GENERAL SERVICES ADMINISTRATION
FEDERAL SUPPLY SERVICE
AUTHORIZED FEDERAL SUPPLY SCHEDULE

MULTIPLE AWARD SCHEDULE

AWARDED SPECIAL NUMBERS INCLUDE:

Information Technology:
33411, 511210, 54151, 611420, 54151S, 54151ECOM, OLM

Skyline ULTD, Inc.
122 N. Bloomington Street
Suite I
Lowell, AR 72745
Phone: 703-373-2330
Website: https://www.skyline-ultd.com

CAGE CODE: 1VAN5

Business Size: Small Business

Contractors Administration:
Dick Snyder, Contracts Manager
contracting@skyline-ultd.com

Contract Number: 47QTCA19D007V

Period Covered by Contract: March 15, 2019 through March 14, 2024

Pricelist current through Mod #PS-0010, Effective May 19, 2022

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

For more information on ordering from Federal Supply Schedules click on the GSA Schedules link at www.gsa.gov
SKYLINE ULTD, INC. INFORMATION

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

<table>
<thead>
<tr>
<th>SIN</th>
<th>PSC</th>
<th>SIN Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>33411</td>
<td>7010</td>
<td>Purchasing of New Electronic Equipment</td>
</tr>
<tr>
<td>511210</td>
<td>7030</td>
<td>Software Licenses</td>
</tr>
<tr>
<td>54151</td>
<td>J070</td>
<td>Software Maintenance Services</td>
</tr>
<tr>
<td>611420</td>
<td>U012</td>
<td>Information Technology Training</td>
</tr>
<tr>
<td>54151S</td>
<td>D399</td>
<td>Information Technology Professional Services</td>
</tr>
<tr>
<td>54151ECOM</td>
<td>D304</td>
<td>Electronic Commerce and Subscription Services</td>
</tr>
<tr>
<td>OLM</td>
<td></td>
<td>Order-Level Materials (OLM)</td>
</tr>
</tbody>
</table>

1b. LOWEST PRICED MODEL NUMBER AND PRICE PER SIN: See Awarded Price List

1c. HOURLY RATES: See page 11 for Awarded Price List and page 19 for Awarded Labor Descriptions

2. MAXIMUM ORDER:
   - 33411 – $500,000
   - 511210 – $500,000
   - 54151 – $500,000
   - 611420 – $250,000
   - 54151S – $500,000
   - 54151ECOM – $500,000
   - OLM – $250,000

3. MINIMUM ORDER: $100.00

4. GEOGRAPHIC COVERAGE: Domestic Delivery, 48 Contiguous States and Washington, D.C.

5. POINT OF PRODUCTION: United States

6. DISCOUNT FROM LIST PRICES: Prices are listed as GSA Net, discount deducted and IFF included.

7. QUANTITY DISCOUNT:

<table>
<thead>
<tr>
<th>Discount Rate</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>1%</td>
<td>Off the GSA Schedule Price for single orders between $250,000.00 and $999,999.99</td>
</tr>
</tbody>
</table>
2% Off the GSA Schedule Price for single orders equal to or above $1,000,000.00

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

9. **FOREIGN ITEMS**: None

10a. **TIME OF DELIVERY**: As Negotiated

10b. **EXPEDITED DELIVERY**: To be negotiated at the task order level.

10c. **OVERNIGHT AND 2-DAY DELIVERY**: To be negotiated at the task order level.

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

11. **FOB POINT**: Destination

12a. **ORDERING ADDRESS**: Skyline ULTD, Inc.
   122 N. Bloomington Street, Suite I
   Lowell, AR 72745

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

13. **PAYMENT ADDRESS**: Skyline ULTD, Inc.
   122 N. Bloomington Street, Suite I
   Lowell, AR 72745

14. **WARRANTY PROVISION**: Standard Commercial Warranty

15. **EXPORT PACKING CHARGES**: None

16. **TERMS AND CONDITIONS OF RENTAL, MAINTENANCE, AND**: N/A

17. **TERMS AND CONDITIONS OF INSTALLATION**: N/A
18a. TERMS AND CONDITIONS OF REPAIR PARTS INDICATING DATE OF PARTS PRICE LISTS AND ANY DISCOUNTS FROM LIST PRICES: N/A

18b. TERMS AND CONDITIONS FOR ANY OTHER SERVICES: N/A

19. LIST OF SERVICE AND DISTRIBUTION POINTS: N/A

20. LIST OF PARTICIPATING DEALERS: N/A

21. PREVENTIVE MAINTENANCE: N/A

22a. SPECIAL ATTRIBUTES SUCH AS ENVIRONMENTAL ATTRIBUTES (e.g. recycled content, energy efficiency, and/or reduced pollutants): N/A

22b. SECTION 508 COMPLIANCE: The Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services at www.Section508.gov/. Contact Skyline for details on 508 compliance information with regard to products and services.

23. UNIQUE ENTITY IDENTIFIER (UEI): LGPCSM3KGTW6

24. NOTIFICATION REGARDING IN SYSTEM FOR AWARD MANAGEMENT (SAM) DATABASE: Skyline ULTD, Inc. has an Active Registration in the SAM database.
## Awarded Product Pricing

<table>
<thead>
<tr>
<th>SIN</th>
<th>Part Number</th>
<th>Product Description</th>
<th>GSA Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>511210</td>
<td>GER-KIT-TRACK</td>
<td>MC65 mobile handheld computer with Spare Battery, Heavy Duty SD Card, Rigid Holster, Quick Start Guide, Motorola Bronze Warranty from the Start for 3 years, HC Standard® (HPTE) Device Software Installation Configuration &amp; Setup and HC Standard® (HPTE) (Individual Unit) Software Support &amp; Maintenance for 1 year. Custom designed and configured Zarges case, charging capacity for up to five MC65 handheld computers, Charging capacity for up to five batteries Extension cord, 2 Locking swivel casters 2 Locking fixed casters. Dell Latitude E6420XFR Rugged Laptop</td>
<td>$12,852.87</td>
</tr>
<tr>
<td>511210</td>
<td>GER-KIT-EXPAND</td>
<td>MC65 mobile handheld computer, Spare Battery, Heavy Duty SD Card, Rigid Holster, Motorola Bronze Warranty from the Start for 3 years, HC Standard® (HPTE) Device Software Installation Configuration &amp; Setup and HC Standard® (HPTE) (Individual Unit) Software Support &amp; Maintenance for 1 year.</td>
<td>$3,837.00</td>
</tr>
<tr>
<td>511210</td>
<td>GER-HAND-BUNDLE-DESK</td>
<td>MC65 mobile handheld computer, Spare Battery, Heavy Duty SD Card, Rigid Holster, Non-Ethernet single charging crade with spare battery charging ability, Quick Start Guide, Motorola Bronze Warranty from the Start for 3 years, HC Standard® (HPTE) Device Software Installation Configuration &amp; Setup and HC Standard® (HPTE) (Individual Unit) Software Support &amp; Maintenance for 1 year.</td>
<td>$4,010.96</td>
</tr>
<tr>
<td>511210</td>
<td>SSB−MC65XX−31</td>
<td>Motorola, MC65XX, Warranty, Service from the Start Bronze, Includes Comprehensive</td>
<td>$268.77</td>
</tr>
<tr>
<td>511210</td>
<td>HCS ‐HPTE‐Unit ‐ SSSP</td>
<td>HC Standard® (HPTE) (Individual Unit) Software Support and Maintenance (Year #1)</td>
<td>$215.01</td>
</tr>
<tr>
<td>511210</td>
<td>HCPTS-iOS-SS</td>
<td>HC Standard® Premium Service and Support for a single iOS license for one year. (Optional and Billed Annually)</td>
<td>$215.01</td>
</tr>
<tr>
<td>511210</td>
<td>HCPTS-AND-SS</td>
<td>HC Standard® Premium Service and Support for a single Android license for one year. (Optional and Billed Annually)</td>
<td>$215.01</td>
</tr>
<tr>
<td>511210</td>
<td>HCPTS-WIN81-SS</td>
<td>HC Standard® Premium Service and Support for a single Microsoft Windows 8.1 license for one year. (Optional and Billed Annually)</td>
<td>$215.01</td>
</tr>
<tr>
<td>511210</td>
<td>HCPTS-AND-GHOST-500</td>
<td>HC Standard PTS Single License for Customer Provided Android Device (including Premium Service and Support) up to 500 licenses on a GER-hosted installation</td>
<td>$488.66</td>
</tr>
<tr>
<td>SIN</td>
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</tr>
<tr>
<td>511210</td>
<td>HCPTS-AND-GHOST-501</td>
<td>HC Standard PTS Single License for Customer Provided Android Device (including Premium Service and Support) 501 to 1500 licenses on a GER-hosted installation</td>
<td>$439.80</td>
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<tr>
<td>511210</td>
<td>HCPTS-AND-GHOST-1501</td>
<td>HC Standard PTS Single License for Customer Provided Android Device (including Premium Service and Support) 1501 or more licenses on a GER-hosted installation</td>
<td>$390.93</td>
</tr>
<tr>
<td>511210</td>
<td>HCPTS-AND-XHOST-500</td>
<td>HC Standard PTS Single License for Customer Provided Android Device (including Premium Service and Support) up to 500 licenses on a customer-hosted installation</td>
<td>$703.68</td>
</tr>
<tr>
<td>511210</td>
<td>HCPTS-AND-GHOST-501</td>
<td>HC Standard PTS Single License for Customer Provided Android Device (including Premium Service and Support) 501 to 1500 licenses on a customer-hosted installation</td>
<td>$654.81</td>
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<tr>
<td>511210</td>
<td>HCPTS-AND-XHOST-1501</td>
<td>HC Standard PTS Single License for Customer Provided Android Device (including Premium Service and Support) 1501 or more licenses on a customer-hosted installation</td>
<td>$605.94</td>
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<tr>
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<td>HCPTS-iOS-GHOST-500</td>
<td>HC Standard PTS Single License for Customer Provided iOS Device (including Premium Service and Support) up to 500 licenses on a GER-hosted installation</td>
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</tr>
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</tr>
<tr>
<td>511210</td>
<td>HCPTS-WIN8.1-GHOST-500</td>
<td>HC Standard PTS Single License for Customer Provided Windows 8.1 Device (including Premium Service and Support) up to 500 licenses on a GER-hosted installation</td>
<td>$488.66</td>
</tr>
<tr>
<td>511210</td>
<td>HCPTS-WIN8.1-GHOST-501</td>
<td>HC Standard PTS Single License for Customer Provided Windows 8.1 Device (including Premium Service and Support) 501 to 1500 licenses on a GER-hosted installation</td>
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<td>$654.81</td>
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<tr>
<td>SIN</td>
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</tr>
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<td>HCPTS-WIN8.1-XHOST-1501</td>
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<td>$605.94</td>
</tr>
<tr>
<td>511210</td>
<td>HCPTS-WEMB-GHOST</td>
<td>HC Standard PTS Single License for Customer Provided Motorola Windows Embedded Device such as (MC65, MC70, MC75, MC75A) (including Premium Service and Support) on a GER-hosted installation</td>
<td>$733.00</td>
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<tr>
<td>511210</td>
<td>HCPTS-WEMB-XHOST</td>
<td>HC Standard PTS Single License for Customer Provided Motorola Windows Embedded Device such as (MC65, MC70, MC75, MC75A) (including Premium Service and Support) on a customer-hosted installation</td>
<td>$928.46</td>
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<tr>
<td>511210</td>
<td>HCS-PP-LIC-10</td>
<td>Purchase of HC Standard Perpetual License Quantity of Licensed Users 10</td>
<td>$24,433.25</td>
</tr>
<tr>
<td>511210</td>
<td>HCS-PP-LIC-25</td>
<td>Purchase of HC Standard Perpetual License Quantity of Licensed Users 25</td>
<td>$61,083.12</td>
</tr>
<tr>
<td>511210</td>
<td>HCS-PP-LIC-50</td>
<td>Purchase of HC Standard Perpetual License Quantity of Licensed Users 50</td>
<td>$122,166.25</td>
</tr>
<tr>
<td>511210</td>
<td>HCS-PP-LIC-100</td>
<td>Purchase of HC Standard Perpetual License Quantity of Licensed Users 100</td>
<td>$244,332.49</td>
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<tr>
<td>511210</td>
<td>HCS-PP-LIC-200</td>
<td>Purchase of HC Standard Perpetual License Quantity of Licensed Users 200</td>
<td>$488,664.99</td>
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<tr>
<td>511210</td>
<td>HCS-PP-LIC-300</td>
<td>Purchase of HC Standard Perpetual License Quantity of Licensed Users 300</td>
<td>$732,997.48</td>
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<tr>
<td>511210</td>
<td>HCS-PP-LIC-400</td>
<td>Purchase of HC Standard Perpetual License Quantity of Licensed Users 400</td>
<td>$938,236.78</td>
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<td>511210</td>
<td>HCS-PP-LIC-500</td>
<td>Purchase of HC Standard Perpetual License Quantity of Licensed Users 500</td>
<td>$1,123,929.47</td>
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<td>511210</td>
<td>HCS-PP-LIC-725</td>
<td>Purchase of HC Standard Perpetual License Quantity of Licensed Users 725</td>
<td>$1,629,697.73</td>
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<td>HCS-PP-LIC-1100</td>
<td>Purchase of HC Standard Perpetual License Quantity of Licensed Users 1100</td>
<td>$2,304,055.42</td>
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<td>511210</td>
<td>HCS-PP-LIC-2000</td>
<td>Purchase of HC Standard Perpetual License Quantity of Licensed Users 2000</td>
<td>$3,950,856.42</td>
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<tr>
<td>511210</td>
<td>HCS-PP-LIC-5000</td>
<td>Purchase of HC Standard Perpetual License Quantity of Licensed Users 5000</td>
<td>$7,942,027.71</td>
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<tr>
<td>511210</td>
<td>HCS-PP-LIC-8000</td>
<td>Purchase of HC Standard Perpetual License Quantity of Licensed Users 8000</td>
<td>$11,618,010.08</td>
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<tr>
<td>511210</td>
<td>HCS-SSSP-XHOST-10</td>
<td>Annual Service and Support Fee for Customer-Hosted HC Standard Quantity of Licensed Users 10</td>
<td>$6,108.31</td>
</tr>
<tr>
<td>511210</td>
<td>HCS-SSSP-XHOST-25</td>
<td>Annual Service and Support Fee for Customer-Hosted HC Standard Quantity of Licensed Users 25</td>
<td>$15,270.78</td>
</tr>
<tr>
<td>511210</td>
<td>HCS-SSSP-XHOST-50</td>
<td>Annual Service and Support Fee for Customer-Hosted HC Standard Quantity of Licensed Users 50</td>
<td>$30,541.56</td>
</tr>
<tr>
<td>511210</td>
<td>HCS-SSSP-XHOST-100</td>
<td>Annual Service and Support Fee for Customer-Hosted HC Standard Quantity of Licensed Users 100</td>
<td>$61,083.12</td>
</tr>
<tr>
<td>SIN</td>
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<td>511210</td>
<td>HCS-SSSP-XHOST-200</td>
<td>Annual Service and Support Fee for Customer-Hosted HC Standard Quantity of Licensed Users 200</td>
<td>$122,166.25</td>
</tr>
<tr>
<td>511210</td>
<td>HCS-SSSP-XHOST-300</td>
<td>Annual Service and Support Fee for Customer-Hosted HC Standard Quantity of Licensed Users 300</td>
<td>$183,249.37</td>
</tr>
<tr>
<td>511210</td>
<td>HCS-SSSP-XHOST-400</td>
<td>Annual Service and Support Fee for Customer-Hosted HC Standard Quantity of Licensed Users 400</td>
<td>$234,559.19</td>
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<tr>
<td>511210</td>
<td>HCS-SSSP-XHOST-500</td>
<td>Annual Service and Support Fee for Customer-Hosted HC Standard Quantity of Licensed Users 500</td>
<td>$280,982.37</td>
</tr>
<tr>
<td>511210</td>
<td>HCS-SSSP-XHOST-725</td>
<td>Annual Service and Support Fee for Customer-Hosted HC Standard Quantity of Licensed Users 725</td>
<td>$407,424.43</td>
</tr>
<tr>
<td>511210</td>
<td>HCS-SSSP-XHOST-1100</td>
<td>Annual Service and Support Fee for Customer-Hosted HC Standard Quantity of Licensed Users 1100</td>
<td>$576,013.85</td>
</tr>
<tr>
<td>511210</td>
<td>HCS-SSSP-XHOST-5000</td>
<td>Annual Service and Support Fee for Customer-Hosted HC Standard Quantity of Licensed Users 5000</td>
<td>$1,985,506.93</td>
</tr>
<tr>
<td>511210</td>
<td>HCS-SSSP-XHOST-8000</td>
<td>Annual Service and Support Fee for Customer-Hosted HC Standard Quantity of Licensed Users 8000</td>
<td>$2,904,502.52</td>
</tr>
<tr>
<td>54151</td>
<td>GER-EXSPT-NLE-4</td>
<td>Exercises &amp; Support - Includes GER support at each NATIONAL LEVEL EXERCISE for the next 3 years.</td>
<td>$977,329.97</td>
</tr>
<tr>
<td>54151</td>
<td>GER-EXSPT-NLE-3</td>
<td>Exercises &amp; Support - Includes GER support at two (2) NATIONAL LEVEL EXERCISE</td>
<td>$195,465.99</td>
</tr>
<tr>
<td>54151</td>
<td>GER-EXSPT-TABLETOP</td>
<td>Tabletop Exercise &amp; Support - Includes GER support at a tabletop exercise. Customer provides the location.</td>
<td>$48,866.50</td>
</tr>
<tr>
<td>54151</td>
<td>CORPRO-CUST-SUP</td>
<td>Engineering, coordination, assembly and provisioning of customer supplied equipment including MC65 handheld devices, associated accessories, and laptops</td>
<td>$1,465.99</td>
</tr>
<tr>
<td>54151ECOM</td>
<td>HCS-HOSTING-10</td>
<td>Annual Hosting Fee for GER-Hosted HC Standard Perpetual License (includes Premium Service and Support) Quantity of Licensed Users 10</td>
<td>$8,795.97</td>
</tr>
<tr>
<td>54151ECOM</td>
<td>HCS-HOSTING-25</td>
<td>Annual Hosting Fee for GER-Hosted HC Standard Perpetual License (includes Premium Service and Support) Quantity of Licensed Users 25</td>
<td>$21,989.92</td>
</tr>
<tr>
<td>54151ECOM</td>
<td>HCS-HOSTING-50</td>
<td>Annual Hosting Fee for GER-Hosted HC Standard Perpetual License (includes Premium Service and Support) Quantity of Licensed Users 50</td>
<td>$43,979.85</td>
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<tr>
<td>54151ECOM</td>
<td>HCS-HOSTING-100</td>
<td>Annual Hosting Fee for GER-Hosted HC Standard Perpetual License (includes Premium Service and Support) Quantity of Licensed Users 100</td>
<td>$87,959.70</td>
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<tr>
<td>54151ECOM</td>
<td>HCS-HOSTING-200</td>
<td>Annual Hosting Fee for GER-Hosted HC Standard Perpetual License (includes Premium Service and Support) Quantity of Licensed Users 200</td>
<td>$175,919.40</td>
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<tr>
<td>54151ECOM</td>
<td>HCS-HOSTING-300</td>
<td>Annual Hosting Fee for GER-Hosted HC Standard Perpetual License (includes Premium Service and Support) Quantity of Licensed Users 300</td>
<td>$263,879.09</td>
</tr>
<tr>
<td>54151ECOM</td>
<td>HCS-HOSTING-400</td>
<td>Annual Hosting Fee for GER-Hosted HC Standard Perpetual License (includes Premium Service and Support) Quantity of Licensed Users 400</td>
<td>$337,178.84</td>
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<tr>
<td>SIN</td>
<td>Part Number</td>
<td>Product Description</td>
<td>GSA Price</td>
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</tr>
<tr>
<td>54151ECOM</td>
<td>HCS-HOSTING-500</td>
<td>Annual Hosting Fee for GER-Hosted HC Standard Perpetual License (includes Premium Service and Support) Quantity of Licensed Users 500</td>
<td>$393,375.31</td>
</tr>
<tr>
<td>54151ECOM</td>
<td>HCS-HOSTING-725</td>
<td>Annual Hosting Fee for GER-Hosted HC Standard Perpetual License (includes Premium Service and Support) Quantity of Licensed Users 725</td>
<td>$570,394.21</td>
</tr>
<tr>
<td>54151ECOM</td>
<td>HCS-HOSTING-1100</td>
<td>Annual Hosting Fee for GER-Hosted HC Standard Perpetual License (includes Premium Service and Support) Quantity of Licensed Users 1100</td>
<td>$806,419.40</td>
</tr>
<tr>
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**Awarded Labor Categories**

