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

MULTIPLE AWARD SCHEDULE – Information Technology

FSC/PSC Code: 7B22, DB02, 7A21, DB10, DA01

INSIGHT PUBLIC SECTOR, INC.
13755 Sunrise Valley Drive, Suite 750
Herndon, VA  20171
Phone: 800-788-4688
Fax: 480-760-7250
WWW.IPS.INSIGHT.COM
Business Size:  LARGE

Contract Number: 47QTCA19D009G

Pricelist current through Modification # PS-0372, dated September 28, 2022

For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at https://www.gsa.gov.
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INFORMATION FOR ORDERING ACTIVITIES
APPLICABLE TO ALL SPECIAL ITEM NUMBERS

1. Awarded Special Item Numbers (SINs):

<table>
<thead>
<tr>
<th>SIN</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>33411</td>
<td>Purchase of New Electronic Equipment</td>
</tr>
<tr>
<td>811212</td>
<td>Computer and Office Machine Repair and Maintenance</td>
</tr>
<tr>
<td>511210</td>
<td>Software Licenses</td>
</tr>
<tr>
<td>518210C</td>
<td>Cloud and Computing Related IT Professional Services</td>
</tr>
<tr>
<td>54151S</td>
<td>IT Professional Services</td>
</tr>
<tr>
<td>OLM</td>
<td>Order-Level Materials (OLM)</td>
</tr>
</tbody>
</table>

See Pricelist for:

a. Cross-reference to item descriptions and awarded prices
b. Identification of the lowest priced model number and unit price
c. Hourly labor rates, descriptions, job titles, experience and education can be found beginning on page 13

2. MAXIMUM ORDER (All dollar amounts are exclusive of any discount for prompt payment.)

The Maximum Order value for the following Special Item Numbers (SINs) is $500,000:

- Special Item Number 33411 – Purchase of New Electronic Equipment
- Special Item Number 811212 – Computer and Office Machine Repair and Maintenance
- Special Item Number 511210 – Software Licenses
- Special Item Number 518210C – Cloud and Computing Related IT Professional Services
- Special Item Number 54151S – IT Professional Services

The Maximum Order value for the OLM SIN is $250,000

3. MINIMUM ORDER: The minimum dollar value of orders to be issued is $500.00. Certain items may require a minimum number of units delivered to a single location to qualify for shipping included, as further provided in the pricelist.

4. GEOGRAPHIC COVERAGE:

Domestic delivery is delivery within the 48 contiguous states, Alaska, Hawaii, Puerto Rico, Washington, DC, and U.S. Territories. Domestic delivery also includes a port or consolidation point, within the aforementioned areas, for orders received from overseas activities.

Overseas delivery is delivery to points outside of the 48 contiguous states, Washington, DC, Alaska, Hawaii, Puerto Rico, and U.S. Territories.

Offerors are requested to check one of the following boxes:

[X] The Geographic Scope of Contract will be domestic and overseas delivery.
[ ] The Geographic Scope of Contract will be overseas delivery only.
[ ] The Geographic Scope of Contract will be domestic delivery only.

5. POINTS OF PRODUCTION

See individual items on product pricelist
6. DISCOUNTS:
   Prices shown herein are NET.

7. PROMPT PAYMENT TERMS
   0% 30 days from receipt of invoice or date of acceptance, whichever is later.
   Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions.

8. GOVERNMENT PURCHASE CARDS:
   a. Government purchase cards are accepted at or below the micro-purchase threshold
   b. Government purchase cards are not accepted above the micro-purchase threshold

9. FOREIGN ITEMS
   See country of origin for individual items on product pricelist.

10. DELIVERY
    a. TIME OF DELIVERY
    Delivery to destination will be within the number of calendar days after receipt of order (ARO) as set forth below:

    | SPECIAL ITEM NUMBER | DELIVERY TIME (Days ARO) |
    |---------------------|---------------------------|
    | All                 | In-stock product - within five days |
    |                     | Non in-stock product – as agreed between Insight and customer at time of order acceptance |

    b. EXPEDITED DELIVERY
    Contractor will provide expedited delivery of available products when requested by an ordering agency. Expedited delivery charges will be paid for by the ordering agency. Expedited delivery requests that transcend the FAR clauses cited in the “FOB Points” section shall be outside the scope of this contract award.

    c. OVERNIGHT and 2-DAY DELIVERY
    Contractor will provide overnight and 2-day delivery of available products when requested by an ordering agency. Expedited delivery charges will be paid for by the ordering agency. Expedited delivery requests that transcend the FAR clauses cited in the “FOB Points” section shall be outside the scope of this contract award.

