software and information engineering, including full life cycle application systems design and development.
- Works from specifications to develop and modify operating software programming applications.
- Designs, codes, tests, debugs, and documents programs.
- Assists in the definition of limited design specifications and parameters.
- Resolves hardware and software compatibility and interface design considerations.
- Assists in the analysis of system architecture requirements, performs requirements acquisitions and definition and data analysis, and may customize purchased applications.
- Performs technical and subject matter research on emerging technologies to determine impacts on application executions.
- Performs system modeling
- Writes, modifies, and maintains technical documentation and specifications such as user manuals, system documentation, and training materials.
- Performs integration testing and support of various computer operating and/or network systems.
- Troubleshoots and provides customer support for system engineering and software issues.
- May perform database analysis, design, implementation, and testing.

Software Engineer – Senior

Education: Bachelor of Science in a related technical field

Experience: Minimum of 8 years’ experience required

Daily job duties:

- Performs conceptual design, detailed design, code, and unit test of critical IT programs within a subsystem or system-of-systems
- Supports integration testing of programs within a subsystem or system-of-systems
- Supports design and development of databases.
- Generated Interface Control Documents (ICDs), documenting the interfaces between programs
- Supports the development of Acceptance Test Plan and Procedure documents.
- Requires knowledge of the principles, methods, and techniques used in software engineering and applications and systems development.
- Participates in all phases of software development and engineering, including system design, analysis, and modeling at a highly technical level
- Performs software and information engineering, including full life cycle application systems
- Works from specifications to develop and modify operating software programming applications.
- Designs, codes, tests, debugs, and documents programs.
- Assists in the definition of limited design specifications and parameters.
- Resolves hardware and software compatibility and interface design considerations.
- Assists in the analysis of system architecture requirements, performs requirements acquisitions and definition and data analysis, and may customize purchased applications.
- Performs technical and subject matter research on emerging technologies to determine impacts on application executions.
- Performs system modeling
- Writes, modifies, and maintains technical documentation and specifications such as user manuals, system documentation, and training materials.
- Performs integration testing and support of various computer operating and/or network systems.
- Troubleshoots and provides customer support for system engineering and software issues.
- May perform database analysis, design, implementation, and testing.
- Trains and manages subordinate Software Engineers
- Reports directly to Project Manager

**Subject Matter Expert – Junior**

**Education:** Bachelor of Science in a related technical field

**Experience:** Minimum of 1 year experience required

**Daily job duties:**
- Serves as subject matter expert, possessing in-depth knowledge of a particular area, such as business, computer science, engineering, mathematics, or the various sciences.
- Provides technical knowledge and analysis of highly specialized applications and operational environments, high-level functional systems analysis, design, integration, documentation and implementation advice on exceptionally complex problems that need extensive knowledge of the subject matter for effective implementation.
- Participates as needed in all phases of software development with emphasis on the planning, analysis, testing, integration, documentation, and presentation phases.
- Applies principles, methods and knowledge of the functional area of capability to specific task order requirements, advanced mathematical principles and methods to exceptionally difficult and narrowly defined technical problems in engineering and other scientific applications to arrive at automated solutions.
- Provides expertise on an as-needed basis to all task assignments.
- Provides expert advice and assistance in state-of-the-art software and hardware.

**Subject Matter Expert - Mid-level**

**Education:** Bachelor of Science in a related technical field

**Experience:** Minimum of 3 years’ experience required

**Daily job duties:**
- Serves as subject matter expert, possessing in-depth knowledge of a particular area, such as business, computer science, engineering, mathematics, or the various sciences.
- Provides technical knowledge and analysis of highly specialized applications and operational environments, high-level functional systems analysis, design, integration, documentation and implementation advice on exceptionally complex problems that need extensive knowledge of the subject matter for effective implementation.
- Participates as needed in all phases of software development with emphasis on the planning, analysis, testing, integration, documentation, and presentation phases.
- Applies principles, methods and knowledge of the functional area of capability to specific task order requirements, advanced mathematical principles and methods to exceptionally difficult and narrowly defined technical problems in engineering and other scientific applications to arrive at automated solutions.
- Provides expertise on an as-needed basis to all task assignments.
- Provides expert advice and assistance in state-of-the-art software and hardware.
- Coordinates with contractor management and government personnel to ensure that the problem has been properly defined and that the solution will satisfy the government’s requirement.