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Awarded Training

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<tr>
<th>SIN</th>
<th>Course Title</th>
<th>Course Length</th>
<th>Minimum Participants</th>
<th>Maximum Participants</th>
<th>GSA Price</th>
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<tbody>
<tr>
<td>611420</td>
<td>GER User Training</td>
<td>3 hours</td>
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</table>

Labor Category Descriptions

Awarded Acceptable Equivalencies:
Skyline ULTD, Inc. recognizes that successful performance requires personnel with the right skills and experience. These skills are acquired through an appropriate combination of education and professional experience. Therefore, we have incorporated substitution allowances between equivalent education and experience that are allowable for awarded GSA Schedule categories in order to provide the services required by equally and comparably qualified individuals.

<table>
<thead>
<tr>
<th>Education Requirement</th>
<th>Equivalent Education and Experience</th>
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<tbody>
<tr>
<td></td>
<td>Acquired Degree</td>
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<tr>
<td>Associate's Degree</td>
<td>High School / GED</td>
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<td>Bachelor's Degree</td>
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<td>Associate's Degree</td>
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<td>Master's Degree</td>
<td>High School / GED</td>
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<tr>
<td>Doctorate Degree</td>
<td>High School / GED</td>
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<tr>
<td></td>
<td>Bachelor's Degree</td>
</tr>
<tr>
<td></td>
<td>Master's Degree</td>
</tr>
</tbody>
</table>

Applications Architect I

Functional Responsibilities: Serve as the lead technical resource providing strategic oversight and planning for applications architecture and design. Coordinates the development of new software system applications; provides technical expertise in software architecture; document and design software specifications for software engineers; produces software prototypes to demonstrate application of design. Analyzes, defines, and documents requirements for data, workflow, logical processes, hardware and operating system environment, and network connectivity, other systems interfaces, internal and external checks and controls, and outputs. Leads development of system prototypes to demonstrate application of design principles. Also assign technical experts for all major project reviews; monitor trends in system architecture and software development and engineering; and recommend training in software development technologies.

Minimum Education: Associate’s degree
Minimum Experience: 1 year of experience

Applications Architect II
Functional Responsibilities: Serve as the lead technical resource providing strategic oversight and planning for applications architecture and design. Coordinates the development of new software system applications; provides technical expertise in software architecture; document and design software specifications for software engineers; produces software prototypes to demonstrate application of design. Analyzes, defines, and documents requirements for data, workflow, logical processes, hardware and operating system environment, and network connectivity, other systems interfaces, internal and external checks and controls, and outputs. Leads development of system prototypes to demonstrate application of design principles. Also assign technical experts for all major project reviews; monitor trends in system architecture and software development and engineering; and recommend training in software development technologies.

Minimum Education: Bachelors
Minimum Experience: 3 years of experience

Applications Architect III

Functional Responsibilities: Serve as the lead technical resource providing strategic oversight and planning for applications architecture and design. Coordinates the development of new software system applications; provides technical expertise in software architecture; document and design software specifications for software engineers; produces software prototypes to demonstrate application of design. Analyzes, defines, and documents requirements for data, workflow, logical processes, hardware and operating system environment, and network connectivity, other systems interfaces, internal and external checks and controls, and outputs. Leads development of system prototypes to demonstrate application of design principles. Also assign technical experts for all major project reviews; monitor trends in system architecture and software development and engineering; and recommend training in software development technologies.

Minimum Education: Bachelor’s degree
Minimum Experience: 6 years of experience

Applications Architect IV

Functional Responsibilities: Serve as the lead technical resource providing strategic oversight and planning for applications architecture and design. Coordinates the development of new software system applications; provides technical expertise in software architecture; document and design software specifications for software engineers; produces software prototypes to demonstrate application of design. Analyzes, defines, and documents requirements for data, workflow, logical processes, hardware and operating system environment, and network connectivity, other systems interfaces, internal and external checks and controls, and outputs. Leads development of system prototypes to demonstrate application of design principles. Also assign technical experts for all major project reviews; monitor trends in system architecture and software development and engineering; and recommend training in software development technologies.

Minimum Education: Master’s degree
Minimum Experience: 11 years of experience

Applications Architect SME

Functional Responsibilities: Serve as the lead technical resource providing strategic oversight and planning for applications architecture and design. Coordinates the development of new software system applications; provides technical expertise in software architecture; document and design software specifications for software engineers; produces software prototypes to demonstrate application of design. Analyzes, defines, and documents requirements for data, workflow, logical processes, hardware and operating system environment, and network connectivity, other systems interfaces, internal and external checks and controls, and outputs. Leads development of system prototypes to demonstrate application of design principles. Also assign technical experts for all major project reviews; monitor trends in system architecture and software development and engineering; and recommend training in software development technologies.

Minimum Education: Bachelor’s degree
Minimum Experience: 16 years of experience

Applications Developer I
Functional Responsibilities: Responsible for developing, testing, implementing, and maintaining complex applications and/or databases. Positions also draft technical program documentation, such as end-user operational instructions. Depending upon assignment, may be responsible for developing and maintaining software applications and/or databases, including web applications and user interfaces. May serve as Contracting Officer Technical Representative responsible for a full range of contracting activities in coordination with contracting officer.

Minimum Education: Associate’s degree
Minimum Experience: 1 year of experience

Applications Developer II

Functional Responsibilities: Responsible for developing, testing, implementing, and maintaining complex applications and/or databases. Positions also draft technical program documentation, such as end-user operational instructions. Depending upon assignment, may be responsible for developing and maintaining software applications and/or databases, including web applications and user interfaces. May serve as Contracting Officer Technical Representative responsible for a full range of contracting activities in coordination with contracting officer.

Minimum Education: Bachelor’s degree
Minimum Experience: 3 years of experience

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Minimum Education: Master’s degree
Minimum Experience: 11 years of experience

Applications Developer SME

Functional Responsibilities: Responsible for developing, testing, implementing, and maintaining complex applications and/or databases. Positions also draft technical program documentation, such as end-user operational instructions. Depending upon assignment, may be responsible for developing and maintaining software applications and/or databases, including web applications and user interfaces. May serve as Contracting Officer Technical Representative responsible for a full range of contracting activities in coordination with contracting officer.

Minimum Education: Bachelor’s degree
Minimum Experience: 16 years of experience

Applications Manager I

Functional Responsibilities: Serve as the senior technical referent for Applications and are responsible for managing staff and/or contractors in the performance of the design, development, implementation and maintenance of applications, databases and websites within the IT Architecture. Also responsible for directing and monitoring the strategic technical planning for the development, implementation, and maintenance of applications, databases and web applications in support of current and future mission needs. Works collaboratively with senior management to develop and implement long-range plans, assess project and program feasibility, perform cost versus benefit analysis, prioritize projects and initiatives, and make major architectural design decisions. May oversee and manage contracting activities associated to Contract.
Minimum Education: Associate’s degree  
Minimum Experience: 1 year of experience

Applications Manager II  
Functional Responsibilities: Serve as the senior technical referent for Applications and are responsible for managing staff and/or contractors in the performance of the design, development, implementation and maintenance of applications, databases and websites within the IT Architecture. Also responsible for directing and monitoring the strategic technical planning for the development, implementation, and maintenance of applications, databases and web applications in support of current and future mission needs. Works collaboratively with senior management to develop and implement long-range plans, assess project and program feasibility, perform cost versus benefit analysis, prioritize projects and initiatives, and make major architectural design decisions. May oversee and manage contracting activities associated to Contract.

Minimum Education: Bachelor’s degree  
Minimum Experience: 3 years of experience

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Minimum Education: Bachelor’s degree  
Minimum Experience: 16 years of experience

Business Process Manager  
Functional Responsibilities: Analyzes user interfaces, maintain hardware and software performance tuning, analyze workload and computer usage, maintain interfaces with outside systems, analyze down times, analyze proposed
system modifications, upgrades and new COTS. Defines the problem, and develops system requirements and program specifications, from which programmers prepare detailed flow charts, programs, and tests. Coordinates closely with programmers to ensure proper implementation of program and system specifications. Develops, in conjunction with functional users, system alternative solutions.

**Minimum Education:** Associate’s degree  
**Minimum Experience:** 1 year of experience

**Business Process Manager II**  
**Functional Responsibilities:** Analyzes user interfaces, maintain hardware and software performance tuning, analyze workload and computer usage, maintain interfaces with outside systems, analyze down times, analyze proposed system modifications, upgrades and new COTS. Defines the problem, and develops system requirements and program specifications, from which programmers prepare detailed flow charts, programs, and tests. Coordinates closely with programmers to ensure proper implementation of program and system specifications. Develops, in conjunction with functional users, system alternative solutions.

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**Minimum Education:** Bachelor’s degree  
**Minimum Experience:** 16 years of experience

**Chief Cyber Security Engineer/Architect IV**  
**Functional Responsibilities:** Acts as the primary Program/Project resource capturing and communicating the overall use of the various technologies and program capabilities and ensures all Network Defense capabilities are kept current and evolve to meet the demands of the changing threat landscape. The Chief Engineer/Architect participates in all technical meetings or discussions as deemed necessary by the COTR and/or designated Government Task Manager. Ensures Network Defense capabilities are kept current and evolve to meet the demands of the changing threat landscape.
Minimum Education: Master’s degree  
Minimum Experience: 11 years of experience

**Communications Hardware Engineer I**  
**Functional Responsibilities:** Leads all aspects of outside plant (OSP) installation, maintenance, locating fiber optic cable routes, and splicing. Develops preventive maintenance and restoration procedures for OSP facilities. Splices and tests fiber optic cable in a field environment. Reads and interprets Miss Utility tickets and compares to existing outside drawings. Communicates verbally with construction subcontractors regarding proper procedures for placement of outside cable plant. Interfaces with OSP engineers to determine best course of action for cable repairs or relocates. Provides functional guidance, supervision, technical support, training, and quality assurance/control to technicians.

Minimum Education: Associate’s degree  
Minimum Experience: 1 year of experience

**Communications Hardware Engineer II**  
**Functional Responsibilities:** Leads all aspects of outside plant (OSP) installation, maintenance, locating fiber optic cable routes, and splicing. Develops preventive maintenance and restoration procedures for OSP facilities. Splices and tests fiber optic cable in a field environment. Reads and interprets Miss Utility tickets and compares to existing outside drawings. Communicates verbally with construction subcontractors regarding proper procedures for placement of outside cable plant. Interfaces with OSP engineers to determine best course of action for cable repairs or relocates. Provides functional guidance, supervision, technical support, training, and quality assurance/control to technicians.

Minimum Education: Bachelor’s degree  
Minimum Experience: 3 years of experience

**Communications Hardware Engineer III**  
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Minimum Education: Bachelor’s degree  
Minimum Experience: 16 years of experience
**Computer Engineer I**
*Functional Responsibilities:* Perform a variety of engineering analysis, software, hardware, or network development, integration, testing, and maintenance tasks for purposes of integrating hardware and software products into environments or stand-alone networks. Positions identify and resolve moderately complex computer engineering problems; define, collect and implement computer engineering customer requirements for small to mid-scale, moderately complex projects; lead small product evaluations; and develop procedures for and perform moderately complex installation and configuration of hardware, software, or network products.
*Minimum Education:* Associate’s degree
*Minimum Experience:* 1 year of experience

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*Functional Responsibilities:* Perform a variety of engineering analysis, software, hardware, or network development, integration, testing, and maintenance tasks for purposes of integrating hardware and software products into environments or stand-alone networks. Positions identify and resolve moderately complex computer engineering problems; define, collect and implement computer engineering customer requirements for small to mid-scale, moderately complex projects; lead small product evaluations; and develop procedures for and perform moderately complex installation and configuration of hardware, software, or network products.
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*Minimum Education:* Master’s degree
*Minimum Experience:* 11 years of experience

**Computer Engineer SME**
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*Minimum Education:* Bachelor’s degree
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Minimum Education: Bachelor’s degree
Minimum Experience: 3 years of experience

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Minimum Education: Master’s degree
Minimum Experience: 6 years of experience

Computer Hardware Engineer IV
Functional Responsibilities: Leads all aspects of outside plant (OSP) installation, maintenance, locating fiber optic cable routes, and splicing. Develops preventive maintenance and restoration procedures for OSP facilities. Splices and tests fiber optic cable in a field environment. Reads and interprets Miss Utility tickets and compares to existing outside drawings. Communicates verbally with construction subcontractors regarding proper procedures for placement of outside cable plant. Interfaces with OSP engineers to determine best course of action for cable repairs or relocates. Provides functional guidance, supervision, technical support, training, and quality assurance/control to technicians.
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Minimum Education: Bachelor’s degree
Minimum Experience: 16 years of experience

Computing Services Manager I
Functional Responsibilities: Develops (in coordination with senior management) the strategic direction and execute program or service resources, plan and implement operations and services, and are accountable for program outcomes including corporate interests. Specifically, they are responsible for management of the design, development, operation, and maintenance of large scale (wide) 24X7 computing infrastructure to include enterprise and departmental servers, disk and tape storage devices, operating system and utility software, and data center planning and environmental.
Positions lead key projects and are responsible for managing large teams of contractors in the daily operations of the computing infrastructure. Also provides advice and guidance to Senior and Executive Management on a broad range of CIO/Computing Services issues and represent the organization as a member of various internal and external boards.

**Minimum Education:** Associate’s degree
**Minimum Experience:** 1 year of experience

**Computing Services Manager II**

**Functional Responsibilities:** Develops (in coordination with senior management) the strategic direction and execute program or service resources, plan and implement operations and services, and are accountable for program outcomes including corporate interests. Specifically, they are responsible for management of the design, development, operation, and maintenance of large scale (wide) 24X7 computing infrastructure to include enterprise and departmental servers, disk and tape storage devices, operating system and utility software, and data center planning and environments. Positions lead key projects and are responsible for managing large teams of contractors in the daily operations of the computing infrastructure. Also provides advice and guidance to Senior and Executive Management on a broad range of CIO/Computing Services issues and represent the organization as a member of various internal and external boards.

**Minimum Education:** Bachelor’s degree
**Minimum Experience:** 3 years of experience

**Computing Services Manager III**

**Functional Responsibilities:** Develops (in coordination with senior management) the strategic direction and execute program or service resources, plan and implement operations and services, and are accountable for program outcomes including corporate interests. Specifically, they are responsible for management of the design, development, operation, and maintenance of large scale (wide) 24X7 computing infrastructure to include enterprise and departmental servers, disk and tape storage devices, operating system and utility software, and data center planning and environments. Positions lead key projects and are responsible for managing large teams of contractors in the daily operations of the computing infrastructure. Also provides advice and guidance to Senior and Executive Management on a broad range of CIO/Computing Services issues and represent the organization as a member of various internal and external boards.

**Minimum Education:** Bachelor’s degree
**Minimum Experience:** 6 years of experience

**Computing Services Manager IV**

**Functional Responsibilities:** Develops (in coordination with senior management) the strategic direction and execute program or service resources, plan and implement operations and services, and are accountable for program outcomes including corporate interests. Specifically, they are responsible for management of the design, development, operation, and maintenance of large scale (wide) 24X7 computing infrastructure to include enterprise and departmental servers, disk and tape storage devices, operating system and utility software, and data center planning and environments. Positions lead key projects and are responsible for managing large teams of contractors in the daily operations of the computing infrastructure. Also provides advice and guidance to Senior and Executive Management on a broad range of CIO/Computing Services issues and represent the organization as a member of various internal and external boards.

**Minimum Education:** Master’s degree
**Minimum Experience:** 11 years of experience

**Computing Services Manager SME**

**Functional Responsibilities:** Develops (in coordination with senior management) the strategic direction and execute program or service resources, plan and implement operations and services, and are accountable for program outcomes including corporate interests. Specifically, they are responsible for management of the design, development, operation, and maintenance of large scale (wide) 24X7 computing infrastructure to include enterprise and departmental servers, disk and tape storage devices, operating system and utility software, and data center planning and environments. Positions lead key projects and are responsible for managing large teams of contractors in the daily operations of the computing infrastructure. Also provides advice and guidance to Senior and Executive Management on a broad range of CIO/Computing Services issues and represent the organization as a member of various internal and external boards.