    d. URGENT REQUIREMENTS
    When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering activity, agencies 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 agency, 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. Expedited delivery charges will be paid for by the ordering agency.
11. F.O.B POINTS

For locations within the 48 contiguous States, the District of Columbia and port or consolidation point, within the aforementioned areas for orders received from overseas activities, the FOB point is destination (FAR 52.247-34). For locations in Alaska, Hawaii, Puerto Rico and U.S. Territories abroad, the FOB point is destination IAW “FOB Inland Carrier, Point of Exportation” (FAR 52.247-38) and “FOB Inland Point, Country of Importation” (FAR 52.247-39). Expedited delivery requests that transcend the FAR clauses cited herein shall be outside the scope of this contract award.

12. ORDERING

a. ORDERING ADDRESSES

Insight Public Sector, Inc. TIN: 36-394-9000

Insight Public Sector, Inc.
13755 Sunrise Valley Drive
Herndon, VA 20171
800-625-5468
Fax:
Cage: 3DLL3
Duns: 884347568

Insight Public Sector, Inc.
14520 Avion Parkway, Suite 310
Chantilly, VA 20151-1114
Phone 1-800-788-4688
Fax: (703) 227-2901
Cage: 06ZC1
Duns: 159776806

Insight Public Sector, Inc.
2701 E. Insight Way
Chandler, AZ 85286
Phone: 1-800-788-4688
Fax: 480-760-7250
Cage: 8GD21
Duns: 117326289

Insight Public Sector, Inc.
22425 East Appleway Blvd.
Liberty Lake, WA 99019
Phone: 1-800-788-4688
Fax: 480-760-6146
Cage: 575H6
Duns: 827968483

The following telephone number(s) can be used by ordering activities to obtain technical and/or ordering assistance:

Pre-Sales Support - 1-800-788-4688
Post Sales Technical or Customer Service Support - 1-800-934-4477
b. ORDERING PROCEDURES FOR FEDERAL SUPPLY SCHEDULE CONTRACTS

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

13. PAYMENT ADDRESS

Insight Public Sector, Inc.
P.O. Box 731072
Dallas, TX 75373-1072
Phone: 800-467-4448 (ask for Accounts Receivables)

When Authorized Dealers are allowed by the Contractor to bill ordering activities and accept payment, the order and/or payment must be in the name of the Contractor, in care of the Authorized Dealer.

14. WARRANTY PROVISION

Unless specified otherwise in this contract, the Contractor’s standard commercial warranty as stated in the contract’s commercial pricelist will apply to this contract. Contractor is a reseller and, as such, passes through manufacturers’ warranties.

15. EXPORT PACKING CHARGES

Export packing is available at ordering agency’s expense

16. TERMS AND CONDITIONS OF GOVERNMENT PURCHASE CARD ACCEPTANCE

See Section 8 - Government Purchase Cards

17. LIST OF SERVICE AND DISTRIBUTION POINTS

Manufacturer facility

18. LIST OF PARTICIPATING DEALERS

None

19. PREVENTIVE MAINTENANCE

See contract pricelist for a list of offered product

20. SPECIAL ATTRIBUTES

a. Environmental

See individual items on contract pricelist

b. 508 Compliance

If applicable, Section 508 compliance information on the supplies and services in this contract are available at the websites of the manufacturers represented on this contract. Also see manufacturer provided information on Contractor’s pricelist. The EIT standard can be found at: www.Section508.gov/.

21. DATA UNIVERSAL NUMBER (DUNS) NUMBER

884347568
22. NOTIFICATION REGARDING REGISTRATION IN SYSTEM FOR AWARD MANAGEMENT (SAM)

Contractor has registered all of its ordering addresses in SAM.gov

23. PURCHASE OF OPEN MARKET ITEMS

NOTE: Open Market Items are also known as incidental items, noncontract items, non-Schedule items, and items not on a Federal Supply Schedule contract. Ordering Activities procuring open market items must follow FAR 8.402(f).