**Subject Matter Expert - Senior**

**Education:** Bachelor of Science in a related technical field

**Experience:** Minimum of 8 years’ experience required

**Daily job duties:**

- Serves as subject matter expert, possessing in-depth knowledge of a particular area, such as business, computer science, engineering, mathematics, or the various sciences.
- Provides technical knowledge and analysis of highly specialized applications and operational environments, high-level functional systems analysis, design, integration, documentation and implementation advice on exceptionally complex problems that need extensive knowledge of the subject matter for effective implementation.
- Participates as needed in all phases of software development with emphasis on the planning, analysis, testing, integration, documentation, and presentation phases.
- Applies principles, methods and knowledge of the functional area of capability to specific task order requirements, advanced mathematical principles and methods to exceptionally difficult and narrowly defined technical problems in engineering and other scientific applications to arrive at automated solutions.
- Provides expertise on an as-needed basis to all task assignments.
- Provides expert advice and assistance in state-of-the-art software and hardware.
- Coordinates with contractor management and government personnel to ensure that the problem has been properly defined and that the solution will satisfy the government’s requirement.
- Trains and manages subordinate Subject Matter Experts
- Reports directly to Project Manager

**Systems Architecture Engineer - Junior**

**Education:** Bachelor of Science in a related technical field

**Experience:** Minimum of 1 year experience required

**Daily job duties:**

- Specialized experience includes supervision of system architects, use of structured analysis, design methodologies and design tools (such as IDEF1x, entity relationship diagrams, CASE, or other design techniques), and other design techniques, object-oriented principles, COTS integration, or experience with the logical and technical architecture of large and complex information systems.
- Functional Responsibility Establishes system information in the development of enterprise-wide or large-scale information systems.
- Works with other technical disciplines, such as functional analysts, business process reengineering specialists, and software and systems engineers, as applicable.
- Designs architecture to include the software, hardware, and communications to support the total requirements, as well as provide for present and future cross functional requirements and
- Ensures these systems are compatible and in compliance with the standards for open systems architectures, the Open Systems Interconnection (OSI) and International Standards Organization (ISO) reference models, and profiles of standards—such as the Institute of Electrical and Electronic Engineers (IEEE) Open Systems Environment (OSE) reference model—as they apply to the implementation and specification of information management (IM) solution of the application platform across the application program interface (API) and the external environment/software application.

**Systems Architecture Engineer - Mid-level**

**Education:** Bachelor of Science in a related technical field

**Experience:** Minimum of 3 years’ experience required

**Daily job duties:**

- Specialized experience includes supervision of system architects, use of structured analysis, design methodologies and design tools (such as IDEF1x, entity relationship diagrams, CASE, or other design techniques), and other design techniques, object-oriented principles, COTS integration, or experience with the logical and technical architecture of large and complex information systems.
- Functional Responsibility Establishes system information in the development of enterprise-wide or large-scale information systems.
- Works with other technical disciplines, such as functional analysts, business process reengineering specialists, and software and systems engineers, as applicable.
- Designs architecture to include the software, hardware, and communications to support the total requirements, as well as provide for present and future cross functional requirements and interfaces.
- Ensures these systems are compatible and in compliance with the standards for open systems architectures, the Open Systems Interconnection (OSI) and International Standards Organization (ISO) reference models, and profiles of standards—such as the Institute of Electrical and Electronic Engineers (IEEE) Open Systems Environment (OSE) reference model—as they apply to the implementation and specification of information management (IM) solution of the application platform across the application program interface (API) and the external environment/software application.
- Is familiar with emerging requirements for GOTS/COTS components and Web-based technology.
- Evaluates, analytically and systematically, problems of work flows, organization, and planning, and develops appropriate corrective action.