**Minimum Education:** Bachelor’s degree
**Minimum Experience:** 16 years of experience
Configuration Manager I

Functional Responsibilities: Responsible for maintenance and continuous improvement of the process, working methods and tools, including configuration management of computer systems, networks and their configurations, workstations and their configuration, software development activity, performance tool development and distribution, and applications distribution. Configuration change tracking and documentation control to include, but not limited to concepts of operation, requirements identification and documentation, preliminary and detailed system definition, system design review, performance monitoring tools and production software. Ensure the CM process is introduced and implemented according to guidelines from the process owner. Keep the Configuration Management Database (CMDB) update. Perform audits on the actual CMDB. Provides continuous coordination of progress on actions, tasking, and issues. Reviews and edits technical documentation, as requested. Serves as the CM authority for reviewing software code deliveries and managing code libraries.

Minimum Education: Associate’s degree
Minimum Experience: 1 year of experience

Configuration Manager II

Functional Responsibilities: Responsible for maintenance and continuous improvement of the process, working methods and tools, including configuration management of computer systems, networks and their configurations, workstations and their configuration, software development activity, performance tool development and distribution, and applications distribution. Configuration change tracking and documentation control to include, but not limited to concepts of operation, requirements identification and documentation, preliminary and detailed system definition, system design review, performance monitoring tools and production software. Ensure the CM process is introduced and implemented according to guidelines from the process owner. Keep the Configuration Management Database (CMDB) update. Perform audits on the actual CMDB. Provides continuous coordination of progress on actions, tasking, and issues. Reviews and edits technical documentation, as requested. Serves as the CM authority for reviewing software code deliveries and managing code libraries.

Minimum Education: Bachelor’s degree
Minimum Experience: 3 years of experience

Configuration Manager III

Functional Responsibilities: Responsible for maintenance and continuous improvement of the process, working methods and tools, including configuration management of computer systems, networks and their configurations, workstations and their configuration, software development activity, performance tool development and distribution, and applications distribution. Configuration change tracking and documentation control to include, but not limited to concepts of operation, requirements identification and documentation, preliminary and detailed system definition, system design review, performance monitoring tools and production software. Ensure the CM process is introduced and implemented according to guidelines from the process owner. Keep the Configuration Management Database (CMDB) update. Perform audits on the actual CMDB. Provides continuous coordination of progress on actions, tasking, and issues. Reviews and edits technical documentation, as requested. Serves as the CM authority for reviewing software code deliveries and managing code libraries.

Minimum Education: Bachelor’s degree
Minimum Experience: 6 years of experience

Configuration Manager IV

Functional Responsibilities: Responsible for maintenance and continuous improvement of the process, working methods and tools, including configuration management of computer systems, networks and their configurations, workstations and their configuration, software development activity, performance tool development and distribution, and applications distribution. Configuration change tracking and documentation control to include, but not limited to concepts of operation, requirements identification and documentation, preliminary and detailed system definition, system design review, performance monitoring tools and production software. Ensure the CM process is introduced and implemented according to guidelines from the process owner. Keep the Configuration Management Database (CMDB) update. Perform audits on the actual CMDB. Provides continuous coordination of progress on actions,
tasking, and issues. Reviews and edits technical documentation, as requested. Serves as the CM authority for reviewing software code deliveries and managing code libraries.

**Minimum Education:** Master’s degree  
**Minimum Experience:** 11 years of experience

**Configuration Manager SME**

**Functional Responsibilities:** Responsible for maintenance and continuous improvement of the process, working methods and tools, including configuration management of computer systems, networks and their configurations, workstations and their configuration, software development activity, performance tool development and distribution, and applications distribution. Configuration change tracking and documentation control to include, but not limited to concepts of operation, requirements identification and documentation, preliminary and detailed system definition, system design review, performance monitoring tools and production software. Ensure the CM process is introduced and implemented according to guidelines from the process owner. Keep the Configuration Management Database (CMDB) update. Perform audits on the actual CMDB. Provides continuous coordination of progress on actions, tasking, and issues. Reviews and edits technical documentation, as requested. Serves as the CM authority for reviewing software code deliveries and managing code libraries.

**Minimum Education:** Bachelor’s degree  
**Minimum Experience:** 16 years of experience

**Cyber Security Analyst I**

**Functional Responsibilities:** Use technical skills to help respond to threats and emergency security incidents in a timely manner. Help develop solutions or improvements to prevent malicious activity. Use knowledge of computers and electronics to monitor and analyze data from various security systems.

**Minimum Education:** Associate’s degree  
**Minimum Experience:** 1 year of experience

**Cyber Security Analyst II**

**Functional Responsibilities:** Use technical skills to help respond to threats and emergency security incidents in a timely manner. Help develop solutions or improvements to prevent malicious activity. Use knowledge of computers and electronics to monitor and analyze data from various security systems.

**Minimum Education:** Bachelor’s degree  
**Minimum Experience:** 3 years of experience

**Cyber Security Analyst III**

**Functional Responsibilities:** Use technical skills to help respond to threats and emergency security incidents in a timely manner. Help develop solutions or improvements to prevent malicious activity. Use knowledge of computers and electronics to monitor and analyze data from various security systems.

**Minimum Education:** Bachelor’s degree  
**Minimum Experience:** 6 years of experience

**Cyber Security Analyst IV**

**Functional Responsibilities:** Use technical skills to help respond to threats and emergency security incidents in a timely manner. Help develop solutions or improvements to prevent malicious activity. Use knowledge of computers and electronics to monitor and analyze data from various security systems.

**Minimum Education:** Master’s degree  
**Minimum Experience:** 11 years of experience

**Cyber Security Analyst SME**

**Functional Responsibilities:** Use technical skills to help respond to threats and emergency security incidents in a timely manner. Help develop solutions or improvements to prevent malicious activity. Use knowledge of computers and electronics to monitor and analyze data from various security systems.

**Minimum Education:** Bachelor’s degree  
**Minimum Experience:** 16 years of experience
Cyber Security InfoSec Engineer I
Functional Responsibilities: Provides IT security engineering, integration services and solutions. This includes malicious code detection, intrusion detection, and information security tool development and integration.
Minimum Education: Associate’s degree
Minimum Experience: 1 year of experience

Cyber Security InfoSec Engineer II
Functional Responsibilities: Provides IT security engineering, integration services and solutions. This includes malicious code detection, intrusion detection, and information security tool development and integration.
Minimum Education: Bachelor’s degree
Minimum Experience: 3 years of experience

Cyber Security InfoSec Engineer III
Functional Responsibilities: Provides IT security engineering, integration services and solutions. This includes malicious code detection, intrusion detection, and information security tool development and integration.
Minimum Education: Bachelor’s degree
Minimum Experience: 6 years of experience

Cyber Security InfoSec Engineer IV
Functional Responsibilities: Provides IT security engineering, integration services and solutions. This includes malicious code detection, intrusion detection, and information security tool development and integration.
Minimum Education: Master’s degree
Minimum Experience: 11 years of experience

Cyber Security InfoSec Engineer SME
Functional Responsibilities: Provides IT security engineering, integration services and solutions. This includes malicious code detection, intrusion detection, and information security tool development and integration.
Minimum Education: Bachelor’s degree
Minimum Experience: 16 years of experience

Cyber Security Project Engineer I
Functional Responsibilities: Provide assistance to cyber security projects within the Sponsors organization. The Cyber Security Project Engineers may have multiple projects they support and administer and will work closely with the Sponsors personnel and management to ensure all program and project milestones are met following all approved processes and procedures with appropriate levels of documentation. They will oversee and assist in coordinating (internally and externally) all activities related to engineering activities in order to successfully completed project activities within a reasonable amount of time. Additionally, they will communicate and present project status to a variety of audiences and forums as required. This includes preparing updates to program plans and other documentation on a regular basis.
Minimum Education: Associate’s degree
Minimum Experience: 1 year of experience

Cyber Security Project Engineer II
Functional Responsibilities: Provide assistance to cyber security projects within the Sponsors organization. The Cyber Security Project Engineers may have multiple projects they support and administer and will work closely with the Sponsors personnel and management to ensure all program and project milestones are met following all approved processes and procedures with appropriate levels of documentation. They will oversee and assist in coordinating (internally and externally) all activities related to engineering activities in order to successfully completed project activities within a reasonable amount of time. Additionally, they will communicate and present project status to a variety of audiences and forums as required. This includes preparing updates to program plans and other documentation on a regular basis.
Minimum Education: Bachelor’s degree
Minimum Experience: 3 years of experience

**Cyber Security Project Engineer III**
Functional Responsibilities: Provide assistance to cyber security projects within the Sponsors organization.
The Cyber Security Project Engineers may have multiple projects they support and administer and will work closely with the Sponsors personnel and management to ensure all program and project milestones are met following all approved processes and procedures with appropriate levels of documentation. They will oversee and assist in coordinating (internally and externally) all activities related to engineering activities in order to successfully completed project activities within a reasonable amount of time. Additionally, they will communicate and present project status to a variety of audiences and forums as required. This includes preparing updates to program plans and other documentation on a regular basis.
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Minimum Education: Master’s degree
Minimum Experience: 11 years of experience

**Cyber Security Project Engineer SME**
Functional Responsibilities: Provide assistance to cyber security projects within the Sponsors organization.
The Cyber Security Project Engineers may have multiple projects they support and administer and will work closely with the Sponsors personnel and management to ensure all program and project milestones are met following all approved processes and procedures with appropriate levels of documentation. They will oversee and assist in coordinating (internally and externally) all activities related to engineering activities in order to successfully completed project activities within a reasonable amount of time. Additionally, they will communicate and present project status to a variety of audiences and forums as required. This includes preparing updates to program plans and other documentation on a regular basis.
Minimum Education: Bachelor’s degree
Minimum Experience: 11 years of experience

**Cyber Security Project Manager IV**
Functional Responsibilities: Serves as the primary point of contact for a task or a group of tasks involving operation, maintenance, and/or development activities. The individuals proposed for this task shall be clearly specified as key personnel in the Contractor’s proposal. Project Manager responsibilities may be combined with other skill categories/requirements such as (but not limited to) Systems Engineer or Information System Application/Software Developer.
Minimum Education: Master’s degree
Minimum Experience: 16 years of experience

**Cyber Security SME**
Functional Responsibilities: Responsible for providing recommendations on continuous improvement of the processes and architectures supporting the overall Cyber Defense operational activities including, but not limited to analysis, incident handling and reporting products, and the reporting lifecycle. Ensures the effective operations of Agency IT systems and network defenses, providing effective incident response capabilities, usable and effective reports that address overall situational awareness. Works to maximize the use of existing tools to correlate information and synthesize data into usable and actionable events. Identifies and provides an agile approach to the automation of any...
manual and inefficient processes that exist across the cyber defense program and to work with the Sponsor to recommend and implement technical solutions designed to return time to mission.

**Minimum Education:** Master’s degree
**Minimum Experience:** 11 years of experience

**Cyber Security Systems Engineer II**
**Functional Responsibilities:** Work on all systems and/or projects within the organization responsible for providing Network Defense. Ensures all Network Defense capabilities are kept current, patched, and securely configured and management informed of status, working with O&M.

**Minimum Education:** Bachelor’s degree
**Minimum Experience:** 3 years of experience

**Cyber Security Systems Integrator II**
**Functional Responsibilities:** Provides a total systems perspective including a technical understanding of relationships, dependencies, and requirements of hardware and software components. Systems Integrators assist IAG management and project managers by collecting, tracking, and communicating data about projects.

**Minimum Education:** Bachelor’s degree
**Minimum Experience:** 3 years of experience

**Data Architect I**
**Functional Responsibilities:** Provides technical, strategic guidance to senior level database administrators and application developers in the creation and implementation of new databases, as well as the maintenance of major existing databases supporting evolving applications. Provides strategic guidance to data stewards on the development and implementation of data models to support organizational business processes. Additionally, provides consultation to all levels of the organization on the design, development and implementation of logical database structures and classification.

**Minimum Education:** Associate’s degree
**Minimum Experience:** 1 year of experience

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**Functional Responsibilities:** Provides technical, strategic guidance to senior level database administrators and application developers in the creation and implementation of new databases, as well as the maintenance of major existing databases supporting evolving applications. Provides strategic guidance to data stewards on the development and implementation of data models to support organizational business processes. Additionally, provides consultation to all levels of the organization on the design, development and implementation of logical database structures and classification.

**Minimum Education:** Bachelor’s degree
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**Minimum Education:** Bachelor’s degree  
**Minimum Experience:** 16 years of experience

**Database Administrator I**  
**Functional Responsibilities:** Works with software and determines ways to organize and store data. Identify user requirements, set up computer databases, and test and coordinate modifications to the computer database systems. Ensures the performance of the system, understands the platform on which the database runs, and adds new users to the system. Plans and coordinates security measures -data integrity, backup systems, and database security.  
**Minimum Education:** Associate’s degree  
**Minimum Experience:** 1 year of experience

**Database Administrator II**  
**Functional Responsibilities:** Works with software and determines ways to organize and store data. Identify user requirements, set up computer databases, and test and coordinate modifications to the computer database systems. Ensures the performance of the system, understands the platform on which the database runs, and adds new users to the system. Plans and coordinates security measures -data integrity, backup systems, and database security.  
**Minimum Education:** Bachelor’s degree  
**Minimum Experience:** 3 years of experience

**Database Administrator III**  
**Functional Responsibilities:** Works with software and determines ways to organize and store data. Identify user requirements, set up computer databases, and test and coordinate modifications to the computer database systems. Ensures the performance of the system, understands the platform on which the database runs, and adds new users to the system. Plans and coordinates security measures -data integrity, backup systems, and database security.  
**Minimum Education:** Bachelor’s degree  
**Minimum Experience:** 6 years of experience

**Database Administrator IV**  
**Functional Responsibilities:** Works with software and determines ways to organize and store data. Identify user requirements, set up computer databases, and test and coordinate modifications to the computer database systems. Ensures the performance of the system, understands the platform on which the database runs, and adds new users to the system. Plans and coordinates security measures -data integrity, backup systems, and database security.  
**Minimum Education:** Master’s degree  
**Minimum Experience:** 11 years of experience

**Database Administrator SME**  
**Functional Responsibilities:** Works with software and determines ways to organize and store data. Identify user requirements, set up computer databases, and test and coordinate modifications to the computer database systems. Ensures the performance of the system, understands the platform on which the database runs, and adds new users to the system. Plans and coordinates security measures -data integrity, backup systems, and database security.
Minimum Education: Bachelor’s degree
Minimum Experience: 16 years of experience

**Database Developer I**
*Functional Responsibilities*: Provides support for implementation, troubleshooting and maintenance of IT systems. Manages IT system infrastructure and any processes related to these systems. Provides support to IT systems including day-to-day operations, monitoring and problem resolution for all of the client problems. Provides second level problem identification, diagnosis and resolution of problems. Provides support for the dispatch system and hardware problems and remain involved in the resolution process. Provides support for the escalation and communication of status to management and internal customers. Coordinates changes to computer databases, test and implement the database applying knowledge of database management systems. Plans, coordinates, and implements security measures to safeguard computer databases. Responsible for operations related to systems management software. Installs and maintains software monitors and conducts advanced analysis of output and performance.

Minimum Education: Associate’s degree
Minimum Experience: 1 year of experience

**Database Developer II**
*Functional Responsibilities*: Provides support for implementation, troubleshooting and maintenance of IT systems. Manages IT system infrastructure and any processes related to these systems. Provides support to IT systems including day-to-day operations, monitoring and problem resolution for all of the client problems. Provides second level problem identification, diagnosis and resolution of problems. Provides support for the dispatch system and hardware problems and remain involved in the resolution process. Provides support for the escalation and communication of status to management and internal customers. Coordinates changes to computer databases, test and implement the database applying knowledge of database management systems. Plans, coordinates, and implements security measures to safeguard computer databases. Responsible for operations related to systems management software. Installs and maintains software monitors and conducts advanced analysis of output and performance.

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Minimum Education: Bachelor’s degree
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Minimum Education: Bachelor’s degree
Minimum Experience: 16 years of experience

**Disaster Recovery Engineer I**
Functional Responsibilities: Responsible for maintenance and continuous improvement of the process, working methods and tools, including configuration management of computer systems, networks and their configurations, workstations and their configuration, software development activity, performance tool development and distribution, applications distribution, configuration change tracking and documentation control. Ensures the CM process is introduced and implemented according to guidelines from the process owner. Keeps the Configuration Management Database (CMDB) update. Provides continuous coordination of progress on actions, tasking, and issues; and reviews and edits technical documentation. Serves as the CM authority for reviewing software code deliveries and managing code libraries.

Minimum Education: Associate’s degree
Minimum Experience: 1 year of experience

**Disaster Recovery Engineer II**
Functional Responsibilities: Responsible for maintenance and continuous improvement of the process, working methods and tools, including configuration management of computer systems, networks and their configurations, workstations and their configuration, software development activity, performance tool development and distribution, applications distribution, configuration change tracking and documentation control. Ensures the CM process is introduced and implemented according to guidelines from the process owner. Keeps the Configuration Management Database (CMDB) update. Provides continuous coordination of progress on actions, tasking, and issues; and reviews and edits technical documentation. Serves as the CM authority for reviewing software code deliveries and managing code libraries.

Minimum Education: Bachelor’s degree
Minimum Experience: 3 years of experience

**Disaster Recovery Engineer III**
Functional Responsibilities: Responsible for maintenance and continuous improvement of the process, working methods and tools, including configuration management of computer systems, networks and their configurations, workstations and their configuration, software development activity, performance tool development and distribution, applications distribution, configuration change tracking and documentation control. Ensures the CM process is introduced and implemented according to guidelines from the process owner. Keeps the Configuration Management Database (CMDB) update. Provides continuous coordination of progress on actions, tasking, and issues; and reviews and edits technical documentation. Serves as the CM authority for reviewing software code deliveries and managing code libraries.

Minimum Education: Bachelor’s degree
Minimum Experience: 6 years of experience

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**Minimum Education:** Master’s degree

**Minimum Experience:** 11 years of experience

**Disaster Recovery Engineer SME**

Functional Responsibilities: Responsible for maintenance and continuous improvement of the process, working methods and tools, including configuration management of computer systems, networks and their configurations, workstations and their configuration, software development activity, performance tool development and distribution, applications distribution, configuration change tracking and documentation control. Ensures the CM process is introduced and implemented according to guidelines from the process owner. Keeps the Configuration Management Database (CMDB) update. Provides continuous coordination of progress on actions, tasking, and issues; and reviews and edits technical documentation. Serves as the CM authority for reviewing software code deliveries and managing code libraries.