For administrative convenience, an ordering activity contracting officer may add items not on the Federal Supply Schedule (also referenced as open market items) to a Federal Supply Schedule blanket purchase agreement (BPA) or an individual task or delivery order, only if-

1. All applicable acquisition regulations pertaining to the purchase of the items not on the Federal Supply Schedule have been followed (e.g., publicizing (Part 5), competition requirements (Part 6), acquisition of commercial items (Part 12), contracting methods (Parts 13, 14, and 15), and small business programs (Part 19));

2. The ordering activity contracting officer has determined the price for the items not on the Federal Supply Schedule is fair and reasonable;

3. The items are clearly labeled on the order as items not on the Federal Supply Schedule; and they conform to the rules for numbering line items at subpart 4.10; and

4. All clauses applicable to items not on the Federal Supply Schedule are included in the order.

24. PRIME CONTRACTOR ORDERING FROM FEDERAL SUPPLY SCHEDULES.

Prime Contractors (on cost reimbursement contracts) placing orders under Federal Supply Schedules, on behalf of an ordering activity, shall follow the terms of the applicable schedule and authorization and include with each order –

(a) A copy of the authorization from the ordering activity with whom the contractor has the prime contract (unless a copy was previously furnished to the Federal Supply Schedule contractor); and

(b) The following statement:

This order is placed under written authorization from _______ dated _______. In the event of any inconsistency between the terms and conditions of this order and those of your Federal Supply Schedule contract, the latter will govern.
1. SERVICE AREAS
   a. The maintenance and repair service rates listed herein are applicable to any ordering activity location within a fifty mile radius of the Contractor’s service points. If any additional charge is to apply because of the greater distance from the Contractor’s service locations, the mileage rate or other distance factor shall be negotiated at the Task Order level.
   b. When maintenance or repair services cannot be performed at the ordering activity installation site, the repair services will be performed at the Contractor’s plant(s) listed below:

At manufacturer’s facility

2. LOSS OR DAMAGE
   When the Contractor moves equipment to its/OEM location for repairs, the Contractor shall be responsible for any damage or loss, from the time the equipment is removed from the ordering activity installation, until the equipment is returned to such installation.

3. SCOPE
   a. The Contractor shall provide maintenance for all equipment listed herein, as requested by the ordering activity during the contract term. Repair service and repair parts/spare parts shall apply exclusively to the equipment types/models within the scope of this Information Technology Category.
   b. Equipment placed under maintenance and/or service shall be in good operating condition.
      i. In order to determine that the equipment is in good operating condition, the equipment shall be subject to inspection by the Contractor, without charge to the ordering activity.
      ii. Costs of any repairs performed for the purpose of placing the equipment in good operating condition shall be borne by the Contractor, if the equipment was under the Contractor/OEM guarantee/warranty or maintenance responsibility prior to the effective date of the maintenance order.
      iii. If the equipment was not under the Contractor/OEM responsibility, the costs necessary to place the equipment in proper operating condition are to be borne by the ordering activity, in accordance with the provisions of the contract.

4. RESPONSIBILITIES
   a. For equipment not covered by a maintenance contract or warranty, repair service personnel shall complete repairs as soon as possible after notification by the ordering activity that service is required. Within the service areas, this repair service should normally be done within 4 hours after notification.
   b. If the Ordering Activity task or delivery order specifies a factory authorized/certified service personnel then the Contractor is obligated to provide such a factory authorized/certified service personnel for the equipment to be repaired or serviced, unless otherwise agreed to in advance between the Ordering Activity and the Contractor.
5. **MAINTENANCE RATE PROVISIONS**

a. The Contractor shall bear all costs of maintenance, including labor, parts, and such other expenses as are necessary to keep the equipment in good operating condition, provided that the required repairs are not occasioned by fault or negligence of the ordering activity.

   i) Regular Hours: The basic monthly rate for each make and model of equipment shall entitle the ordering activity to maintenance service during a mutually agreed upon nine (9) hour principal period of maintenance, Monday through Friday, exclusive of holidays observed at the ordering activity location.

   ii) After Hours: Should the ordering activity require that maintenance be performed outside of Regular Hours, charges for such maintenance, if any, will be ordered on an open market basis by the ordering activity at the Contractor’s prevailing after hours maintenance rate. Periods of less than one hour will be prorated to the nearest quarter hour.

   iii) Travel and Transportation: If any charge is to apply, over and above the regular maintenance rates, because of the distance between the ordering activity location and the Contractor/OEM’s service area, the charge will be negotiated at the Task Order level.

b. **Quantity Discounts**

   None offered.