**Systems Architecture Engineer - Senior**

**Education:** Bachelor of Science in a related technical field

**Experience:** Minimum of 8 years’ experience required

**Daily job duties:**

- Specialized experience includes supervision of system architects, use of structured analysis, design methodologies and design tools (such as IDEF1x, entity relationship diagrams, CASE, or other design techniques), and other design techniques, object-oriented principles, COTS integration, or experience with the logical and technical architecture of large and complex information systems.
- Functional Responsibility Establishes system information in the development of enterprise-wide or large-scale information systems.
- Works with other technical disciplines, such as functional analysts, business process reengineering specialists, and software and systems engineers, as applicable.
- Designs architecture to include the software, hardware, and communications to support the total requirements, as well as provide for present and future cross functional requirements and interfaces.
- Ensures these systems are compatible and in compliance with the standards for open systems architectures, the Open Systems Interconnection (OSI) and International Standards Organization (ISO) reference models, and profiles of standards—such as the Institute of Electrical and Electronic Engineers (IEEE) Open Systems Environment (OSE) reference model—as they apply to the implementation and specification of information management (IM) solution of the application platform across the application program interface (API) and the external environment/software application.
- Is familiar with emerging requirements for GOTS/COTS components and Web-based technology.
- Evaluates, analytically and systematically, problems of work flows, organization, and planning, and develops appropriate corrective action.
- Trains and manages subordinate Systems Architecture Engineers
- Reports directly to Project Manager

**Systems Engineer - Junior**

**Education:** Bachelor of Science in a related technical field

**Experience:** Minimum of 1 year experience required

**Daily job duties:**
- Provides customer support in the installation, maintenance, and servicing of computer systems programs, software, and operations to ensure that systems are functioning according to design specifications.
- Provides technical support and diagnoses and resolves system problems. Analyzes and documents users’ functional and data requirements.
- Conducts research and analyzes technology information relative to tasking. Participates in the development of new systems or tailors commercial products to meet user requirements.
- Develops and conducts tests to ensure systems meet documented user requirements.
- Develops documentation to describe system requirements and use.
- Analyzes and studies complex system requirements.

**Systems Engineer - Mid-level**

**Education:** Bachelor of Science in a related technical field

**Experience:** Minimum of 3 years’ experience required

**Daily job duties:**
- Provides customer support in the installation, maintenance, and servicing of computer systems programs, software, and operations to ensure that systems are functioning according to design specifications.
- Provides technical support and diagnoses and resolves system problems. Analyzes and documents users’ functional and data requirements.
- Conducts research and analyzes technology information relative to tasking. Participates in the development of new systems or tailors commercial products to meet user requirements.
- Develops and conducts tests to ensure systems meet documented user requirements.
- Develops documentation to describe system requirements and use.
- Analyzes and studies complex system requirements.
- Designs software tools and subsystems to support software reuse and domain analyses and manages their implementation.
• Manages software development and support using formal specifications, data flow diagrams, other accepted design techniques, and CASE tools.
• Estimates software development costs and schedule.
• Reviews existing programs and assists in making refinements, reducing operating time, and improving current techniques.
• Oversees software configuration management.
• Specialized experience includes demonstrated use of interactive, interpretative systems with on-line, real-time IT engineering capabilities.

**Systems Engineer - Senior**

**Education:** Bachelor of Science in a related technical field

**Experience:** Minimum of 8 years’ experience required

**Daily job duties:**

• Provides customer support in the installation, maintenance, and servicing of computer systems programs, software, and operations to ensure that systems are functioning according to design specifications.
• Provides technical support and diagnoses and resolves system problems. Analyzes and documents users’ functional and data requirements.
• Conducts research and analyzes technology information relative to tasking. Participates in the development of new systems or tailors commercial products to meet user requirements.
• Develops and conducts tests to ensure systems meet documented user requirements.
• Develops documentation to describe system requirements and use.
• Analyzes and studies complex system requirements.
• Designs software tools and subsystems to support software reuse and domain analyses and manages their implementation.
• Manages software development and support using formal specifications, data flow diagrams, other accepted design techniques, and CASE tools.
• Estimates software development costs and schedule.
• Reviews existing programs and assists in making refinements, reducing operating time, and improving current techniques.
• Oversees software configuration management.
• Specialized experience includes demonstrated use of interactive, interpretative systems with on-line, real-time IT engineering capabilities.
• Trains and manages subordinate Systems Engineers
• Reports directly to Project Manager