**Minimum Education:** Bachelor’s degree

**Minimum Experience:** 16 years of experience

**Documentation Specialist I**

Functional Responsibilities: Gathers, analyzes, and composes technical information. Conducts research and ensures the use of proper technical terminology. Translates technical information into clear, readable documents to be used by technical and non-technical personnel. Supports the development of all types of documents and reports by developing and updating graphics presentations to improve the quality and enhance the usability of these documents. Responsible for integrating the graphics generated with automated tools and the deliverable documents.

**Minimum Education:** Associate’s degree

**Minimum Experience:** 1 year of experience

**Documentation Specialist II**

Functional Responsibilities: Gathers, analyzes, and composes technical information. Conducts research and ensures the use of proper technical terminology. Translates technical information into clear, readable documents to be used by technical and non-technical personnel. Supports the development of all types of documents and reports by developing and updating graphics presentations to improve the quality and enhance the usability of these documents. Responsible for integrating the graphics generated with automated tools and the deliverable documents.

**Minimum Education:** Bachelor’s degree

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**Minimum Education:** Bachelor’s degree

**Minimum Experience:** 6 years of experience

**Documentation Specialist IV**
Functional Responsibilities: Gathers, analyzes, and composes technical information. Conducts research and ensures the use of proper technical terminology. Translates technical information into clear, readable documents to be used by technical and non-technical personnel. Supports the development of all types of documents and reports by developing and updating graphics presentations to improve the quality and enhance the usability of these documents. Responsible for integrating the graphics generated with automated tools and the deliverable documents.

**Minimum Education:** Master’s degree  
**Minimum Experience:** 11 years of experience

**Documentation Specialist SME**

Functional Responsibilities: Gathers, analyzes, and composes technical information. Conducts research and ensures the use of proper technical terminology. Translates technical information into clear, readable documents to be used by technical and non-technical personnel. Supports the development of all types of documents and reports by developing and updating graphics presentations to improve the quality and enhance the usability of these documents. Responsible for integrating the graphics generated with automated tools and the deliverable documents.

**Minimum Education:** Bachelor’s degree  
**Minimum Experience:** 16 years of experience

**Enterprise IT Training Specialist I**

Functional Responsibilities: Plan and coordinate training and documentation for new or changed information technology capability

**Minimum Education:** Associate’s degree  
**Minimum Experience:** 1 year of experience

**Enterprise IT Training Specialist II**

Functional Responsibilities: Plan and coordinate training and documentation for new or changed information technology capability

**Minimum Education:** Bachelor’s degree  
**Minimum Experience:** 3 years of experience

**Enterprise IT Training Specialist III**

Functional Responsibilities: Plan and coordinate training and documentation for new or changed information technology capability

**Minimum Education:** Bachelor’s degree  
**Minimum Experience:** 6 years of experience

**Enterprise IT Training Specialist IV**

Functional Responsibilities: Plan and coordinate training and documentation for new or changed information technology capability

**Minimum Education:** Master’s degree  
**Minimum Experience:** 11 years of experience

**Enterprise IT Training Specialist SME**

Functional Responsibilities: Plan and coordinate training and documentation for new or changed information technology capability

**Minimum Education:** Bachelor’s degree  
**Minimum Experience:** 16 years of experience

**Field Engineer I**

Functional Responsibilities: Performs applied research, development, and design of underground outside plant (OSP) conduit infrastructure and fiber optic cabling. Manages and coordinates OSP fiber optic projects from design through as-built delivery. Supervises all aspects of outside plant installation, maintenance, restoration, and fiber locations.
Ensures adherence to installation standards, restoration procedures, and sound engineering practices. Provides quality checks on the work performed by OSP technicians. Responds to the Network Services Operations Center (NSOC) to resolve outages, anomalies, and issues related to the network fiber infrastructure.

**Minimum Education**: Associate’s degree  
**Minimum Experience**: 1 year of experience

### Field Engineer II

**Functional Responsibilities**: Performs applied research, development, and design of underground outside plant (OSP) conduit infrastructure and fiber optic cabling. Manages and coordinates OSP fiber optic projects from design through as-built delivery. Supervises all aspects of outside plant installation, maintenance, restoration, and fiber locations. Ensures adherence to installation standards, restoration procedures, and sound engineering practices. Provides quality checks on the work performed by OSP technicians. Responds to the Network Services Operations Center (NSOC) to resolve outages, anomalies, and issues related to the network fiber infrastructure.

**Minimum Education**: Bachelor’s degree  
**Minimum Experience**: 3 years of experience

### Field Engineer III

**Functional Responsibilities**: Performs applied research, development, and design of underground outside plant (OSP) conduit infrastructure and fiber optic cabling. Manages and coordinates OSP fiber optic projects from design through as-built delivery. Supervises all aspects of outside plant installation, maintenance, restoration, and fiber locations. Ensures adherence to installation standards, restoration procedures, and sound engineering practices. Provides quality checks on the work performed by OSP technicians. Responds to the Network Services Operations Center (NSOC) to resolve outages, anomalies, and issues related to the network fiber infrastructure.

**Minimum Education**: Bachelor’s degree  
**Minimum Experience**: 6 years of experience

### Field Engineer IV

**Functional Responsibilities**: Performs applied research, development, and design of underground outside plant (OSP) conduit infrastructure and fiber optic cabling. Manages and coordinates OSP fiber optic projects from design through as-built delivery. Supervises all aspects of outside plant installation, maintenance, restoration, and fiber locations. Ensures adherence to installation standards, restoration procedures, and sound engineering practices. Provides quality checks on the work performed by OSP technicians. Responds to the Network Services Operations Center (NSOC) to resolve outages, anomalies, and issues related to the network fiber infrastructure.

**Minimum Education**: Master’s degree  
**Minimum Experience**: 11 years of experience

### Field Engineer SME

**Functional Responsibilities**: Performs applied research, development, and design of underground outside plant (OSP) conduit infrastructure and fiber optic cabling. Manages and coordinates OSP fiber optic projects from design through as-built delivery. Supervises all aspects of outside plant installation, maintenance, restoration, and fiber locations. Ensures adherence to installation standards, restoration procedures, and sound engineering practices. Provides quality checks on the work performed by OSP technicians. Responds to the Network Services Operations Center (NSOC) to resolve outages, anomalies, and issues related to the network fiber infrastructure.

**Minimum Education**: Bachelor’s degree  
**Minimum Experience**: 16 years of experience

### Help Desk/Support Specialist I

**Functional Responsibilities**: Responsible for recording incidents and providing support to the users. Provides a total customer support service as a single point of contact for all issues relating to IT and IS services for a particular customer. Provides technical assistance to computer system users, including the use of computer hardware and software, including printing, installation, word-processing, electronic mail, and operating systems. Maintains a service perspective including an understanding of relationships, dependencies and requirements of hardware and software components and the organizations that support them. Answers questions or resolve computer problems for clients in
person, via telephone or from remote location. Provides assistance concerning the use of computer hardware and software, including printing, installation, word-processing, electronic mail, and operating systems.

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**Minimum Education:** Bachelor’s degree  
**Minimum Experience:** 16 years of experience
**Information Management Officer I**

Functional Responsibilities: Provides broad knowledge of the organization’s information management governance process and the issues that impact electronic record keeping systems, filing systems, metadata, records retention and disposition, vital records, classification and control markings, etc. Positions manage office level information management programs to ensure that information management systems meet corporate and customer business needs. Also assess problems and develop solutions to resolve complex issues, which promote efficiency and improve day-to-day information management operations. Maintains currency on technical job knowledge.

Minimum Education: Associate’s degree
Minimum Experience: 1 year of experience

**Information Management Officer II**

Functional Responsibilities: Provides broad knowledge of the organization’s information management governance process and the issues that impact electronic record keeping systems, filing systems, metadata, records retention and disposition, vital records, classification and control markings, etc. Positions manage office level information management programs to ensure that information management systems meet corporate and customer business needs. Also assess problems and develop solutions to resolve complex issues, which promote efficiency and improve day-to-day information management operations. Maintains currency on technical job knowledge.

Minimum Education: Bachelor’s degree
Minimum Experience: 3 years of experience

**Information Management Officer III**

Functional Responsibilities: Provides broad knowledge of the organization’s information management governance process and the issues that impact electronic record keeping systems, filing systems, metadata, records retention and disposition, vital records, classification and control markings, etc. Positions manage office level information management programs to ensure that information management systems meet corporate and customer business needs. Also assess problems and develop solutions to resolve complex issues, which promote efficiency and improve day-to-day information management operations. Maintains currency on technical job knowledge.

Minimum Education: Bachelor’s degree
Minimum Experience: 6 years of experience

**Information Management Officer IV**

Functional Responsibilities: Provides broad knowledge of the organization’s information management governance process and the issues that impact electronic record keeping systems, filing systems, metadata, records retention and disposition, vital records, classification and control markings, etc. Positions manage office level information management programs to ensure that information management systems meet corporate and customer business needs. Also assess problems and develop solutions to resolve complex issues, which promote efficiency and improve day-to-day information management operations. Maintains currency on technical job knowledge.

Minimum Education: Master’s degree
Minimum Experience: 11 years of experience

**Information Management Officer SME**

Functional Responsibilities: Provides broad knowledge of the organization’s information management governance process and the issues that impact electronic record keeping systems, filing systems, metadata, records retention and disposition, vital records, classification and control markings, etc. Positions manage office level information management programs to ensure that information management systems meet corporate and customer business needs. Also assess problems and develop solutions to resolve complex issues, which promote efficiency and improve day-to-day information management operations. Maintains currency on technical job knowledge.

Minimum Education: Bachelor’s degree
Minimum Experience: 16 years of experience

**Information Management Support Officer I**

Functional Responsibilities: Provides moderately complex records and classification management activities; providing customer service and technical advice and guidance to management, staff, customers, and junior employees.
on records and classification management activities and issues; and performing other miscellaneous duties as assigned. Positions have a working knowledge of the statutes, orders, and regulations governing information management policies, procedures, and practices.
**Minimum Education:** Associate’s degree  
**Minimum Experience:** 1 year of experience

**Information Management Support Officer II**  
**Functional Responsibilities:** Provides moderately complex records and classification management activities; providing customer service and technical advice and guidance to management, staff, customers, and junior employees on records and classification management activities and issues; and performing other miscellaneous duties as assigned. Positions have a working knowledge of the statutes, orders, and regulations governing information management policies, procedures, and practices.  
**Minimum Education:** Bachelor’s degree  
**Minimum Experience:** 3 years of experience

**Information Management Support Officer III**  
**Functional Responsibilities:** Provides moderately complex records and classification management activities; providing customer service and technical advice and guidance to management, staff, customers, and junior employees on records and classification management activities and issues; and performing other miscellaneous duties as assigned. Positions have a working knowledge of the statutes, orders, and regulations governing information management policies, procedures, and practices.  
**Minimum Education:** Bachelor’s degree  
**Minimum Experience:** 6 years of experience

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**Minimum Education:** Master’s degree  
**Minimum Experience:** 11 years of experience

**Information Management Support Officer SME**  
**Functional Responsibilities:** Provides moderately complex records and classification management activities; providing customer service and technical advice and guidance to management, staff, customers, and junior employees on records and classification management activities and issues; and performing other miscellaneous duties as assigned. Positions have a working knowledge of the statutes, orders, and regulations governing information management policies, procedures, and practices.  
**Minimum Education:** Bachelor’s degree  
**Minimum Experience:** 16 years of experience

**Information Management Technical Officer I**  
**Functional Responsibilities:** Provides specialized technical knowledge and serve as expert information systems consultants to management, information technologists, and customers across the. Performs complete range of information systems activities to support management, staff, and customers; serving as advisor to senior managers in regards to information management as it relates to information systems.  
**Minimum Education:** Associate’s degree  
**Minimum Experience:** 1 year of experience

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Functional Responsibilities: Provides specialized technical knowledge and serve as expert information systems consultants to management, information technologists, and customers across the. Performs complete range of information systems activities to support management, staff, and customers; serving as advisor to senior managers in regards to information management as it relates to information systems.
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Minimum Education: Bachelor’s degree
Minimum Experience: 16 years of experience

IT Equipment Specialist I
Functional Responsibilities: Monitor and maintain computer equipment while working under limited supervision; maintaining a quality data center environment; planning and executing the branch’s budget and overseeing activities within the branch; coordinating the installation schedule for equipment within the division and with customers; reviewing requirements coming to the branch; acting as liaison to vendors, ensuring product service needs are met, and providing strategic and tactical planning for data center services.
Minimum Education: Associate’s degree
Minimum Experience: 1 year of experience

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**Minimum Education**: Bachelor’s degree
**Minimum Experience**: 16 years of experience

### IT Program Manager I

**Functional Responsibilities**: Provide management of contract personnel and ensure high-quality and acceptable task completion and deliverables within their contract in compliance with the SOW. Provide frequent periodic reports on the status of the contractor staffing. Plans, directs, and coordinates computer-related activities including electronic data processing, information systems, systems analysis, and computer programming. Performs day-to-day management of the program and develops long-term and strategic objectives to ensure that end user requirements will be satisfied in future years of the contract. Incumbents perform horizontal integration planning, and interface with other functional areas, ensuring that technical solutions and schedules are implemented in a timely manner.

**Minimum Education**: Associate’s degree
**Minimum Experience**: 1 year of experience

### IT Program Manager II

**Functional Responsibilities**: Provide management of contract personnel and ensure high-quality and acceptable task completion and deliverables within their contract in compliance with the SOW. Provide frequent periodic reports on the status of the contractor staffing. Plans, directs, and coordinates computer-related activities including electronic data processing, information systems, systems analysis, and computer programming. Performs day-to-day management of the program and develops long-term and strategic objectives to ensure that end user requirements will be satisfied in future years of the contract. Incumbents perform horizontal integration planning, and interface with other functional areas, ensuring that technical solutions and schedules are implemented in a timely manner.

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Minimum Education: Bachelor’s degree
Minimum Experience: 6 years of experience

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Minimum Education: Master’s degree
Minimum Experience: 11 years of experience

**IT Program Manager SME**
**Functional Responsibilities:** Provide management of contract personnel and ensure high-quality and acceptable task completion and deliverables within their contract in compliance with the SOW. Provide frequent periodic reports on the status of the contractor staffing. Plans, directs, and coordinates computer-related activities including electronic data processing, information systems, systems analysis, and computer programming. Performs day-to-day management of the program and develops long-term and strategic objectives to ensure that end user requirements will be satisfied in future years of the contract. Incumbents perform horizontal integration planning, and interface with other functional areas, ensuring that technical solutions and schedules are implemented in a timely manner.
Minimum Education: Bachelor’s degree
Minimum Experience: 16 years of experience

**Knowledge Management I**
**Functional Responsibilities:** Provides technical leadership and/or supervision to teams of specialists. Responsible for leading the 24x7 operational support to a variety of complex operational problems to ensure system availability and performance goals are met. Additionally, responsible for managing/leading the teams of systems or application administrators. Ensures clear and timely communication regarding the application infrastructure with decentralized customer support teams, help desks, customers, senior management, and other technical professional staffs and support organizations providing technical detail and customer-focus appropriate to the audience.
Minimum Education: Associate’s degree
Minimum Experience: 1 year of experience

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Minimum Education: Master’s degree
Minimum Experience: 11 years of experience

Knowledge Management SME
Functional Responsibilities: Provides technical leadership and/or supervision to teams of specialists. Responsible for leading the 24x7 operational support to a variety of complex operational problems to ensure system availability and performance goals are met. Additionally, responsible for managing/leading the teams of systems or application administrators. Ensures clear and timely communication regarding the application infrastructure with decentralized customer support teams, help desks, customers, senior management, and other technical professional staffs and support organizations providing technical detail and customer-focus appropriate to the audience.
Minimum Education: Bachelor’s degree
Minimum Experience: 16 years of experience

Messaging Services Specialist I
Functional Responsibilities: Responsible for the operations and maintenance of the messaging infrastructure. Performs a variety of duties to ensure that all incoming and outgoing message traffic is delivered to intended, authorized recipients in a timely manner, 24 hours per day/7 days a week. Position will disseminate organizational messages based on various Office Unit Symbols (OUS), slugs, text, and other information to and external customers, including the Intelligence Community (IC) and other governmental agencies (OGA); alerting appropriate authorities of high precedence and/or high interest cables; answering customer queries and assisting customers with messaging problems (e.g., formatting errors, misclassifications, and address corrections); and working with components and Directorate representatives to develop and convert -wide message dissemination requirements into messaging dissemination profiles.
Minimum Education: Associate’s degree
Minimum Experience: 1 year of experience

Messaging Services Specialist II
Functional Responsibilities: Responsible for the operations and maintenance of the messaging infrastructure. Performs a variety of duties to ensure that all incoming and outgoing message traffic is delivered to intended, authorized recipients in a timely manner, 24 hours per day/7 days a week. Position will disseminate organizational messages based on various Office Unit Symbols (OUS), slugs, text, and other information to and external customers, including the Intelligence Community (IC) and other governmental agencies (OGA); alerting appropriate authorities of high precedence and/or high interest cables; answering customer queries and assisting customers with messaging problems (e.g., formatting errors, misclassifications, and address corrections); and working with components and Directorate representatives to develop and convert -wide message dissemination requirements into messaging dissemination profiles.
Minimum Education: Bachelor’s degree
Minimum Experience: 3 years of experience

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**Minimum Education:** Bachelor’s degree  
**Minimum Experience:** 6 years of experience

**Messaging Services Specialist IV**  
**Functional Responsibilities:** Responsible for the operations and maintenance of the messaging infrastructure. Performs a variety of duties to ensure that all incoming and outgoing message traffic is delivered to intended, authorized recipients in a timely manner, 24 hours per day/7 days a week. Position will disseminate organizational messages based on various Office Unit Symbols (OUS), slugs, text, and other information to and external customers, including the Intelligence Community (IC) and other governmental agencies (OGA); alerting appropriate authorities of high precedence and/or high interest cables; answering customer queries and assisting customers with messaging problems (e.g., formatting errors, misclassifications, and address corrections); and working with components and Directorate representatives to develop and convert wide message dissemination requirements into messaging dissemination profiles.