6. **REPAIR SERVICE RATE PROVISIONS**

a. Charges for repair service will include the labor charge, computed at the rates set forth below, for the time during which repairmen are actually engaged in work, and, when applicable, the charge for travel or transportation.

b. **Multiple Machines:** When repairs are ordered by an ordering activity on two or more machines located in one or more buildings within walking distance of each other, the charges will be computed from the time the repairman commences work on the first machine, until the work is completed on the last machine. The time required to go from one machine to another, or from one building to another, will be considered actual work performance, and chargeable to the ordering activity, provided the time consumed in going between machines (or buildings) is reasonable.

c. **At the Contractor/OEM’s Facility**

   i) When equipment is returned to the Contractor/OEM’s Facility for adjustments or repairs which are not covered by the guarantee/warranty provision, the cost of transportation, packing, etc., from the ordering activity location to the Contractor’s plant, and return to the ordering activity location, shall be borne by the ordering activity.

   ii) The ordering activity should not return defective equipment to the Contractor/OEM for adjustments and repairs or replacement without his prior consultation and instruction.

d. **At the Ordering Activity Location (Within Established Service Areas)**
i) When equipment is repaired at the ordering activity location, and repair service rates are established for service areas or zones, the listed rates are applicable to any ordering activity location within such service areas or zones. No extra charge, time, or expense will be allowed for travel or transportation of repairmen or machines to or from the ordering activity office; such overhead is included in the repair service rates.

e. At the Ordering Activity Location (Outside Established Service Areas)

i) If repairs are to be made at the ordering activity location, and the location is outside the service area terms defined in the GSA Price List. Rates negotiated at the task order level.

ii) When the overall travel charge computed at the above mileage rate is unreasonable (considering the time required for travel, actual and necessary transportation costs, and the allowable ordering activity per diem rate for each night the repairman is required to remain overnight at the ordering activity location), the ordering activity shall have the option of reimbursing the Contractor for actual costs, provided that the actual costs are reasonable and allowable. The Contractor shall furnish the ordering activity with a report of travel performed and related expenses incurred. The report shall include departure and arrival dates, times, and the applicable mode of travel.

f. Labor Rates

i) Regular Hours: Contract rates shall entitle the ordering activity to repair service during the period 8:00 a.m. to 5:00 p.m., Monday through Friday, exclusive of holidays observed at the ordering activity location. There shall be no additional charge for repair service, which was requested during regular hours, but performed at the convenience of the Contractor outside the regular hours.

ii) After Hours: Should the ordering activity require that service be performed outside or regular hours, charges for such service, if any, will be specified in the GSA Price List (I-FSS-600 CONTRACT PRICE LISTS (OCT 2016). Periods of less than one hour will be prorated to the nearest quarter hour.

iii) Sundays and Holidays: When the ordering activity requires that repair service be performed on Sundays and Holidays observed at the ordering activity location, the Sundays and Holidays repair service rates shall apply, and will be specified in the GSA Price List (I-FSS-600 CONTRACT PRICE LISTS (OCT 2016). Periods of less than one hour will be prorated to the nearest quarter hour.

Repair Service Rates – See manufacturers’ repair service rates

7. REPAIR PARTS/SPARE PARTS RATE PROVISIONS

a. All parts, furnished as spares or as repair parts in connection with the repair of equipment, unless otherwise indicated in the GSA Price list shall be new, standard parts manufactured by the OEM.

b. All parts shall be furnished at the prices indicated in the Contractor’s current commercial pricelist.
8. LIABILITY FOR INJURY OR DAMAGE

The Contractor shall not be liable for any injury to ordering activity personnel or damage to ordering activity property arising from the use of equipment maintained by the Contractor, unless such injury or damage is due to the fault or negligence of the Contractor.
SIN 511210 Software Licenses Order Terms

TERM LICENSE CESSATION

a. After a software product has been on a continuous term license for a period of ___ months (per software manufacturer’s policies), a fully paid-up, non-exclusive, perpetual license for the software product shall automatically accrue to the ordering activity. The period of continuous term license for automatic accrual of a fully paid-up perpetual license does not have to be achieved during a particular fiscal year; it is a written Contractor commitment which continues to be available for software that is initially ordered under this contract, until a fully paid-up perpetual license accrues to the ordering activity. However, should the term license of the software be discontinued before the specified period of the continuous term license has been satisfied, the perpetual license accrual shall be forfeited.

b. The Contractor agrees to provide updates and software maintenance service for the software after a perpetual license has accrued, at the prices and terms of Open Market purchases, if the licensee elects to order such services. Title to the software shall remain with the software manufacturer.
## IT PROFESSIONAL SERVICES - LABOR CATEGORIES & RATES

Summary Rate Table – See below or use hyper-links to view full details on each Labor Category