**Technical Writer - Junior**

**Education:** Bachelor of Science in a related technical field

**Experience:** Minimum of 1 year experience required

**Daily job duties:**

• Writes a variety of technical articles, reports, brochures, and/or manuals for documentation for a wide range of uses.
• Coordinates the display of graphics and the production of document.
• Ensures content is of high quality and conforms to standards.
**Technical Writer – Senior**

**Education:** Bachelor of Science in a related technical field

**Experience:** Minimum of 8 years’ experience required

**Daily job duties:**
- Writes a variety of technical articles, reports, brochures, and/or manuals for documentation for a wide range of uses.
- Coordinates the display of graphics and the production of document.
- Ensures content is of high quality and conforms to standards.
- Trains and manages subordinate Technical Writers
- Reports directly to Project Manager

**Test Engineer – Junior**

**Education:** Bachelor of Science in a related technical field

**Experience:** Minimum of 1 year experience required

**Daily job duties:**
- Evaluates, recommends, and implements automated test tools and strategies.
- Designs, implements, and conducts test and evaluation procedures to ensure system requirements are met.
- Develops, maintains, and upgrades automated test scripts and architectures for application products. Also writes, implements, and reports status for system test cases for testing. Analyzes test cases and provides regular progress reports.

**Test Engineer - Mid-level**

**Education:** Bachelor of Science in a related technical field

**Experience:** Minimum of 3 years’ experience required

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

**Education:** Bachelor of Science in a related technical field

**Experience:** Minimum of 8 years’ experience required

**Daily job duties:**

- Evaluates, recommends, and implements automated test tools and strategies.
- Designs, implements, and conducts test and evaluation procedures to ensure system requirements are met.
- Develops, maintains, and upgrades automated test scripts and architectures for application products. Also writes, implements, and reports status for system test cases for testing. Analyzes test cases and provides regular progress reports.
- Serves as subject matter specialist providing testing know-how for the support of user requirements of complex to highly complex software/hardware applications.
- Directs and/or participates in all phases of risk management assessments and software/hardware development with emphasis on analysis of user requirements, test design and test tools selection.
- Trains and manages subordinate Test Engineers
- Reports directly to Project Manager

**Web Designer**

**Education:** Bachelor of Science in a related technical field

**Experience:** Minimum of 5 years’ experience required

**Daily job duties:**

- Designs and builds web pages using a variety of graphics software applications, techniques, and tools.
- Designs and develops user interface features, site animation, and special-effects elements.
- Contributes to the design group’s efforts to enhance the look and feel of the organization’s online offerings.
- Designs the website to support the organizations strategies and goals relative to external communications.

**Experience equivalent to education:**

*High School + 4 years’ experience in related field = Associate’s Degree*

*Associate’s Degree + 4 years’ experience in related field = Bachelor’s Degree*

*Bachelor’s Degree + 4 years’ experience in related field = Master’s Degree*
**NOTE:** Non-professional labor categories must be incidental to, and used solely to support Highly Adaptive Cybersecurity Services, and cannot be purchased separately. Further, non-professional labor categories shall be offered under SIN 132 100 only.

**NOTE:** Labor categories under the Special Item Number 132-51 Information Technology Professional Services may remain under SIN 132-51 unless the labor categories are specific to the Highly Adaptive Cybersecurity Services SINs.