**Minimum Education:** Master’s degree  
**Minimum Experience:** 11 years of experience

**Messaging Services Specialist SME**  
**Functional Responsibilities:** Responsible for the operations and maintenance of the messaging infrastructure. Performs a variety of duties to ensure that all incoming and outgoing message traffic is delivered to intended, authorized recipients in a timely manner, 24 hours per day/7 days a week. Position will disseminate organizational messages based on various Office Unit Symbols (OUS), slugs, text, and other information to and external customers, including the Intelligence Community (IC) and other governmental agencies (OGA); alerting appropriate authorities of high precedence and/or high interest cables; answering customer queries and assisting customers with messaging problems (e.g., formatting errors, misclassifications, and address corrections); and working with components and Directorate representatives to develop and convert wide message dissemination requirements into messaging dissemination profiles.

**Minimum Education:** Bachelor’s degree  
**Minimum Experience:** 16 years of experience

**Multimedia Specialist I**  
**Functional Responsibilities:** Responsible for assisting in the development of interactive multimedia products; curriculum design, and technical writer/editor support to successfully prepare high-end interactive courses that will incorporate all phases of audio–visual production.

**Minimum Education:** Associate’s degree  
**Minimum Experience:** 1 year of experience

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Minimum Education: Master’s degree
Minimum Experience: 11 years of experience

Network Architect I
Functional Responsibilities: Responsible for oversight and technical direction of system-wide issues requiring advanced levels of understanding of network theory and the specific enterprise network architecture; establishing overall strategic network standards and priorities; providing the highest level of technical guidance and direction in the design and implementation of networking solutions; analyzing the optimization of network system performance; overseeing the strategic interface of network systems configuration; using and incorporating broad technical knowledge of the diverse business areas within the enterprise in the assessment of network engineering technologies, computing systems hardware and software protocols. Additionally, provides high-level technical advice and guidance to managers and technical resources on which network technologies can be utilized to meet current and future organizational needs.
Minimum Education: Associate’s degree
Minimum Experience: 1 year of experience

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**Minimum Education:** Master’s degree

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**Minimum Education:** Bachelor’s degree

**Minimum Experience:** 16 years of experience

**Network Designer I**

**Functional Responsibilities:** Determines user requirements and design specifications for computer networks. Plan and implement network upgrades. Design, test, and inspect the NRO’s computer data communications systems. These systems include wide area networks (WANs), and local area networks (LANs), and internets. Analyze and organize the corresponding hardware and software combined solutions through network modeling and planning.

**Minimum Education:** Associate’s degree

**Minimum Experience:** 1 year of experience

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**Functional Responsibilities:** Determines user requirements and design specifications for computer networks. Plan and implement network upgrades. Design, test, and inspect the NRO’s computer data communications systems. These systems include wide area networks (WANs), and local area networks (LANs), and internets. Analyze and organize the corresponding hardware and software combined solutions through network modeling and planning.

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**Minimum Education:** Bachelor’s degree

**Minimum Experience:** 6 years of experience

**Network Designer IV**

**Functional Responsibilities:** Determines user requirements and design specifications for computer networks. Plan and implement network upgrades. Design, test, and inspect the NRO’s computer data communications systems. These systems include wide area networks (WANs), and local area networks (LANs), and internets. Analyze and organize the corresponding hardware and software combined solutions through network modeling and planning.

**Minimum Education:** Master’s degree

**Minimum Experience:** 11 years of experience
Network Designer SME
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Minimum Education: Bachelor’s degree
Minimum Experience: 16 years of experience

Network Engineer I
Functional Responsibilities: Responsible for performing moderately complex network designs; performing upgrades to limited segments of the network and performing routine network operations and maintenance (O&M).
Minimum Education: Associate’s degree
Minimum Experience: 1 year of experience

Network Engineer II
Functional Responsibilities: Responsible for performing moderately complex network designs; performing upgrades to limited segments of the network and performing routine network operations and maintenance (O&M).
Minimum Education: Bachelor’s degree
Minimum Experience: 3 years of experience

Network Engineer III
Functional Responsibilities: Responsible for performing moderately complex network designs; performing upgrades to limited segments of the network and performing routine network operations and maintenance (O&M).
Minimum Education: Bachelor’s degree
Minimum Experience: 6 years of experience

Network Engineer IV
Functional Responsibilities: Responsible for performing moderately complex network designs; performing upgrades to limited segments of the network and performing routine network operations and maintenance (O&M).
Minimum Education: Master’s degree
Minimum Experience: 11 years of experience

Network Engineer SME
Functional Responsibilities: Responsible for performing moderately complex network designs; performing upgrades to limited segments of the network and performing routine network operations and maintenance (O&M).
Minimum Education: Bachelor’s degree
Minimum Experience: 16 years of experience

Network Systems Analyst I
Functional Responsibilities: Analyze, design, test, and evaluate network systems, such as local area networks (LAN), wide area networks (WAN), Internet, intranet, satellite, and other data communications systems. Perform network modeling, analysis, and planning. Research and recommend network and data communications hardware and software. Includes telecommunications specialists who deal with the interfacing of computer and communications equipment. May supervise computer programmers.
Minimum Education: Associate’s degree
Minimum Experience: 1 year of experience

Network Systems Analyst II
Functional Responsibilities: Analyze, design, test, and evaluate network systems, such as local area networks (LAN), wide area networks (WAN), Internet, intranet, satellite, and other data communications systems. Perform network modeling, analysis, and planning. Research and recommend network and data communications hardware and
software. Includes telecommunications specialists who deal with the interfacing of computer and communications equipment. May supervise computer programmers.

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**Minimum Education:** Bachelor’s degree  
**Minimum Experience:** 6 years of experience

**Network Systems Analyst IV**  
**Functional Responsibilities:** Analyze, design, test, and evaluate network systems, such as local area networks (LAN), wide area networks (WAN), Internet, intranet, satellite, and other data communications systems. Perform network modeling, analysis, and planning. Research and recommend network and data communications hardware and software. Includes telecommunications specialists who deal with the interfacing of computer and communications equipment. May supervise computer programmers.

**Minimum Education:** Master’s degree  
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**Network Systems Analyst SME**  
**Functional Responsibilities:** Analyze, design, test, and evaluate network systems, such as local area networks (LAN), wide area networks (WAN), Internet, intranet, satellite, and other data communications systems. Perform network modeling, analysis, and planning. Research and recommend network and data communications hardware and software. Includes telecommunications specialists who deal with the interfacing of computer and communications equipment. May supervise computer programmers.

**Minimum Education:** Bachelor’s degree  
**Minimum Experience:** 16 years of experience

**Program Manager I**  
**Functional Responsibilities:** Helps determine both technical and business goals in consultation with top management and make detailed plans for the accomplishment of these goals. Responsible for formulating and enforcing work standards, assigning contractor schedules, reviewing work discrepancies, supervising Contractor personnel and communicating policies, purposes, and goals of the organization to subordinates. Shall be responsible for the overall contract.

**Minimum Education:** Associate’s degree  
**Minimum Experience:** 1 year of experience

**Program Manager II**  
**Functional Responsibilities:** Helps determine both technical and business goals in consultation with top management and make detailed plans for the accomplishment of these goals. Responsible for formulating and enforcing work standards, assigning contractor schedules, reviewing work discrepancies, supervising Contractor personnel and communicating policies, purposes, and goals of the organization to subordinates. Shall be responsible for the overall contract.

**Minimum Education:** Bachelor’s degree  
**Minimum Experience:** 3 years of experience

**Program Manager III**  
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*Minimum Education:* Bachelor’s degree  
*Minimum Experience:* 11 years of experience

Programmer I
**Functional Responsibilities:** Develops, creates, and modifies general computer applications software or specialized utility programs. Analyze user needs and develop software solutions. Designs software or customizes software for client use with the aim of optimizing operational efficiency. May analyze and design databases within an application area, working individually or coordinating database development as part of a team. Researches, designs, develops, and tests operating systems-level software, compilers, and network distribution software for industrial, military, communications, aerospace, business, scientific, and general computing applications. Sets operational specifications and formulate and analyze software requirements. Apply principles and techniques of computer science, engineering, and mathematical analysis. Analyzes and develops computer systems possessing a wide range of capabilities, including numerous engineering, business and records management functions. Develops plans for automated information systems from project inception to conclusion including systems requirements determination. 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 Computer Aided Software Engineering (CASE) tools.

*Minimum Education:* Associate’s degree  
*Minimum Experience:* 1 year of experience

Programmer II
**Functional Responsibilities:** Develops, creates, and modifies general computer applications software or specialized utility programs. Analyze user needs and develop software solutions. Designs software or customizes software for client use with the aim of optimizing operational efficiency. May analyze and design databases within an application area, working individually or coordinating database development as part of a team. Researches, designs, develops, and tests operating systems-level software, compilers, and network distribution software for industrial, military, communications, aerospace, business, scientific, and general computing applications. Sets operational specifications and formulate and analyze software requirements. Apply principles and techniques of computer science, engineering, and mathematical analysis. Analyzes and develops computer systems possessing a wide range of capabilities, including numerous engineering, business and records management functions. Develops plans for automated information systems from project inception to conclusion including systems requirements determination. 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 Computer Aided Software Engineering (CASE) tools.
information systems from project inception to conclusion including systems requirements determination. 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 Computer Aided Software Engineering (CASE) tools.

**Minimum Education:** Bachelor’s degree  
**Minimum Experience:** 3 years of experience

**Programmer III**  
**Functional Responsibilities:** Develops, creates, and modifies general computer applications software or specialized utility programs. Analyze user needs and develop software solutions. Designs software or customizes software for client use with the aim of optimizing operational efficiency. May analyze and design databases within an application area, working individually or coordinating database development as part of a team. Researches, designs, develops, and tests operating systems-level software, compilers, and network distribution software for industrial, military, communications, aerospace, business, scientific, and general computing applications. Sets operational specifications and formulate and analyze software requirements. Apply principles and techniques of computer science, engineering, and mathematical analysis. Analyzes and develops computer systems possessing a wide range of capabilities, including numerous engineering, business and records management functions. Develops plans for automated information systems from project inception to conclusion including systems requirements determination. 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 Computer Aided Software Engineering (CASE) tools.

**Minimum Education:** Bachelor’s degree  
**Minimum Experience:** 6 years of experience

**Programmer IV**  
**Functional Responsibilities:** Develops, creates, and modifies general computer applications software or specialized utility programs. Analyze user needs and develop software solutions. Designs software or customizes software for client use with the aim of optimizing operational efficiency. May analyze and design databases within an application area, working individually or coordinating database development as part of a team. Researches, designs, develops, and tests operating systems-level software, compilers, and network distribution software for industrial, military, communications, aerospace, business, scientific, and general computing applications. Sets operational specifications and formulate and analyze software requirements. Apply principles and techniques of computer science, engineering, and mathematical analysis. Analyzes and develops computer systems possessing a wide range of capabilities, including numerous engineering, business and records management functions. Develops plans for automated information systems from project inception to conclusion including systems requirements determination. 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 Computer Aided Software Engineering (CASE) tools.

**Minimum Education:** Master’s degree  
**Minimum Experience:** 11 years of experience

**Programmer SME**  
**Functional Responsibilities:** Develops, creates, and modifies general computer applications software or specialized utility programs. Analyze user needs and develop software solutions. Designs software or customizes software for client use with the aim of optimizing operational efficiency. May analyze and design databases within an application area, working individually or coordinating database development as part of a team. Researches, designs, develops, and tests operating systems-level software, compilers, and network distribution software for industrial, military, communications, aerospace, business, scientific, and general computing applications. Sets operational specifications and formulate and analyze software requirements. Apply principles and techniques of computer science, engineering, and mathematical analysis. Analyzes and develops computer systems possessing a wide range of capabilities, including numerous engineering, business and records management functions. Develops plans for automated information systems from project inception to conclusion including systems requirements determination. 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 Computer Aided Software Engineering (CASE) tools.
information systems from project inception to conclusion including systems requirements determination. 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 Computer Aided Software Engineering (CASE) tools.

**Minimum Education:** Bachelor’s degree  
**Minimum Experience:** 16 years of experience

**Project Integrator I**

**Functional Responsibilities:** Gathers, analyzes, and composes technical information. Conducts research and ensures the use of proper technical terminology. Translates technical information into clear, readable documents and presentation to be used by technical and non-technical personnel. Supports the development of all types of documents and reports by developing and updating graphics presentations to improve the quality and enhance the usability of these documents. Responsible for integrating the graphics and information generated from meetings and facilitation sessions, using automated tools, and research methods into final deliverable documents.

**Minimum Education:** Associate’s degree  
**Minimum Experience:** 1 year of experience

**Project Integrator II**

**Functional Responsibilities:** Gathers, analyzes, and composes technical information. Conducts research and ensures the use of proper technical terminology. Translates technical information into clear, readable documents and presentation to be used by technical and non-technical personnel. Supports the development of all types of documents and reports by developing and updating graphics presentations to improve the quality and enhance the usability of these documents. Responsible for integrating the graphics and information generated from meetings and facilitation sessions, using automated tools, and research methods into final deliverable documents.

**Minimum Education:** Bachelor’s degree  
**Minimum Experience:** 3 years of experience

**Project Integrator III**

**Functional Responsibilities:** Gathers, analyzes, and composes technical information. Conducts research and ensures the use of proper technical terminology. Translates technical information into clear, readable documents and presentation to be used by technical and non-technical personnel. Supports the development of all types of documents and reports by developing and updating graphics presentations to improve the quality and enhance the usability of these documents. Responsible for integrating the graphics and information generated from meetings and facilitation sessions, using automated tools, and research methods into final deliverable documents.

**Minimum Education:** Bachelor’s degree  
**Minimum Experience:** 6 years of experience

**Project Integrator IV**

**Functional Responsibilities:** Gathers, analyzes, and composes technical information. Conducts research and ensures the use of proper technical terminology. Translates technical information into clear, readable documents and presentation to be used by technical and non-technical personnel. Supports the development of all types of documents and reports by developing and updating graphics presentations to improve the quality and enhance the usability of these documents. Responsible for integrating the graphics and information generated from meetings and facilitation sessions, using automated tools, and research methods into final deliverable documents.

**Minimum Education:** Master’s degree  
**Minimum Experience:** 11 years of experience

**Project Integrator SME**

**Functional Responsibilities:** Gathers, analyzes, and composes technical information. Conducts research and ensures the use of proper technical terminology. Translates technical information into clear, readable documents and presentation to be used by technical and non-technical personnel. Supports the development of all types of documents and reports by developing and updating graphics presentations to improve the quality and enhance the usability of these documents. Responsible for integrating the graphics and information generated from meetings and facilitation sessions, using automated tools, and research methods into final deliverable documents.
Minimum Education: Bachelor’s degree
Minimum Experience: 16 years of experience

Requirements Specialist I
- **Functional Responsibilities:** Provide in-depth requirement analysis, drafting and receiving approval for new requirements and may include final technical review and validation of requirements. Work includes overseeing requirements tracking, and collaborating with team, customers and service providers to identify requirements and changes that will fulfill the customer's need. Will stay abreast of new opportunities to implement customer-required changes. May perform first-line supervisory duties.

Minimum Education: Associate’s degree
Minimum Experience: 1 year of experience

Requirements Specialist II
- **Functional Responsibilities:** Provide in-depth requirement analysis, drafting and receiving approval for new requirements and may include final technical review and validation of requirements. Work includes overseeing requirements tracking, and collaborating with team, customers and service providers to identify requirements and changes that will fulfill the customer's need. Will stay abreast of new opportunities to implement customer-required changes. May perform first-line supervisory duties.

Minimum Education: Bachelor’s degree
Minimum Experience: 3 years of experience

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Minimum Education: Master’s degree
Minimum Experience: 11 years of experience

Requirements Specialist SME
- **Functional Responsibilities:** Provide in-depth requirement analysis, drafting and receiving approval for new requirements and may include final technical review and validation of requirements. Work includes overseeing requirements tracking, and collaborating with team, customers and service providers to identify requirements and changes that will fulfill the customer's need. Will stay abreast of new opportunities to implement customer-required changes. May perform first-line supervisory duties.

Minimum Education: Bachelor’s degree
Minimum Experience: 16 years of experience

Research and Operations Specialist I
- **Functional Responsibilities:** Posses extensive knowledge of information systems and skilled at exercising various research methodologies to conduct and manage research in support of name trace requests from DO and components and other government agencies or Freedom of Information Act (FOIA), Privacy Act (PA), Executive Order (EO) 12958 information requests, and declassification projects. May construct search strategies, task appropriate
components and/or more junior employees with conducting records searches, aggregate search information, analyze results, and write memoranda. May be responsible for developing metrics and statistics to support information review and release programs. May be first line supervisors or team leaders.

**Minimum Education:** Associate’s degree

**Minimum Experience:** 1 year of experience

### Research and Operations Specialist II

**Functional Responsibilities:** Posses extensive knowledge of information systems and skilled at exercising various research methodologies to conduct and manage research in support of name trace requests from DO and components and other government agencies or Freedom of Information Act (FOIA), Privacy Act (PA), Executive Order (EO) 12958 information requests, and declassification projects. May construct search strategies, task appropriate components and/or more junior employees with conducting records searches, aggregate search information, analyze results, and write memoranda. May be responsible for developing metrics and statistics to support information review and release programs. May be first line supervisors or team leaders.

**Minimum Education:** Bachelor’s degree

**Minimum Experience:** 3 years of experience

### Research and Operations Specialist III

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**Minimum Education:** Bachelor’s degree

**Minimum Experience:** 6 years of experience

### Research and Operations Specialist IV

**Functional Responsibilities:** Posses extensive knowledge of information systems and skilled at exercising various research methodologies to conduct and manage research in support of name trace requests from DO and components and other government agencies or Freedom of Information Act (FOIA), Privacy Act (PA), Executive Order (EO) 12958 information requests, and declassification projects. May construct search strategies, task appropriate components and/or more junior employees with conducting records searches, aggregate search information, analyze results, and write memoranda. May be responsible for developing metrics and statistics to support information review and release programs. May be first line supervisors or team leaders.