<table>
<thead>
<tr>
<th>Labor Category</th>
<th>No Clearance</th>
<th>Secret Clearance</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Cont. Site</td>
<td>Gov. Site</td>
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<tr>
<td>Delivery Data Scientist – MS</td>
<td>$392.00</td>
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</tr>
<tr>
<td>Digital Architect – MS</td>
<td>$392.00</td>
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</tr>
<tr>
<td>Solution Architect – MS</td>
<td>$392.00</td>
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</tr>
<tr>
<td>Sr. Solution Architect – CWF</td>
<td>$327.00</td>
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<td>Solution Architect II – CWF</td>
<td>$293.00</td>
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<td>Solution Architect I – CWF</td>
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<tr>
<td>Principal Consultant - MS</td>
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<td>Senior Consultant – MS</td>
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<td>Technician V – MS</td>
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<td>Technician IV – MS</td>
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<td>Sr. Engineer – CWF</td>
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<td>Account Delivery Executive – MS</td>
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<td>Sr. Project Manager – CWF</td>
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<td>Sr. Project Coordinator – CWF</td>
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<tr>
<td>Client Services Manager I - CWF</td>
<td>$267.00</td>
<td>$232.00</td>
</tr>
</tbody>
</table>
Category: SOLUTION ARCHITECTS / SCIENTISTS

Delivery Data Scientist (Microsoft)

A Delivery Data Scientist leads the customer’s analytic journey, creating strategies to realize both the customer’s digital transformation and their AI vision as an organization. The Delivery Data Scientist collaborates within a team of information architects, business architects and delivery data scientists across Microsoft with delivery consultants, sales teams, product teams, and Microsoft research. The Delivery Data Scientist helps design solution strategy with non-data scientists in the organization and understand the sales process thoroughly.

Functional Responsibilities: The Delivery Data Scientist assumes a foundation of core data science skills enriched with curiosity, delivery experience in commercial environments, great customer and communication skills, and the experience to lead and mentor less experienced consultants. Essential functions include:

- Deep understanding about Cloud architecture
- Azure ML products
- Experience with leading consulting delivery work streams in projects, including the awareness of operationalizing a solution in production
- Proven experience implementing and deploying advanced analytics solutions for large commercial customers in complex heterogeneous environments
- Strong demonstrated consulting skills
- Demonstrated team lead or management experience
- Experience leading presales conversations, presentations, and customer workshops
- Prior consulting experience (internal/external) is a must
- Prior experience with mentoring/management experience

Education and/or Experience: Bachelors degree or Masters degree or industry equivalent experience. Five to twenty years demonstrated performance in related technology. Experience with at least one of the Machine Learning related technologies (SAS, SPSS, RevR, Azure ML, MapR). Experience in data prep with industry standard tools like R, Python, etc. and with Visualization tools (SAP, QlikView, PowerBI, etc.).

Digital Architect (Microsoft)

Plan, orchestrate and perform execution oversight of strategic digital transformation plans. Play a central role in the development and delivery of an integrated transformation strategy. Support the development and delivery plan to further predictable, healthy business results. Track and take steps to accelerate business value realized from digital transformation programs. Create strong partnerships to develop strategic and innovative solutions to accelerate transformation. Use a collaborative and relationship-based approach to dream, design and deliver the digital transformation program of change.

Functional Responsibilities: Works closely with Microsoft Account Delivery Executive as the Microsoft advocate and sole or shared technical lead to guide customers as they re-imagine and document their end-to-end digital transformation journey in line with the current capabilities and future directions of Microsoft products.

Education and/or Experience: Bachelor’s Degree or Master’s Degree or industry equivalent experience. Five to twenty years demonstrated performance in a breadth of technologies and related business operations. Experienced in topics such as cloud technologies, business integration, large-scale systems, and transformation processes. Industry experience to challenge the status quo and bring innovation, ideation, and spark divergent thinking within organizational environments.

Solution Architect (Microsoft)

Experienced in topics such as complex networks, messaging, cross-platform integration and large-scale, complex systems and applications design and implementation. This individual will have been formally trained by Microsoft in
one or more of the following areas: Microsoft Solutions Framework, product futures, and relevant Certified Training in infrastructure and/or development areas associated with Microsoft’s products.

Functional Responsibilities: Works closely with Practice manager and Engagement Managers as the Microsoft Advocate and sole or shared Technical lead to ensure development or analysis or deployment or solution remains on schedule and in line with the current capabilities and future directions of Microsoft products. Essential functions include:

- Working with customer and project team to develop and gain consensus on Vision Scope
- Contributing to review of customer tasks and development of MCS strategic approaches
- Directing the activities of Principal Consultants, Senior Consultants, Consultants and Associate Consultants, and Sub-Contractors
- Lead role in delivering technical presentations to customer
- Participating in delivering technical presentations to customer staff
- Participating in design review of information systems
- Participating in project staffing decisions
- Participating in strategic planning sessions with MCS Technical Project Manager and customer staff
- Performing REJ and TCO Analysis

Education and/or Experience: Bachelors degree or Masters degree or industry equivalent experience. Five to twenty years demonstrated performance in related technology.