Vendor suitability for offering services through the Highly Adaptive Cybersecurity Services (HACS) SINs must be in accordance with the following laws and standards when applicable to the specific task orders, including but not limited to:

- Federal Acquisition Regulation (FAR) Part 52.204-21
- OMB Memorandum M-06-19 - Reporting Incidents Involving Personally Identifiable Information and Incorporating the Cost for Security in Agency Information Technology Investments
- OMB Memorandum M-07-16 - Safeguarding Against and Responding to the Breach of Personally Identifiable Information
- OMB Memorandum M-16-03 - Fiscal Year 2015-2016 Guidance on Federal Information Security and Privacy Management Requirements
- OMB Memorandum M-16-04 – Cybersecurity Implementation Plan (CSIP) for Federal Civilian Government
- The Cybersecurity National Action Plan (CNAP)
- NIST SP 800-14 - Generally Accepted Principles and Practices for Securing Information Technology Systems
- NIST SP 800-27A - Engineering Principles for Information Technology Security (A Baseline for Achieving Security)
- NIST SP 800-30 - Guide for Conducting Risk Assessments
- NIST SP 800-35 - Guide to Information Technology Security Services
- NIST SP 800-44 - Guidelines on Securing Public Web Servers
- NIST SP 800-48 - Guide to Securing Legacy IEEE 802.11 Wireless Networks
- NIST SP 800-53 – Security and Privacy Controls for Federal Information Systems and Organizations
- NIST SP 800-61 - Computer Security Incident Handling Guide
- NIST SP 800-64 - Security Considerations in the System Development Life Cycle
- NIST SP 800-82 - Guide to Industrial Control Systems (ICS) Security
- NIST SP 800-86 - Guide to Integrating Forensic Techniques into Incident Response
- NIST SP 800-115 - Technical Guide to Information Security Testing and Assessment
- NIST SP 800-128 - Guide for Security-Focused Configuration Management of
Information Systems

- **NIST SP 800-137** - Information Security Continuous Monitoring (ISCM) for Federal Information Systems and Organizations
- **NIST SP 800-153** - Guidelines for Securing Wireless Local Area Networks (WLANs)
- **NIST SP 800-171** - Protecting Controlled Unclassified Information in non-federal Information Systems and Organizations

1. **SCOPE**
   
   a. The labor categories, prices, terms and conditions stated under Special Item Numbers 132-45A, 132-45B, 132-45C and 132-45D High Adaptive Cybersecurity Services apply exclusively to High Adaptive Cybersecurity Services within the scope of this Information Technology Schedule.

   b. Services under these SINs are limited to Highly Adaptive Cybersecurity Services only. Software and hardware products are under different Special Item Numbers on IT Schedule 70 (e.g. 132-32, 132-33, 132-8), and may be quoted along with services to provide a total solution.

   c. These SINs provide ordering activities with access to Highly Adaptive Cybersecurity services only.

   d. Highly Adaptive Cybersecurity Services provided under these SINs shall comply with all Cybersecurity certifications and industry standards as applicable pertaining to the type of services as specified by ordering agency.

   e. The Contractor shall provide services at the Contractor’s facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

2. **ORDER**
   
   a. Agencies may use written orders, Electronic Data Interchange (EDI) orders, Blanket Purchase Agreements, individual purchase orders, or task orders for ordering services under this contract. Blanket Purchase Agreements shall not extend beyond the end of the contract period; all services and delivery shall be made and the contract terms and conditions shall continue in effect until the completion of the order. Orders for tasks which extend beyond the fiscal year for which funds are available shall include FAR 52.232-19 (Deviation – May 2003) Availability of Funds for the Next Fiscal Year. The purchase order shall specify the availability of funds and the period for which funds are available.

   b. All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take precedence.

3. **PERFORMANCE OF SERVICES**
   
   a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity. All Contracts will be fully funded.

   b. The Contractor agrees to render services during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.
c. The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.

d. Any Contractor travel required in the performance of Highly Adaptive Cybersecurity Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts. All travel will be agreed upon with the client prior to the Contractor’s travel.

4. **INSPECTION OF SERVICES**


5. **RESPONSIBILITIES OF THE CONTRACTOR**

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227-14 (MAY 2014) Rights in Data – General, may apply.