**Minimum Education:** Master’s degree

**Minimum Experience:** 11 years of experience

### Research and Operations Specialist SME

**Functional Responsibilities:** Posses extensive knowledge of information systems and skilled at exercising various research methodologies to conduct and manage research in support of name trace requests from DO and components and other government agencies or Freedom of Information Act (FOIA), Privacy Act (PA), Executive Order (EO) 12958 information requests, and declassification projects. May construct search strategies, task appropriate components and/or more junior employees with conducting records searches, aggregate search information, analyze results, and write memoranda. May be responsible for developing metrics and statistics to support information review and release programs. May be first line supervisors or team leaders.

**Minimum Education:** Bachelor’s degree

**Minimum Experience:** 16 years of experience

### Satellite Systems Engineer I

**Functional Responsibilities:** Analyzes, consults and makes recommendations for specifying, acquiring, operating, and maintaining earth terminal satellite systems and satellite bandwidth.
Minimum Education: Associate’s degree
Minimum Experience: 1 year of experience

Satellite Systems Engineer II
Functional Responsibilities: Analyzes, consults and makes recommendations for specifying, acquiring, operating, and maintaining earth terminal satellite systems and satellite bandwidth.
Minimum Education: Bachelor’s degree
Minimum Experience: 3 years of experience

Satellite Systems Engineer III
Functional Responsibilities: Analyzes, consults and makes recommendations for specifying, acquiring, operating, and maintaining earth terminal satellite systems and satellite bandwidth.
Minimum Education: Bachelor’s degree
Minimum Experience: 6 years of experience

Satellite Systems Engineer IV
Functional Responsibilities: Analyzes, consults and makes recommendations for specifying, acquiring, operating, and maintaining earth terminal satellite systems and satellite bandwidth.
Minimum Education: Master’s degree
Minimum Experience: 11 years of experience

Satellite Systems Engineer SME
Functional Responsibilities: Analyzes, consults and makes recommendations for specifying, acquiring, operating, and maintaining earth terminal satellite systems and satellite bandwidth.
Minimum Education: Bachelor’s degree
Minimum Experience: 16 years of experience

Satellite Systems Network Engineer I
Functional Responsibilities: Responsible for providing project management, engineering services and technical services for the Sponsor’s satellite program. Provides general engineering support to the SATCOM network to meet the needs of Customer based programs/projects. Responsible for providing close support to the Sponsor’s Commercial SATCOM Network and temporary duty travel support for both domestic and overseas locations, as required. Provides project management assistance on satellite projects/programs; assists in coordination of plans with other contractors for field engineering activities pertaining to the satellite network; provides input information on schedule, cost, risk mitigation, and WBS completion to the project management process; and provides close support to Sponsor’s SATCOM databases, applications and tools.
Minimum Education: Associate’s degree
Minimum Experience: 1 year of experience

Satellite Systems Network Engineer II
Functional Responsibilities: Responsible for providing project management, engineering services and technical services for the Sponsor’s satellite program. Provides general engineering support to the SATCOM network to meet the needs of Customer based programs/projects. Responsible for providing close support to the Sponsor’s Commercial SATCOM Network and temporary duty travel support for both domestic and overseas locations, as required. Provides project management assistance on satellite projects/programs; assists in coordination of plans with other contractors for field engineering activities pertaining to the satellite network; provides input information on schedule, cost, risk mitigation, and WBS completion to the project management process; and provides close support to Sponsor’s SATCOM databases, applications and tools.
Minimum Education: Bachelor’s degree
Minimum Experience: 3 years of experience

Satellite Systems Network Engineer III
Functional Responsibilities: Responsible for providing project management, engineering services and technical services for the Sponsor’s satellite program. Provides general engineering support to the SATCOM network to meet the needs of Customer based programs/projects. Responsible for providing close support to the Sponsor’s Commercial SATCOM Network and temporary duty travel support for both domestic and overseas locations, as required. Provides project management assistance on satellite projects/programs; assists in coordination of plans with other contractors for field engineering activities pertaining to the satellite network; provides input information on schedule, cost, risk mitigation, and WBS completion to the project management process; and provides close support to Sponsor’s SATCOM databases, applications and tools.
**Minimum Education:** Bachelor’s degree  
**Minimum Experience:** 6 years of experience

**Satellite Systems Network Engineer IV**

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**Minimum Education:** Master’s degree  
**Minimum Experience:** 11 years of experience

**Satellite Systems Network Engineer SME**

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**Minimum Education:** Bachelor’s degree  
**Minimum Experience:** 16 years of experience

**Server Operations Specialist I**

Functional Responsibilities: Responsible for performing routine computer operations and maintenance (O&M) tasks and/or working on operating systems software and its successful integration with the hardware and applications software. Provide 24x7 operational support depending on position requirements within the organization. Additionally, will independently research and resolve routine O&M problems; assist in the resolution of complex O&M problems; execute standard operating procedures (SOPs) and schedules for O&M activities; and provides written input into the development and documentation of SOPs and schedules for O&M activities. Will assist in the integration, installation, testing and maintenance of specific software relating system environments.
**Minimum Education:** Associate’s degree  
**Minimum Experience:** 1 year of experience

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Functional Responsibilities: Responsible for performing routine computer operations and maintenance (O&M) tasks and/or working on operating systems software and its successful integration with the hardware and applications software. Provide 24x7 operational support depending on position requirements within the organization. Additionally, will independently research and resolve routine O&M problems; assist in the resolution of complex O&M problems; execute standard operating procedures (SOPs) and schedules for O&M activities; and provides written input into the
development and documentation of SOPs and schedules for O&M activities. Will assist in the integration, installation, testing and maintenance of specific software relating system environments.

**Minimum Education:** Bachelor’s degree  
**Minimum Experience:** 3 years of experience

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**Minimum Education:** Bachelor’s degree  
**Minimum Experience:** 6 years of experience

**Server Operations Specialist IV**  
**Functional Responsibilities:** Responsible for performing routine computer operations and maintenance (O&M) tasks and/or working on operating systems software and its successful integration with the hardware and applications software. Provide 24x7 operational support depending on position requirements within the organization. Additionally, will independently research and resolve routine O&M problems; assist in the resolution of complex O&M problems; execute standard operating procedures (SOPs) and schedules for O&M activities; and provides written input into the development and documentation of SOPs and schedules for O&M activities. Will assist in the integration, installation, testing and maintenance of specific software relating system environments.

**Minimum Education:** Master’s degree  
**Minimum Experience:** 11 years of experience

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**Minimum Education:** Bachelor’s degree  
**Minimum Experience:** 16 years of experience

**SharePoint Developer I**  
**Functional Responsibilities:** Responsible for providing development engineering support and programming support to projects and infrastructure support activities. Designs and develops enterprise applications in a Web environment. Develops, creates, and modifies general computer applications software or specialized utility programs. Analyzes user needs and develop software solutions. Designs software or customize software for client use with the aim of optimizing operational efficiency.

**Minimum Education:** Associate’s degree  
**Minimum Experience:** 1 year of experience

**SharePoint Developer II**  
**Functional Responsibilities:** Responsible for providing development engineering support and programming support to projects and infrastructure support activities. Designs and develops enterprise applications in a Web environment. Develops, creates, and modifies general computer applications software or specialized utility programs. Analyzes user needs and develop software solutions. Designs software or customize software for client use with the aim of optimizing operational efficiency.
Minimum Education: Bachelor’s degree  
Minimum Experience: 3 years of experience

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Minimum Education: Bachelor’s degree  
Minimum Experience: 6 years of experience

**SharePoint Developer IV**  
**Functional Responsibilities:** Responsible for providing development engineering support and programming support to projects and infrastructure support activities. Designs and develops enterprise applications in a Web environment. Develops, creates, and modifies general computer applications software or specialized utility programs. Analyzes user needs and develop software solutions. Designs software or customize software for client use with the aim of optimizing operational efficiency.  
Minimum Education: Master’s degree  
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Minimum Education: Bachelor’s degree  
Minimum Experience: 16 years of experience

**Software Developer (Systems Software) I**  
**Functional Responsibilities:** Provides development engineering and programming support to projects and infrastructure support activities. Designs and develops enterprise applications in a Web environment. Develops, creates, and modifies general computer applications software or specialized utility programs. Analyzes user needs and develops software solutions. Designs software or customizes software for client use with the aim of optimizing operational efficiency. May analyze and design databases within an application area, working individually or coordinating database development as part of a team. May manage websites including design, develop, deploy and maintain activities as well as performs testing and quality assurance of web sites and web applications.  
Minimum Education: Associate’s degree  
Minimum Experience: 1 year of experience

**Software Developer (Systems Software) II**  
**Functional Responsibilities:** Provides development engineering and programming support to projects and infrastructure support activities. Designs and develops enterprise applications in a Web environment. Develops, creates, and modifies general computer applications software or specialized utility programs. Analyzes user needs and develops software solutions. Designs software or customizes software for client use with the aim of optimizing operational efficiency. May analyze and design databases within an application area, working individually or coordinating database development as part of a team. May manage websites including design, develop, deploy and maintain activities as well as performs testing and quality assurance of web sites and web applications.  
Minimum Education: Bachelor’s degree  
Minimum Experience: 3 years of experience

**Software Developer (Systems Software) III**
Functional Responsibilities: Provides development engineering and programming support to projects and infrastructure support activities. Designs and develops enterprise applications in a Web environment. Develops, creates, and modifies general computer applications software or specialized utility programs. Analyzes user needs and develops software solutions. Designs software or customizes software for client use with the aim of optimizing operational efficiency. May analyze and design databases within an application area, working individually or coordinating database development as part of a team. May manage websites including design, develop, deploy and maintain activities as well as performs testing and quality assurance of web sites and web applications.

**Minimum Education:** Bachelor’s degree

**Minimum Experience:** 6 years of experience

**Software Developer (Systems Software) IV**

Functional Responsibilities: Provides development engineering and programming support to projects and infrastructure support activities. Designs and develops enterprise applications in a Web environment. Develops, creates, and modifies general computer applications software or specialized utility programs. Analyzes user needs and develops software solutions. Designs software or customizes software for client use with the aim of optimizing operational efficiency. May analyze and design databases within an application area, working individually or coordinating database development as part of a team. May manage websites including design, develop, deploy and maintain activities as well as performs testing and quality assurance of web sites and web applications.

**Minimum Education:** Master’s degree

**Minimum Experience:** 11 years of experience

**Software Developer (Systems Software) SME**

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**Minimum Education:** Bachelor’s degree

**Minimum Experience:** 16 years of experience

**Software Engineer I**

Functional Responsibilities: Analyzes user interfaces, maintain hardware and software performance tuning, analyze workload and computer usage, maintain interfaces with outside systems, analyze downtimes, analyze proposed system modifications, upgrades and new COTS. Defines the problem, and develops system requirements and program specifications, from which programmers prepare detailed flow charts, programs, and tests. Coordinates closely with functional users, system alternative solutions.

**Minimum Education:** Associate’s degree

**Minimum Experience:** 1 year of experience

**Software Engineer II**

Functional Responsibilities: Analyzes user interfaces, maintain hardware and software performance tuning, analyze workload and computer usage, maintain interfaces with outside systems, analyze downtimes, analyze proposed system modifications, upgrades and new COTS. Defines the problem, and develops system requirements and program specifications, from which programmers prepare detailed flow charts, programs, and tests. Coordinates closely with functional users, system alternative solutions.

**Minimum Education:** Bachelor’s degree

**Minimum Experience:** 3 years of experience

**Software Engineer III**
Functional Responsibilities: Analyzes user interfaces, maintain hardware and software performance tuning, analyze workload and computer usage, maintain interfaces with outside systems, analyze downtimes, analyze proposed system modifications, upgrades and new COTS. Defines the problem, and develops system requirements and program specifications, from which programmers prepare detailed flow charts, programs, and tests. Coordinates closely with programmers to ensure proper implementation of program and system specifications. Develops, in conjunction with functional users, system alternative solutions.

Minimum Education: Bachelor’s degree
Minimum Experience: 6 years of experience

Software Engineer IV
Functional Responsibilities: Analyzes user interfaces, maintain hardware and software performance tuning, analyze workload and computer usage, maintain interfaces with outside systems, analyze downtimes, analyze proposed system modifications, upgrades and new COTS. Defines the problem, and develops system requirements and program specifications, from which programmers prepare detailed flow charts, programs, and tests. Coordinates closely with programmers to ensure proper implementation of program and system specifications. Develops, in conjunction with functional users, system alternative solutions.

Minimum Education: Master’s degree
Minimum Experience: 11 years of experience

Software Engineer SME
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Minimum Education: Bachelor’s degree
Minimum Experience: 16 years of experience

Software Quality Assurance Specialist/Applications Tester I
Functional Responsibilities: Develops and implements quality control methodologies to ensure compliance with quality assurance standards, guidelines, and procedures in a large computer-based organization. Develops and executes software test plans in order to identify software problems and their causes. Establishes and maintains a process for evaluating hardware, software, and associated documentation and/or assists in the evaluation. Conducts and/or participates in formal and informal reviews at pre-determined points throughout the development life cycle.

Minimum Education: Associate’s degree
Minimum Experience: 1 year of experience

Software Quality Assurance Specialist/Applications Tester II
Functional Responsibilities: Develops and implements quality control methodologies to ensure compliance with quality assurance standards, guidelines, and procedures in a large computer-based organization. Develops and executes software test plans in order to identify software problems and their causes. Establishes and maintains a process for evaluating hardware, software, and associated documentation and/or assists in the evaluation. Conducts and/or participates in formal and informal reviews at pre-determined points throughout the development life cycle.

Minimum Education: Bachelor’s degree
Minimum Experience: 3 years of experience

Software Quality Assurance Specialist/Applications Tester III
Functional Responsibilities: Develops and implements quality control methodologies to ensure compliance with quality assurance standards, guidelines, and procedures in a large computer-based organization. Develops and executes software test plans in order to identify software problems and their causes. Establishes and maintains a process for evaluating hardware, software, and associated documentation and/or assists in the evaluation. Conducts and/or participates in formal and informal reviews at pre-determined points throughout the development life cycle.
Minimum Education: Bachelor’s degree
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*Functional Responsibilities:* Develops and implements quality control methodologies to ensure compliance with quality assurance standards, guidelines, and procedures in a large computer-based organization. Develops and executes software test plans in order to identify software problems and their causes. Establishes and maintains a process for evaluating hardware, software, and associated documentation and/or assists in the evaluation. Conducts and/or participates in formal and informal reviews at pre-determined points throughout the development life cycle.

Minimum Education: Master’s degree
Minimum Experience: 11 years of experience

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Minimum Education: Bachelor’s degree
Minimum Experience: 16 years of experience

**Software Systems Specialist I**

*Functional Responsibilities:* Provides application development-programming for projects and infrastructure support activities. Designs and develops enterprise applications in a Web environment. Develops, creates, and modifies general computer applications software or specialized utility programs. Analyzes user needs and develop software solutions. Designs software or customize software for client use with the aim of optimizing operational efficiency. May analyze and design databases within an application area, working individually or coordinating database development as part of a team. May manage websites including design, develop, deploy and maintain activities as well as performs testing and quality assurance of web sites and web applications.

Minimum Education: Associate’s degree
Minimum Experience: 1 year of experience

**Software Systems Specialist II**

*Functional Responsibilities:* Provides application development-programming for projects and infrastructure support activities. Designs and develops enterprise applications in a Web environment. Develops, creates, and modifies general computer applications software or specialized utility programs. Analyzes user needs and develop software solutions. Designs software or customize software for client use with the aim of optimizing operational efficiency. May analyze and design databases within an application area, working individually or coordinating database development as part of a team. May manage websites including design, develop, deploy and maintain activities as well as performs testing and quality assurance of web sites and web applications.

Minimum Education: Bachelor’s degree
Minimum Experience: 3 years of experience

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Minimum Education: Bachelor’s degree
Minimum Experience: 6 years of experience
Software Systems Specialist IV

**Functional Responsibilities:** Provides application development-programming for projects and infrastructure support activities. Designs and develops enterprise applications in a Web environment. Develops, creates, and modifies general computer applications software or specialized utility programs. Analyzes user needs and develop software solutions. Designs software or customize software for client use with the aim of optimizing operational efficiency. May analyze and design databases within an application area, working individually or coordinating database development as part of a team. May manage websites including design, develop, deploy and maintain activities as well as performs testing and quality assurance of web sites and web applications.

*Minimum Education:* Master’s degree  
*Minimum Experience:* 11 years of experience

Software Systems Specialist SME

**Functional Responsibilities:** Provides application development-programming for projects and infrastructure support activities. Designs and develops enterprise applications in a Web environment. Develops, creates, and modifies general computer applications software or specialized utility programs. Analyzes user needs and develop software solutions. Designs software or customize software for client use with the aim of optimizing operational efficiency. May analyze and design databases within an application area, working individually or coordinating database development as part of a team. May manage websites including design, develop, deploy and maintain activities as well as performs testing and quality assurance of web sites and web applications.

*Minimum Education:* Bachelor’s degree  
*Minimum Experience:* 16 years of experience

Systems Administrator I

**Functional Responsibilities:** Responsible for implementation of baseline changes and respond to change requests; perform technical evaluations, analysis, and troubleshooting for all supported servers; build servers by providing technical configuration, setup, installation services, hardware and coordination of application projects; and operate and maintain servers.

*Minimum Education:* Associate’s degree  
*Minimum Experience:* 1 year of experience

Systems Administrator II

**Functional Responsibilities:** Responsible for implementation of baseline changes and respond to change requests; perform technical evaluations, analysis, and troubleshooting for all supported servers; build servers by providing technical configuration, setup, installation services, hardware and coordination of application projects; and operate and maintain servers.

*Minimum Education:* Bachelor’s degree  
*Minimum Experience:* 3 years of experience

Systems Administrator III

**Functional Responsibilities:** Responsible for implementation of baseline changes and respond to change requests; perform technical evaluations, analysis, and troubleshooting for all supported servers; build servers by providing technical configuration, setup, installation services, hardware and coordination of application projects; and operate and maintain servers.

*Minimum Education:* Bachelor’s degree  
*Minimum Experience:* 6 years of experience

Systems Administrator IV

**Functional Responsibilities:** Responsible for implementation of baseline changes and respond to change requests; perform technical evaluations, analysis, and troubleshooting for all supported servers; build servers by providing technical configuration, setup, installation services, hardware and coordination of application projects; and operate and maintain servers.

*Minimum Education:* Master’s degree  
*Minimum Experience:* 11 years of experience
**Systems Administrator SME**

**Functional Responsibilities:** Responsible for implementation of baseline changes and respond to change requests; perform technical evaluations, analysis, and troubleshooting for all supported servers; build servers by providing technical configuration, setup, installation services, hardware and coordination of application projects; and operate and maintain servers.