**Senior Solution Architect (CWF)**

The Senior Solution Architect is responsible for assessing and designing complex solutions to meet our client’s technology and business needs. The Senior Solution Architect manages project teams that consult with our clients to analyze and identify technical requirements. They are subject matter experts for strategic client opportunities. The Senior Solution Architect provides leadership and technical support to other Architects. Strong ability to cultivate relationships with partners, suppliers in order to develop and share understanding of technology roadmaps. Excellent written and verbal communication skills with the ability to articulate both technical and abstract concepts in a clear and concise manner. Ability to build relationships and communicate effectively. Ability to interface effectively with client executives in a professional and businesslike manner.

Functional Responsibilities: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Essential functions include:

- Assisting with developing new practice offerings and training plans.
- Approving Statements of Work and provide Project Q.A. and oversight.
- Researching and evaluates client system infrastructure and architecture; draws conclusions; and develops recommendations in accordance with engagement objectives.
- Managing project teams of client and internal personnel for profitability and consultant utilization.
- Identifying and resolves project issues with clients.
- Delivering briefings, status reports, presentations, and milestone deliverables to clients and prospects.
- Writing proposal components or letters of understanding, as needed, and responds to RFPs and other marketing situations.
- Working with internal personnel to define service opportunities, and develop standards of delivery, templates, and standard work products to meet internal and external delivery expectations.
- Leading identification of business and technical requirements.
- Implementing technologies and solutions based on designs.
- Assisting with the recruiting and mentoring of architects and consultants.
- Helping to develop technology practices while ensuring a personal specialization in one or more IT technologies.
Education and/or Experience: A Bachelor’s degree in a technical discipline or demonstrated performance in a technical work environment is required. Minimum eight years of experience architecting, designing and implementing advanced security and network solutions. Minimum four years of experience managing technical staff in a fast-paced environment.

Solution Architect II (CWF)

The Solution Architect II is responsible for assessing and designing complex solutions to meet our client’s technology and business needs. The Solution Architect II manages project teams that consult with our clients to analyze and identify technical requirements. They are subject matter experts for strategic client opportunities. They have a strong ability to cultivate relationships with partners, suppliers in order to develop and share understanding of technology roadmaps. Ability to build relationships and communicate effectively. Able to multi-task effectively. Excellent communication skills including written, verbal, and presentation. Ability to interface effectively with client executives in a professional and businesslike manner. Experience in providing leadership, assistance and advice to peers. Proven ability to work on internal projects such as recruiting, training development, knowledge management and other strategic internal initiatives.

Functional Responsibilities: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Essential functions include:

- Researching and evaluates client system infrastructure and architecture; draws conclusions; and develops recommendations in accordance with engagement objectives.
- Managing project teams of client and internal personnel for project profitability and consultant utilization.
- Identifying and resolves project issues with clients.
- Delivering briefings, status reports, presentations, and milestone deliverables to clients and prospects.
- Writing proposal components or letters of understanding, as needed, and responds to RFPs and other marketing situations.
- Working with internal personnel to define service opportunities, and develop standards of delivery, templates, and standard work products to meet internal and external delivery expectations.
- Leading identification of business and technical requirements.
- Developing project work plans (scope) to meet client requirements.
- Designing solutions to meet the clients’ complex IT technical requirements.
- Implementing technologies and solutions based on designs.
- Training people internally on complex technology.
- Helping to develop technology practices while ensuring a personal specialization in one or more IT technologies.

Education and/or Experience: Undergraduate degree in a technical discipline or demonstrated performance in a technical work environment. Minimum of 6 years management experience in a high-tech environment. Has expertise across a wide base of technology and considered an “expert” in any of the following: HPS and Storage, Networking or Operating Systems, Engineering. Certifications in one or more of these areas of expertise required.

Solution Architect I (CWF)

The Solution Architect I is responsible for assessing and designing complex solutions to meet our client’s technology and business needs. The Solution Architect I manages project teams that consult with our clients to analyze and identify technical requirements. They are subject matter experts for strategic client opportunities. The Solution Architect I has a strong ability to cultivate relationships with partners, suppliers in order to develop and share understanding of technology roadmaps. Has the ability to build relationships and communicate effectively and can multi-task effectively. Excellent communication skills including written, verbal, and presentation. Ability to interface effectively with client executives in a professional and businesslike manner. Has experience in providing leadership, assistance and advice to peers. Proven ability to work on internal projects such as recruiting, training development, knowledge management and other strategic internal initiatives.
Functional Responsibilities: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Essential functions include:

- Managing project teams of client and internal personnel for project profitability and consultant utilization.
- Lead identification of business and technical requirements.
- Developing project work plans (scope) to meet client requirements.
- Designing solutions to meet the clients’ complex IT technical requirements.
- Implementing technologies and solutions based on designs.
- Testing IT technologies and solutions.
- Training people internally on complex technology.
- Helping to develop technology practices while ensuring a personal specialization in one or more IT technologies.