The Contractor shall comply with contract clause (52.204-21) to the Federal Acquisition Regulation (FAR) for the basic safeguarding of contractor information systems that process, store, or transmit Federal data received by the contract in performance of the contract. This includes contract documents and all information generated in the performance of the contract.

6. **RESPONSIBILITIES OF THE ORDERING ACTIVITY**

Subject to the ordering activity’s security regulations, the ordering activity shall permit Contractor access to all facilities necessary to perform the requisite Highly Adaptive Cybersecurity Services.

7. **INDEPENDENT CONTRACTOR**

All Highly Adaptive Cybersecurity Services performed by the Contractor under the terms of this contract shall be as an independent Contractor, and not as an agent or employee of the ordering activity.

8. **ORGANIZATIONAL CONFLICTS OF INTEREST**

a. Definitions.

“Contractor” means the person, firm, unincorporated association, joint venture, partnership, or corporation that is a party to this contract.

“Contractor and its affiliates” and “Contractor or its affiliates” refers to the Contractor, its chief executives, directors, officers, subsidiaries, affiliates, subcontractors at any tier, and consultants and any joint venture involving the Contractor, any entity into or with which the Contractor subsequently merges or
affiliates, or any other successor or assignee of the Contractor.

An “Organizational conflict of interest” exists when the nature of the work to be performed under a proposed ordering activity contract, without some restriction on ordering activities by the Contractor and its affiliates, may either (i) result in an unfair competitive advantage to the Contractor or its affiliates or (ii) impair the Contractor’s or its affiliates’ objectivity in performing contract work.

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

9. INVOICES

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

10. RESUMES

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

11. APPROVAL OF SUBCONTRACTS

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

12. DESCRIPTION OF HIGHLY ADAPTIVE CYBERSECURITY SERVICES AND PRICING

a. The Contractor shall provide a description of each type of Highly Adaptive Cybersecurity Service offered under Special Item Numbers 132-45A, 132-45B, 132-45C and 132-45D for Highly Adaptive Cybersecurity Services and it should be presented in the same manner as the Contractor sells to its commercial and other ordering activity customers. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles (labor categories) for those individuals who will perform the service should be provided.

b. Pricing for all Highly Adaptive Cybersecurity Services shall be in accordance with the Contractor’s customary commercial practices; e.g., hourly rates, minimum general experience and minimum education.

The following is an example of the manner in which the description of a
commercial job title should be presented (see SCP FSS 004)

EXAMPLE

Commercial Job Title: Computer Network Defense Analysis

Description: Uses defensive measures and information collected from a variety of sources to identify, analyze, and report events that occur or might occur within the network in order to protect information, information systems, and networks from threats.

Professionals involved in this specialty perform the following tasks:

- Provide timely detection, identification, and alerting of possible attacks/intrusions, anomalous activities, and misuse activities and distinguish these incidents and events from benign activities
- Provide daily summary reports of network events and activity relevant to Computer Network Defense practices
- Monitor external data sources (e.g., Computer Network Defense vendor sites, Computer Emergency Response Teams, SANS, Security Focus) to maintain currency of Computer Network Defense threat condition and determine which security issues may have an impact on the enterprise.

Knowledge, Skills and Abilities: Knowledge of applicable laws (e.g., Electronic Communications Privacy Act, Foreign Intelligence Surveillance Act, Protect America Act, search and seizure laws, civil liberties and privacy laws, etc.), statutes (e.g., in Titles 10, 18, 32, 50 in U.S. Code), Presidential Directives, executive branch guidelines, and/or administrative/criminal legal guidelines and procedures relevant to work performed

Minimum Experience: 5 Years

Minimum Education Requirements: a bachelor's of science degree with a concentration in computer science, cybersecurity services, management information systems (MIS), engineering or information science is essential.