**Minimum Education:** Bachelor’s degree  
**Minimum Experience:** 16 years of experience

**Systems Analyst I**

**Functional Responsibilities:** Responsible for analyzing internal and external customer needs. Identifies and determines equipment, software and process/procedural solutions to problems. Establishes system parameters and formats, and ensures hardware/software compatibility. Analyzes science, engineering, business, and all other data processing problems for application to electronic data processing systems. Analyzes user requirements, procedures, and problems to automate or improve existing systems and review computer system capabilities, workflow, and scheduling limitations. May analyze or recommend commercially available software. May supervise computer programmers. Performs process and data modeling in support of the planning and analysis efforts using both manual and automated tools. Applies reverse engineering and re-engineering disciplines to develop strategic and planning documents. Provides group facilitation, interviewing, training, and provides additional forms of knowledge transfer. Constructs sound, logical business improvement opportunities consistent with corporate Information Management guiding principles, cost savings, and system architecture objectives.

**Minimum Education:** Associate’s degree  
**Minimum Experience:** 1 year of experience

**Systems Analyst II**

**Functional Responsibilities:** Responsible for analyzing internal and external customer needs. Identifies and determines equipment, software and process/procedural solutions to problems. Establishes system parameters and formats and ensures hardware/software compatibility. Analyzes science, engineering, business, and all other data processing problems for application to electronic data processing systems. Analyzes user requirements, procedures, and problems to automate or improve existing systems and review computer system capabilities, workflow, and scheduling limitations. May analyze or recommend commercially available software. May supervise computer programmers. Performs process and data modeling in support of the planning and analysis efforts using both manual and automated tools. Applies reverse engineering and re-engineering disciplines to develop strategic and planning documents. Provides group facilitation, interviewing, training, and provides additional forms of knowledge transfer. Constructs sound, logical business improvement opportunities consistent with corporate Information Management guiding principles, cost savings, and system architecture objectives.

**Minimum Education:** Bachelor’s degree  
**Minimum Experience:** 3 years of experience

**Systems Analyst III**

**Functional Responsibilities:** Responsible for analyzing internal and external customer needs. Identifies and determines equipment, software and process/procedural solutions to problems. Establishes system parameters and formats and ensures hardware/software compatibility. Analyzes science, engineering, business, and all other data processing problems for application to electronic data processing systems. Analyzes user requirements, procedures, and problems to automate or improve existing systems and review computer system capabilities, workflow, and scheduling limitations. May analyze or recommend commercially available software. May supervise computer programmers. Performs process and data modeling in support of the planning and analysis efforts using both manual and automated tools. Applies reverse engineering and re-engineering disciplines to develop strategic and planning documents. Provides group facilitation, interviewing, training, and provides additional forms of knowledge transfer. Constructs sound, logical business improvement opportunities consistent with corporate Information Management guiding principles, cost savings, and system architecture objectives.
Minimum Education: Bachelor’s degree  
Minimum Experience: 6 years of experience

**Systems Analyst IV**

**Functional Responsibilities:** Responsible for analyzing internal and external customer needs. Identifies and determines equipment, software and process/procedural solutions to problems. Establishes system parameters and formats and ensures hardware/software compatibility. Analyzes science, engineering, business, and all other data processing problems for application to electronic data processing systems. Analyzes user requirements, procedures, and problems to automate or improve existing systems and review computer system capabilities, workflow, and scheduling limitations. May analyze or recommend commercially available software. May supervise computer programmers. Performs process and data modeling in support of the planning and analysis efforts using both manual and automated tools. Applies reverse engineering and re-engineering disciplines to develop strategic and planning documents. Provides group facilitation, interviewing, training, and provides additional forms of knowledge transfer. Constructs sound, logical business improvement opportunities consistent with corporate Information Management guiding principles, cost savings, and system architecture objectives.

Minimum Education: Master’s degree  
Minimum Experience: 11 years of experience

**Systems Analyst SME**

**Functional Responsibilities:** Responsible for analyzing internal and external customer needs. Identifies and determines equipment, software and process/procedural solutions to problems. Establishes system parameters and formats and ensures hardware/software compatibility. Analyzes science, engineering, business, and all other data processing problems for application to electronic data processing systems. Analyzes user requirements, procedures, and problems to automate or improve existing systems and review computer system capabilities, workflow, and scheduling limitations. May analyze or recommend commercially available software. May supervise computer programmers. Performs process and data modeling in support of the planning and analysis efforts using both manual and automated tools. Applies reverse engineering and re-engineering disciplines to develop strategic and planning documents. Provides group facilitation, interviewing, training, and provides additional forms of knowledge transfer. Constructs sound, logical business improvement opportunities consistent with corporate Information Management guiding principles, cost savings, and system architecture objectives.

Minimum Education: Bachelor’s degree  
Minimum Experience: 16 years of experience

**Systems Architect I**

**Functional Responsibilities:** Designs and develops solutions to complex applications problems, system administration issues, or network concerns. Performs systems management and integration functions. Analyzes science, engineering, business, and all other data processing problems for application to electronic data processing systems. Analyzes user requirements, procedures, and problems to automate or improve existing systems and review computer system capabilities, workflow, and scheduling limitations. May analyze or recommend commercially available software.

Minimum Education: Associate’s degree  
Minimum Experience: 1 year of experience

**Systems Architect II**

**Functional Responsibilities:** Designs and develops solutions to complex applications problems, system administration issues, or network concerns. Performs systems management and integration functions. Analyzes science, engineering, business, and all other data processing problems for application to electronic data processing systems. Analyzes user requirements, procedures, and problems to automate or improve existing systems and review computer system capabilities, workflow, and scheduling limitations. May analyze or recommend commercially available software.

Minimum Education: Bachelor’s degree  
Minimum Experience: 3 years of experience

**Systems Architect III**

**Functional Responsibilities:** Designs and develops solutions to complex applications problems, system administration issues, or network concerns. Performs systems management and integration functions. Analyzes science, engineering,
business, and all other data processing problems for application to electronic data processing systems. Analyzes user requirements, procedures, and problems to automate or improve existing systems and review computer system capabilities, workflow, and scheduling limitations. May analyze or recommend commercially available software.

Minimum Education: Bachelor’s degree
Minimum Experience: 6 years of experience

Systems Architect IV
Functional Responsibilities: Designs and develops solutions to complex applications problems, system administration issues, or network concerns. Performs systems management and integration functions. Analyzes science, engineering, business, and all other data processing problems for application to electronic data processing systems. Analyzes user requirements, procedures, and problems to automate or improve existing systems and review computer system capabilities, workflow, and scheduling limitations. May analyze or recommend commercially available software.

Minimum Education: Master’s degree
Minimum Experience: 11 years of experience

Systems Architect SME
Functional Responsibilities: Designs and develops solutions to complex applications problems, system administration issues, or network concerns. Performs systems management and integration functions. Analyzes science, engineering, business, and all other data processing problems for application to electronic data processing systems. Analyzes user requirements, procedures, and problems to automate or improve existing systems and review computer system capabilities, workflow, and scheduling limitations. May analyze or recommend commercially available software.

Minimum Education: Bachelor’s degree
Minimum Experience: 16 years of experience

Systems Engineer I
Functional Responsibilities: Maintains a strong awareness of technical trends in information technology, develops and maintains a strong awareness of on-going IT projects and business unit requirements; able to apply the project management model (e.g. Spiral, Waterfall, Agile) selected for a given development effort; and provides analysis, design, development, deployment, and lifecycle support for innovative hardware systems and applications. Work involves being able to develop end-to-end cost analysis for projects; ensure systems being developed comply with the enterprise technical architecture; help project and program teams prepare for CIO Project Management Program control gates; and keep senior management apprised of project or program status.

Minimum Education: Associate’s degree
Minimum Experience: 1 year of experience

Systems Engineer II
Functional Responsibilities: Maintains a strong awareness of technical trends in information technology, develops and maintains a strong awareness of on-going IT projects and business unit requirements; able to apply the project management model (e.g. Spiral, Waterfall, Agile) selected for a given development effort; and provides analysis, design, development, deployment, and lifecycle support for innovative hardware systems and applications. Work involves being able to develop end-to-end cost analysis for projects; ensure systems being developed comply with the enterprise technical architecture; help project and program teams prepare for CIO Project Management Program control gates; and keep senior management apprised of project or program status.

Minimum Education: Bachelor’s degree
Minimum Experience: 3 years of experience

Systems Engineer III
Functional Responsibilities: Maintains a strong awareness of technical trends in information technology, develops and maintains a strong awareness of on-going IT projects and business unit requirements; able to apply the project management model (e.g. Spiral, Waterfall, Agile) selected for a given development effort; and provides analysis, design, development, deployment, and lifecycle support for innovative hardware systems and applications. Work
involves being able to develop end-to-end cost analysis for projects; ensure systems being developed comply with the enterprise technical architecture; help project and program teams prepare for CIO Project Management Program control gates; and keep senior management apprised of project or program status.

**Minimum Education:** Bachelor’s degree  
**Minimum Experience:** 6 years of experience

**Systems Engineer IV**  
**Functional Responsibilities:** Maintains a strong awareness of technical trends in information technology, develops and maintains a strong awareness of on-going IT projects and business unit requirements; able to apply the project management model (e.g. Spiral, Waterfall, Agile) selected for a given development effort; and provides analysis, design, development, deployment, and lifecycle support for innovative hardware systems and applications. Work involves being able to develop end-to-end cost analysis for projects; ensure systems being developed comply with the enterprise technical architecture; help project and program teams prepare for CIO Project Management Program control gates; and keep senior management apprised of project or program status. 

**Minimum Education:** Master’s degree  
**Minimum Experience:** 11 years of experience

**Systems Engineer SME**  
**Functional Responsibilities:** Maintains a strong awareness of technical trends in information technology, develops and maintains a strong awareness of on-going IT projects and business unit requirements; able to apply the project management model (e.g. Spiral, Waterfall, Agile) selected for a given development effort; and provides analysis, design, development, deployment, and lifecycle support for innovative hardware systems and applications. Work involves being able to develop end-to-end cost analysis for projects; ensure systems being developed comply with the enterprise technical architecture; help project and program teams prepare for CIO Project Management Program control gates; and keep senior management apprised of project or program status.

**Minimum Education:** Bachelor’s degree  
**Minimum Experience:** 16 years of experience

**Systems Integrator I**  
**Functional Responsibilities:** Responsible for maintaining integrity of systems-of-systems by defining requirements architecture (consistent with the Enterprise Architecture (EA), (described in 1.0 above) and interfaces. Plans, implements, tests, documents, and maintains solutions to total systems or subsystems using internally created and/or commercial off-the-shelf products. Provides end-to-end project management support of the life cycle. Provides a total systems perspective including a technical understanding of relationships, dependencies and requirements of hardware and software components. Coordinates with other team members and ensures problem solution, appropriate risk reduction, and user satisfaction. Makes recommendations, if needed, on test and evaluation strategies for major systems’ installations.  

**Minimum Education:** Associate’s degree  
**Minimum Experience:** 1 year of experience

**Systems Integrator II**  
**Functional Responsibilities:** Responsible for maintaining integrity of systems-of-systems by defining requirements architecture (consistent with the Enterprise Architecture (EA), (described in 1.0 above) and interfaces. Plans, implements, tests, documents, and maintains solutions to total systems or subsystems using internally created and/or commercial off-the-shelf products. Provides end-to-end project management support of the life cycle. Provides a total systems perspective including a technical understanding of relationships, dependencies and requirements of hardware and software components. Coordinates with other team members and ensures problem solution, appropriate risk reduction, and user satisfaction. Makes recommendations, if needed, on test and evaluation strategies for major systems’ installations.  

**Minimum Education:** Bachelor’s degree  
**Minimum Experience:** 3 years of experience

**Systems Integrator III**
Functional Responsibilities: Responsible for maintaining integrity of systems-of-systems by defining requirements architecture (consistent with the Enterprise Architecture (EA), (described in 1.0 above) and interfaces. Plans, implements, tests, documents, and maintains solutions to total systems or subsystems using internally created and/or commercial off-the-shelf products. Provides end-to-end project management support of the life cycle. Provides a total systems perspective including a technical understanding of relationships, dependencies and requirements of hardware and software components. Coordinates with other team members and ensures problem solution, appropriate risk reduction, and user satisfaction. Makes recommendations, if needed, on test and evaluation strategies for major systems’ installations.

**Minimum Education:** Bachelor’s degree

**Minimum Experience:** 6 years of experience

**Systems Integrator IV**

Functional Responsibilities: Responsible for maintaining integrity of systems-of-systems by defining requirements architecture (consistent with the Enterprise Architecture (EA), (described in 1.0 above) and interfaces. Plans, implements, tests, documents, and maintains solutions to total systems or subsystems using internally created and/or commercial off-the-shelf products. Provides end-to-end project management support of the life cycle. Provides a total systems perspective including a technical understanding of relationships, dependencies and requirements of hardware and software components. Coordinates with other team members and ensures problem solution, appropriate risk reduction, and user satisfaction. Makes recommendations, if needed, on test and evaluation strategies for major systems’ installations.

**Minimum Education:** Master’s degree

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**Systems Integrator SME**

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**Minimum Education:** Bachelor’s degree

**Minimum Experience:** 16 years of experience

**Systems Operations Specialist I**

Functional Responsibilities: Works independently with minimal supervision, receiving specific guidance and supervision when needed or provide technical leadership and/or supervision to teams of specialists as required. Performs routine computer operations and maintenance (O&M) tasks and/or work on operating systems software and its successful integration with the hardware and applications software. Could provide 24x7 operational support depending on position requirements within the organization. Additionally, works independently to research and resolve routine O&M problems; assist in the resolution of complex O&M problems; execute standard operating procedures (SOPs) and schedules for O&M activities; and may provide written input into the development and documentation of SOPs and schedules for O&M activities. May assist in the integration, installation, testing and maintenance of specific software relating system environments. With engineering guidance, positions install new server software components using established procedures; maintenance of operating configurations and software configurations.

**Minimum Education:** Associate’s degree

**Minimum Experience:** 1 year of experience

**Systems Operations Specialist II**

Functional Responsibilities: Works independently with minimal supervision, receiving specific guidance and supervision when needed or provide technical leadership and/or supervision to teams of specialists as required.
Performs routine computer operations and maintenance (O&M) tasks and/or work on operating systems software and its successful integration with the hardware and applications software. Could provide 24x7 operational support depending on position requirements within the organization. Additionally, works independently to research and resolve routine O&M problems; assist in the resolution of complex O&M problems; execute standard operating procedures (SOPs) and schedules for O&M activities; and may provide written input into the development and documentation of SOPs and schedules for O&M activities. May assist in the integration, installation, testing and maintenance of specific software relating system environments. With engineering guidance, positions install new server software components using established procedures; maintenance of operating configurations and software configurations.

**Minimum Education:** Bachelor’s degree
**Minimum Experience:** 3 years of experience

**Systems Operations Specialist III**

**Functional Responsibilities:** Works independently with minimal supervision, receiving specific guidance and supervision when needed or provide technical leadership and/or supervision to teams of specialists as required. Performs routine computer operations and maintenance (O&M) tasks and/or work on operating systems software and its successful integration with the hardware and applications software. Could provide 24x7 operational support depending on position requirements within the organization. Additionally, works independently to research and resolve routine O&M problems; assist in the resolution of complex O&M problems; execute standard operating procedures (SOPs) and schedules for O&M activities; and may provide written input into the development and documentation of SOPs and schedules for O&M activities. May assist in the integration, installation, testing and maintenance of specific software relating system environments. With engineering guidance, positions install new server software components using established procedures; maintenance of operating configurations and software configurations.

**Minimum Education:** Bachelor’s degree
**Minimum Experience:** 6 years of experience

**Systems Operations Specialist IV**

**Functional Responsibilities:** Works independently with minimal supervision, receiving specific guidance and supervision when needed or provide technical leadership and/or supervision to teams of specialists as required. Performs routine computer operations and maintenance (O&M) tasks and/or work on operating systems software and its successful integration with the hardware and applications software. Could provide 24x7 operational support depending on position requirements within the organization. Additionally, works independently to research and resolve routine O&M problems; assist in the resolution of complex O&M problems; execute standard operating procedures (SOPs) and schedules for O&M activities; and may provide written input into the development and documentation of SOPs and schedules for O&M activities. May assist in the integration, installation, testing and maintenance of specific software relating system environments. With engineering guidance, positions install new server software components using established procedures; maintenance of operating configurations and software configurations.

**Minimum Education:** Master’s degree
**Minimum Experience:** 11 years of experience

**Systems Operations Specialist SME**

**Functional Responsibilities:** Works independently with minimal supervision, receiving specific guidance and supervision when needed or provide technical leadership and/or supervision to teams of specialists as required. Performs routine computer operations and maintenance (O&M) tasks and/or work on operating systems software and its successful integration with the hardware and applications software. Could provide 24x7 operational support depending on position requirements within the organization. Additionally, works independently to research and resolve routine O&M problems; assist in the resolution of complex O&M problems; execute standard operating procedures (SOPs) and schedules for O&M activities; and may provide written input into the development and documentation of SOPs and schedules for O&M activities. May assist in the integration, installation, testing and maintenance of specific software relating system environments. With engineering guidance, positions install new server software components using established procedures; maintenance of operating configurations and software configurations.
Minimum Education: Bachelor’s degree
Minimum Experience: 16 years of experience

Telecommunications Specialist-ES I
Functional Responsibilities: Responsible for installing, configuring, operating, maintaining and troubleshooting utility support equipment. Provides a broad range of duties to include training and guiding field personnel on a variety of equipment, including diesel generators and related electrical support equipment; heating, ventilating and air conditioning equipment (HVAC); plumbing systems; power distribution equipment and grids; uninterruptible power systems; isolated power systems and grids; and MRI shielded enclosures.

Minimum Education: Associate’s degree
Minimum Experience: 1 year of experience

Telecommunications Specialist-ES II
Functional Responsibilities: Responsible for installing, configuring, operating, maintaining and troubleshooting utility support equipment. Provides a broad range of duties to include training and guiding field personnel on a variety of equipment, including diesel generators and related electrical support equipment; heating, ventilating and air conditioning equipment (HVAC); plumbing systems; power distribution equipment and grids; uninterruptible power systems; isolated power systems and grids; and MRI shielded enclosures.