Education and/or Experience: Undergraduate degree in a technical discipline or demonstrated performance in a technical work environment. Minimum of 4 years management experience in a high-tech environment. Must have expertise across a wide base of technology and considered proficient in any of the following: HPS and Storage, Networking or Operating Systems, Engineering.

Category: CONSULTANTS

Principal Consultant (Microsoft)

The Principal Consultant is experienced in topics such as complex networks, messaging, cross-platform integration and large-scale, complex systems design and implementation. Microsoft will have formally trained this individual in one or more of the following areas: Microsoft Solutions Framework, product futures, and relevant Certified Training associated with Microsoft's products. Develops procedures and work plans to monitor project performance. Demonstrates strong problem solving and resolution capabilities. Provides strategic advice and support to executive and management-level clients regarding major programs, initiatives, and decisions in the IT industry. Helps client to optimize program return on investment while avoiding strategic errors and mitigating risk. Contributions have a major impact on client organization’s mission effectiveness as measured in dollars, time, lives saved, lives improved, or other critical success factors. Provides management, organizational, and energy improvement services that include energy planning and strategies, energy choice analysis, risk management, metering services, billing and management oversight. Provides specialized expertise and develops solutions to complex methodological problems.

Functional Responsibilities: Works closely with Project Manager as the Microsoft Advocate and sole or shared Technical lead to ensure development or analysis or deployment remains on schedule and in line with the current capabilities and future directions of Microsoft products. Essential functions include:

- Analyzing technical requirements and develop effective technical solutions
- Assisting in conceiving architectural designs
- Assisting in delivering technical presentations to customer staff
- Assisting in the implementation of large systems including methodology, design approaches, and architectural and engineering considerations.
- Designing and writing code as required for selected customer systems or
- Assisting in infrastructure design and deployment activities
- Developing documentation on selected customer systems and objectives
- Meeting/interviewing customers to capture specific requirements in concise format
- Performing in the role of Enterprise or Partner Strategy Consultant

Education and/or Experience: Bachelor's degree or industry equivalent experience. Five plus years demonstrated performance in related technology.
### Senior Consultant (Microsoft)

The Senior Consultant analyzes technical requirements and develops effective technical solutions. Directs the activities of other Senior Consultants, Consultants and Associate Consultants. Lead role in conceiving architectural designs. Lead role in current environment assessment. Lead and participate in delivering technical presentations to customer. Manages specific tasks including directing the efforts of selected MCS and customer staff. Meets/interviews customer to capture specific requirements in concise format. Participates in design of information systems. Performs in the role of Enterprise or Partner Strategy Consultant. Perform Total Cost of Ownership (TCO) Analysis. Provides key link to Microsoft technology groups. Provides leadership and guidance to support the implementation of large systems including methodology, design approaches, and architectural and engineering considerations. Provides quality assurance review of engagement processes and deliverables. Serves as technical project lead. Works with customer staff to implement customer technology (e.g. testing, documentation, user expectations).

**Functional Responsibilities:** Lead Microsoft advocate and technical lead. Enable development, analysis, deployment, and/or solution to remain on schedule and in line with the current capabilities and future directions of Microsoft products.

**Education and/or Experience:** Bachelor's or Master’s degree or industry equivalent experience. Five to fifteen years demonstrated performance in related technology. Experienced in topics such as complex networks, cloud technologies, cross-platform integration and large-scale, complex systems design and implementation. This individual will have been formally trained by Microsoft in one or more of the following areas: Microsoft Solutions Framework, product futures, and relevant Certified Training in infrastructure and/or development areas associated with Microsoft's products.

### Consultant (Microsoft)

A Consultant analyzes technical requirements and develops effective technical solutions. Assists in conceiving architectural designs. Assists in delivering technical presentations to customer staff. Assists in the implementation of large systems including methodology, design approaches, and architectural and engineering considerations. Designs and writes code as required for selected customer systems. Assists in infrastructure design and deployment activities. Develops documentation on selected customer systems and objectives. Meets/interviews customer to capture specific requirements in concise format. Performs in the role of Enterprise or Partner Strategy Consultant. Provides key link to Microsoft technology groups. Serve as technical project lead. Works with customer staff to implement customer technology (e.g. testing, documentation, user expectations). Works with customer staff to support technical strategy and control objectives.