Highly Desirable: Offensive Security Certified Professional (OSCP) or commercial Cybersecurity advanced certification(s).
1. **SCOPE**
   a. The prices, terms and conditions stated under Special Item Number 132-51 Information Technology Professional Services apply exclusively to IT Professional Services within the scope of this Information Technology Schedule.
   b. The Contractor shall provide services at the Contractor’s facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

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

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

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

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

1. Cancel the stop-work order; or
2. Terminate the work covered by the order as provided in the Default, or the Termination for
Convenience of the Government, clause of this contract.

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

1. The stop-work order results in an increase in the time required for, or in the Contractor's
cost properly allocable to, the performance of any part of this contract; and
2. The Contractor asserts its right to the adjustment within 30 days after the end of the period
of work stoppage; provided, that, if the Contracting Officer decides the facts justify the
action, the Contracting Officer may receive and act upon the claim submitted at any time
before final payment under this contract.

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

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

6. **INSPECTION OF SERVICES**
In accordance with FAR 52.212-4 CONTRACT TERMS AND CONDITIONS--
COMMERCIAL ITEMS (MAR 2009) (DEVIATION I - FEB 2007) for Firm-Fixed Price
orders and FAR 52.212-4 CONTRACT TERMS AND CONDITIONS COMMERCIAL
applies to Time-and-Materials and Labor-Hour Contracts orders placed under this contract.

7. **RESPONSIBILITIES OF THE CONTRACTOR**
The Contractor shall comply with all laws, ordinances, and regulations (Federal, State,
City, or otherwise) covering work of this character. If the end product of a task order is
software, then FAR 52.227-14 (Dec 2007) Rights in Data – General, may apply.
8. **RESPONSIBILITIES OF THE ORDERING ACTIVITY**
Subject to security regulations, the ordering activity shall permit Contractor access to all facilities necessary to perform the requisite IT Professional Services.

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

10. **ORGANIZATIONAL CONFLICTS OF INTEREST**
a. **Definitions.**
   “Contractor” means the person, firm, unincorporated association, joint venture, partnership, or corporation that is a party to this contract.
   “Contractor and its affiliates” and “Contractor or its affiliates” refers to the Contractor, its chief executives, directors, officers, subsidiaries, affiliates, subcontractors at any tier, and consultants and any joint venture involving the Contractor, any entity into or with which the Contractor subsequently merges or affiliates, or any other successor or assignee of the Contractor.
   An “Organizational conflict of interest” exists when the nature of the work to be performed under a proposed ordering activity contract, without some restriction on ordering activities by the Contractor and its affiliates, may either (i) result in an unfair competitive advantage to the Contractor or its affiliates or (ii) impair the Contractor’s or its affiliates’ objectivity in performing contract work.
   
   b. To avoid an organizational or financial conflict of interest and to avoid prejudicing the best interests of the ordering activity, ordering activities may place restrictions on the Contractors, its affiliates, chief executives, directors, subsidiaries and subcontractors at any tier when placing orders against schedule contracts. Such restrictions shall be consistent with FAR 9.505 and shall be designed to avoid, neutralize, or mitigate organizational conflicts of interest that might otherwise exist in situations related to individual orders placed against the schedule contract. Examples of situations, which may require restrictions, are provided at FAR 9.508.

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

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

(a) The Government contemplates award of a Time-and-Materials or Labor-Hour type of contract resulting from this solicitation.

(b) The offeror must specify fixed hourly rates in its offer that include wages, overhead, general and administrative expenses, and profit. The offeror must specify whether the fixed hourly rate for each labor category applies to labor performed by—

(1) The offeror;

(2) Subcontractors; and/or

(3) Divisions, subsidiaries, or affiliates of the offeror under a common control.

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

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

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

16. DESCRIPTION OF IT PROFESSIONAL SERVICES AND PRICING
a. The Contractor shall provide a description of each type of IT Service offered under Special Item Numbers 132-51 IT Professional Services should be presented in the same manner as the Contractor sells to its commercial and other ordering activity customers. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles (labor categories) for those individuals who will perform the service should be provided.

b. Pricing for all IT Professional Services shall be in accordance with the Contractor’s customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or fixed prices, minimum general experience and minimum education.