Minimum Education: Bachelor’s degree
Minimum Experience: 3 years of experience

Telecommunications Specialist-ES III
Functional Responsibilities: Responsible for installing, configuring, operating, maintaining and troubleshooting utility support equipment. Provides a broad range of duties to include training and guiding field personnel on a variety of equipment, including diesel generators and related electrical support equipment; heating, ventilating and air conditioning equipment (HVAC); plumbing systems; power distribution equipment and grids; uninterruptible power systems; isolated power systems and grids; and MRI shielded enclosures.

Minimum Education: Bachelor’s degree
Minimum Experience: 6 years of experience

Telecommunications Specialist-ES IV
Functional Responsibilities: Responsible for installing, configuring, operating, maintaining and troubleshooting utility support equipment. Provides a broad range of duties to include training and guiding field personnel on a variety of equipment, including diesel generators and related electrical support equipment; heating, ventilating and air conditioning equipment (HVAC); plumbing systems; power distribution equipment and grids; uninterruptible power systems; isolated power systems and grids; and MRI shielded enclosures.

Minimum Education: Master’s degree
Minimum Experience: 11 years of experience

Telecommunications Specialist-ES SME
Functional Responsibilities: Responsible for installing, configuring, operating, maintaining and troubleshooting utility support equipment. Provides a broad range of duties to include training and guiding field personnel on a variety of equipment, including diesel generators and related electrical support equipment; heating, ventilating and air conditioning equipment (HVAC); plumbing systems; power distribution equipment and grids; uninterruptible power systems; isolated power systems and grids; and MRI shielded enclosures.

Minimum Education: Bachelor’s degree
Minimum Experience: 16 years of experience

Telecommunications Specialist-FE I
Functional Responsibilities: Provide system analyses and assessments of specialized telecommunications systems, networks, or components. F/E’s also install, upgrade, modify, configure and document communications systems and can serve as the project manager on projects of various sizes and durations. The specialized systems include, but are
not limited to, data communications, Local Area Networks (LAN), Wide Area Networks (WAN), UHF/VHF radio networks, terrestrial communication, and satellite/microwave communication capabilities.

**Minimum Education:** Associate’s degree

**Minimum Experience:** 1 year of experience

**Telecommunications Specialist-FE II**

**Functional Responsibilities:** Provide system analyses and assessments of specialized telecommunications systems, networks, or components. F/E’s also install, upgrade, modify, configure and document communications systems and can serve as the project manager on projects of various sizes and durations. The specialized systems include, but are not limited to, data communications, Local Area Networks (LAN), Wide Area Networks (WAN), UHF/VHF radio networks, terrestrial communication, and satellite/microwave communication capabilities.

**Minimum Education:** Bachelor’s degree

**Minimum Experience:** 3 years of experience

**Telecommunications Specialist-FE III**

**Functional Responsibilities:** Provide system analyses and assessments of specialized telecommunications systems, networks, or components. F/E’s also install, upgrade, modify, configure and document communications systems and can serve as the project manager on projects of various sizes and durations. The specialized systems include, but are not limited to, data communications, Local Area Networks (LAN), Wide Area Networks (WAN), UHF/VHF radio networks, terrestrial communication, and satellite/microwave communication capabilities.

**Minimum Education:** Bachelor’s degree

**Minimum Experience:** 6 years of experience

**Telecommunications Specialist-FE IV**

**Functional Responsibilities:** Provide system analyses and assessments of specialized telecommunications systems, networks, or components. F/E’s also install, upgrade, modify, configure and document communications systems and can serve as the project manager on projects of various sizes and durations. The specialized systems include, but are not limited to, data communications, Local Area Networks (LAN), Wide Area Networks (WAN), UHF/VHF radio networks, terrestrial communication, and satellite/microwave communication capabilities.

**Minimum Education:** Master’s degree

**Minimum Experience:** 11 years of experience

**Telecommunications Specialist-FE SME**

**Functional Responsibilities:** Provide system analyses and assessments of specialized telecommunications systems, networks, or components. F/E’s also install, upgrade, modify, configure and document communications systems and can serve as the project manager on projects of various sizes and durations. The specialized systems include, but are not limited to, data communications, Local Area Networks (LAN), Wide Area Networks (WAN), UHF/VHF radio networks, terrestrial communication, and satellite/microwave communication capabilities.

**Minimum Education:** Bachelor’s degree

**Minimum Experience:** 16 years of experience

**Telecommunications Specialist-OPS I**

**Functional Responsibilities:** Act as information distributors and customer representatives. Operate, maintain, and manage telecommunications facilities. Provide project management and systems integration for voice and data communication systems; supervise installation of these systems; and provide maintenance and support to customers after installation. Specializations include voice transmission, data communications, TCP-IP networks, Local Area Networks (LAN), Wide Area Networks (WAN), COMSEC/TEMPEST, facsimile, cable-to-modem communication, RF (including satellite) communication capabilities, power systems, generators, digital/analog fault isolation and repair to least replaceable unit.

**Minimum Education:** Associate’s degree

**Minimum Experience:** 1 year of experience

**Telecommunications Specialist-OPS II**
Functional Responsibilities: Act as information distributors and customer representatives. Operate, maintain, and manage telecommunications facilities. Provide project management and systems integration for voice and data communication systems; supervise installation of these systems; and provide maintenance and support to customers after installation. Specializations include voice transmission, data communications, TCP-IP networks, Local Area Networks (LAN), Wide Area Networks (WAN), COMSEC/TEMPEST, facsimile, cable-to-modem communication, RF (including satellite) communication capabilities, power systems, generators, digital/analog fault isolation and repair to least replaceable unit.

**Minimum Education:** Bachelor’s degree

**Minimum Experience:** 3 years of experience

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**Minimum Education:** Bachelor’s degree

**Minimum Experience:** 6 years of experience

**Telecommunications Specialist-OPS IV**

**Functional Responsibilities:** Act as information distributors and customer representatives. Operate, maintain, and manage telecommunications facilities. Provide project management and systems integration for voice and data communication systems; supervise installation of these systems; and provide maintenance and support to customers after installation. Specializations include voice transmission, data communications, TCP-IP networks, Local Area Networks (LAN), Wide Area Networks (WAN), COMSEC/TEMPEST, facsimile, cable-to-modem communication, RF (including satellite) communication capabilities, power systems, generators, digital/analog fault isolation and repair to least replaceable unit.

**Minimum Education:** Master’s degree

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**Minimum Education:** Bachelor’s degree

**Minimum Experience:** 16 years of experience

**Telecommunications Specialist-TCS I**

**Functional Responsibilities:** Act as information distributors, customer representatives. Operate, maintain, install and manage telecommunications in non-traditional environments. Provide project management and systems integration for voice and data communication systems; supervise installation of these systems; and provide maintenance and support to customers after installation. Specializations include voice transmission, data communications, TCP-IP networks, Local Area Networks (LAN), Wide Area Networks (WAN), COMSEC/TEMPEST, facsimile, cable-to-modem communication, RF (including satellite) communication capabilities, power systems, generators, digital/analog fault isolation and repair to least replaceable unit.

**Minimum Education:** Associate’s degree

**Minimum Experience:** 1 year of experience
Telecommunications Specialist-TCS II
Functional Responsibilities: Act as information distributors, customer representatives. Operate, maintain, install and manage telecommunications in non-traditional environments. Provide project management and systems integration for voice and data communication systems; supervise installation of these systems; and provide maintenance and support to customers after installation. Specializations include voice transmission, data communications, TCP-IP networks, Local Area Networks (LAN), Wide Area Networks (WAN), COMSEC/TEMPEST, facsimile, cable-to-modem communication, RF (including satellite) communication capabilities, power systems, generators, digital/analog fault isolation and repair to least replaceable unit.
Minimum Education: Bachelor’s degree
Minimum Experience: 3 years of experience

Telecommunications Specialist-TCS III
Functional Responsibilities: Act as information distributors, customer representatives. Operate, maintain, install and manage telecommunications in non-traditional environments. Provide project management and systems integration for voice and data communication systems; supervise installation of these systems; and provide maintenance and support to customers after installation. Specializations include voice transmission, data communications, TCP-IP networks, Local Area Networks (LAN), Wide Area Networks (WAN), COMSEC/TEMPEST, facsimile, cable-to-modem communication, RF (including satellite) communication capabilities, power systems, generators, digital/analog fault isolation and repair to least replaceable unit.
Minimum Education: Bachelor’s degree
Minimum Experience: 6 years of experience

Telecommunications Specialist-TCS IV
Functional Responsibilities: Act as information distributors, customer representatives. Operate, maintain, install and manage telecommunications in non-traditional environments. Provide project management and systems integration for voice and data communication systems; supervise installation of these systems; and provide maintenance and support to customers after installation. Specializations include voice transmission, data communications, TCP-IP networks, Local Area Networks (LAN), Wide Area Networks (WAN), COMSEC/TEMPEST, facsimile, cable-to-modem communication, RF (including satellite) communication capabilities, power systems, generators, digital/analog fault isolation and repair to least replaceable unit.
Minimum Education: Master’s degree
Minimum Experience: 11 years of experience

Telecommunications Specialist-TCS SME
Functional Responsibilities: Act as information distributors, customer representatives. Operate, maintain, install and manage telecommunications in non-traditional environments. Provide project management and systems integration for voice and data communication systems; supervise installation of these systems; and provide maintenance and support to customers after installation. Specializations include voice transmission, data communications, TCP-IP networks, Local Area Networks (LAN), Wide Area Networks (WAN), COMSEC/TEMPEST, facsimile, cable-to-modem communication, RF (including satellite) communication capabilities, power systems, generators, digital/analog fault isolation and repair to least replaceable unit.
Minimum Education: Bachelor’s degree
Minimum Experience: 16 years of experience

Tools Developer I
Functional Responsibilities: Identify applications that can support the exploitation of databases. Assess what will be required to integrate a particular tool into the customer environment. Integrate tools into the customer environment. Uses the BPM application to create live implementations of processes. Provides group facilitation, interviewing, training, and provides additional forms of knowledge transfer. Key coordinator between multiple project teams to ensure enterprise-wide integration of reengineering efforts. Tests, debugs, and refines the computer software to produce the required product. Prepares required documentation, including both program-level and user-level documentation. Enhances software to reduce operating time or improve efficiency. Provides technical direction to programmers as required to ensure program deadlines are met.
Minimum Education: Associate’s degree
Minimum Experience: 1 year of experience

**Tools Developer II**
*Functional Responsibilities:* Identify applications that can support the exploitation of databases. Assess what will be required to integrate a particular tool into the customer environment. Integrate tools into the customer environment. Uses the BPM application to create live implementations of processes. Provides group facilitation, interviewing, training, and provides additional forms of knowledge transfer. Key coordinator between multiple project teams to ensure enterprise-wide integration of reengineering efforts. Tests, debugs, and refines the computer software to produce the required product. Prepares required documentation, including both program-level and user-level documentation. Enhances software to reduce operating time or improve efficiency. Provides technical direction to programmers as required to ensure program deadlines are met.

*Minimum Education:* Bachelor’s degree
*Minimum Experience:* 3 years of experience

**Tools Developer III**
*Functional Responsibilities:* Identify applications that can support the exploitation of databases. Assess what will be required to integrate a particular tool into the customer environment. Integrate tools into the customer environment. Uses the BPM application to create live implementations of processes. Provides group facilitation, interviewing, training, and provides additional forms of knowledge transfer. Key coordinator between multiple project teams to ensure enterprise-wide integration of reengineering efforts. Tests, debugs, and refines the computer software to produce the required product. Prepares required documentation, including both program-level and user-level documentation. Enhances software to reduce operating time or improve efficiency. Provides technical direction to programmers as required to ensure program deadlines are met.

*Minimum Education:* Bachelor’s degree
*Minimum Experience:* 6 years of experience

**Tools Developer IV**
*Functional Responsibilities:* Identify applications that can support the exploitation of databases. Assess what will be required to integrate a particular tool into the customer environment. Integrate tools into the customer environment. Uses the BPM application to create live implementations of processes. Provides group facilitation, interviewing, training, and provides additional forms of knowledge transfer. Key coordinator between multiple project teams to ensure enterprise-wide integration of reengineering efforts. Tests, debugs, and refines the computer software to produce the required product. Prepares required documentation, including both program-level and user-level documentation. Enhances software to reduce operating time or improve efficiency. Provides technical direction to programmers as required to ensure program deadlines are met.

*Minimum Education:* Bachelor’s degree
*Minimum Experience:* 11 years of experience

**Tools Developer SME**
*Functional Responsibilities:* Identify applications that can support the exploitation of databases. Assess what will be required to integrate a particular tool into the customer environment. Integrate tools into the customer environment. Uses the BPM application to create live implementations of processes. Provides group facilitation, interviewing, training, and provides additional forms of knowledge transfer. Key coordinator between multiple project teams to ensure enterprise-wide integration of reengineering efforts. Tests, debugs, and refines the computer software to produce the required product. Prepares required documentation, including both program-level and user-level documentation. Enhances software to reduce operating time or improve efficiency. Provides technical direction to programmers as required to ensure program deadlines are met.

*Minimum Education:* Bachelor’s degree
*Minimum Experience:* 16 years of experience

**Web Administrator I**
*Functional Responsibilities:* Manages web environment design, deployment, development and maintenance activities. Administers internet/intranet infrastructure, including components such as web, file transfer protocol (FTP), news and
mail servers. Collaborates with web developers to create and operate internal and external web sites, or to manage projects, such as e-marketing campaigns. Collaborates with development teams to discuss, analyze, or resolve usability issues. Installs or configures web server software or hardware to ensure that directory structure is well defined, logical, secure, and that files are named properly.

**Minimum Education:** Associate’s degree  
**Minimum Experience:** 1 year of experience

### Web Administrator II

**Functional Responsibilities:** Manages web environment design, deployment, development and maintenance activities. Administers internet/intranet infrastructure, including components such as web, file transfer protocol (FTP), news and mail servers. Collaborates with web developers to create and operate internal and external web sites, or to manage projects, such as e-marketing campaigns. Collaborates with development teams to discuss, analyze, or resolve usability issues. Installs or configures web server software or hardware to ensure that directory structure is well defined, logical, secure, and that files are named properly.

**Minimum Education:** Bachelor’s degree  
**Minimum Experience:** 3 years of experience

### Web Administrator III

**Functional Responsibilities:** Manages web environment design, deployment, development and maintenance activities. Administers internet/intranet infrastructure, including components such as web, file transfer protocol (FTP), news and mail servers. Collaborates with web developers to create and operate internal and external web sites, or to manage projects, such as e-marketing campaigns. Collaborates with development teams to discuss, analyze, or resolve usability issues. Installs or configures web server software or hardware to ensure that directory structure is well defined, logical, secure, and that files are named properly.

**Minimum Education:** Bachelor’s degree  
**Minimum Experience:** 6 years of experience

### Web Administrator IV

**Functional Responsibilities:** Manages web environment design, deployment, development and maintenance activities. Administers internet/intranet infrastructure, including components such as web, file transfer protocol (FTP), news and mail servers. Collaborates with web developers to create and operate internal and external web sites, or to manage projects, such as e-marketing campaigns. Collaborates with development teams to discuss, analyze, or resolve usability issues. Installs or configures web server software or hardware to ensure that directory structure is well defined, logical, secure, and that files are named properly.

**Minimum Education:** Bachelor’s degree  
**Minimum Experience:** years of experience

### Web Administrator SME

**Functional Responsibilities:** Manages web environment design, deployment, development and maintenance activities. Administers internet/intranet infrastructure, including components such as web, file transfer protocol (FTP), news and mail servers. Collaborates with web developers to create and operate internal and external web sites, or to manage projects, such as e-marketing campaigns. Collaborates with development teams to discuss, analyze, or resolve usability issues. Installs or configures web server software or hardware to ensure that directory structure is well defined, logical, secure, and that files are named properly.

**Minimum Education:** Bachelor’s degree  
**Minimum Experience:** 16 years of experience

### Web Content Administrator I

**Functional Responsibilities:** Manages web environment design, deployment, development and maintenance activities. Performs testing and quality assurance of web sites and web applications.

**Minimum Education:** Associate’s degree  
**Minimum Experience:** 1 year of experience

### Web Content Administrator II
Functional Responsibilities: Manages web environment design, deployment, development and maintenance activities. Performs testing and quality assurance of web sites and web applications.
Minimum Education: Bachelor’s degree
Minimum Experience: 3 years of experience

**Web Content Administrator III**
Functional Responsibilities: Manages web environment design, deployment, development and maintenance activities. Performs testing and quality assurance of web sites and web applications.
Minimum Education: Bachelor’s degree
Minimum Experience: 6 years of experience

**Web Content Administrator IV**
Functional Responsibilities: Manages web environment design, deployment, development and maintenance activities. Performs testing and quality assurance of web sites and web applications.
Minimum Education: Master’s degree
Minimum Experience: 11 years of experience

**Web Content Administrator SME**
Functional Responsibilities: Manages web environment design, deployment, development and maintenance activities. Performs testing and quality assurance of web sites and web applications.
Minimum Education: Bachelor’s degree
Minimum Experience: 16 years of experience

**Web Developer I**
Functional Responsibilities: Responsible for day-to-day site design and creation. Webmasters are responsible for the technical aspects of the web site, including performance issues such as speed of access, and for approving site content.
Minimum Education: Associate’s degree
Minimum Experience: 1 year of experience

**Web Developer II**
Functional Responsibilities: Responsible for day-to-day site design and creation. Webmasters are responsible for the technical aspects of the web site, including performance issues such as speed of access, and for approving site content.
Minimum Education: Bachelor’s degree
Minimum Experience: 3 years of experience

**Web Developer III**
Functional Responsibilities: Responsible for day-to-day site design and creation. Webmasters are responsible for the technical aspects of the web site, including performance issues such as speed of access, and for approving site content.
Minimum Education: Bachelor’s degree
Minimum Experience: 6 years of experience

**Web Developer IV**
Functional Responsibilities: Responsible for day-to-day site design and creation. Webmasters are responsible for the technical aspects of the web site, including performance issues such as speed of access, and for approving site content.
Minimum Education: Master’s degree
Minimum Experience: 11 years of experience

**Web Developer SME**
Functional Responsibilities: Responsible for day-to-day site design and creation. Webmasters are responsible for the technical aspects of the web site, including performance issues such as speed of access, and for approving site content.
Minimum Education: Bachelor’s degree
Minimum Experience: 16 years of experience