**Functional Responsibilities:** Works closely with Microsoft Account Delivery Executive and/or Microsoft Project Manager as the Microsoft advocate and sole or shared Technical lead. Enable development, analysis, deployment, and/or solution to remain on schedule and in line with the current capabilities and future directions of Microsoft products.

**Education and/or Experience:** Bachelor's degree or industry equivalent experience. Five plus years demonstrated performance in related technology. Experienced in topics such as complex networks, cloud technologies, cross-platform integration and large-scale, complex systems design and implementation. Microsoft will have formally trained this individual in one or more of the following areas: Microsoft Solutions Framework, product futures, and relevant Certified Training associated with Microsoft's products.

### Associate Consultant (Microsoft)

The Associate Consultant assists in delivering technical presentations to customer staff. Designs and writes code as required for selected customer systems. Assists in infrastructure design and deployment activities. Develops documentation on selected customer systems and objectives. Directly involved in the hands-on implementation of customer systems. Provides technical writing and documentation support. Works with customer staff personnel to support technical strategy and control objectives.
Functional Responsibilities: Works to support the Microsoft Account Delivery Executive and/or Microsoft Project Manager. Enable development, analysis, deployment and/or solution to remain on schedule and in line with the current capabilities and future directions of Microsoft products.

Education and/or Experience: Bachelor's degree or industry equivalent experience. One to five years demonstrated performance or internship in related technology. Experienced in topic such complex networks, cross-platform integration and large-scale, complex systems design and implementation. Microsoft will have formally trained this individual in product futures, and relevant Certified Training associated with Microsoft's products.

Senior Consultant (CWF)

The Senior Consultant is responsible for identifying client needs and designing a plan and proposal for delivery of services. A Senior Consultant has a strong ability to develop solutions based upon discovery and needs and assume the role of a licensing expert. Senior Consultant leads a team of Engineers as it relates to client solutions deployment and mentors other Consultants. Has exposure to large corporate networks and the skills required to support this type of environment. Displays high-level troubleshooting competencies. Proven track record of managing a successful business a plus. Works independently without direct supervision. Has exceptional communication skills including written, oral and presentation. Possess strong analytical skills. Has exceptional interpersonal skills to work with clients. Exposure to large corporate networks and the troubleshooting required to support this type of environment.

Functional Responsibilities: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. These essential functions include:

• Ability to troubleshoot issues.
• Understanding highly technical problems and be able to suggestion solutions.
• Working closely with Insight teammates to ensure timely delivery of product and coordination of technology resources at client locations.
• Serving as a licensing expert.
• Developing and maintaining expertise on the manufacturer's products, programs, competition and the industry.
• Providing licensing and product reporting and support to Sales as needed to execute on contract management deliverables.
• Developing and maintain expertise on the manufacturer's products, programs, fee structures, and reporting requirements.
• Displaying high level troubleshooting techniques.
• Windows 2000 Active Directory Design and Implementation.
• Exposure to common backup and anti-virus software applications for Windows NT, Windows 2000, or any version of Netware.
• Maintaining a knowledge set of new technologies.

Education and/or Experience: BS in Computer Science (or in a related field) or equivalent work experience. Minimum seven years practical experience within Information Technology. A customer service or support background, also manufacturer or industry certification is a plus. Typically will include minor industry certifications (A+, PSE, CCNA, CNA, CCA, or MCP) and a major industry certifications (i.e. Cisco CCNP, Novell MCNE, Microsoft MCSE, or Citrix CCSE).

Consultant II (CWF)

The Consultant II is responsible for identifying client needs and designing a plan and proposal for delivery of services. The Consultant II has a strong ability to develop solutions based upon discovery and needs and assume the role of a licensing expert. Has exposure to large corporate networks and the skills required to support this type of environment. Displays high-level troubleshooting competencies and strong analytical skills. Proven track record of managing a successful business plan. Has exceptional communication skills including written, oral and presentation. Also has exceptional interpersonal skills to work with clients. Works independently. Due to the ever-changing nature...
of the industry, a Consultant II keeps abreast of the hardware and software solutions offered by manufacturers and their direct competitors.

Functional Responsibilities: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. These essential functions include:

• Ability to troubleshoot issues.
• Understanding highly technical problems and be able to suggestion solutions.
• Working closely with Insight teammates to ensure timely delivery of product and coordination of technology resources at client locations.
• Serving as a licensing expert.
• Developing and maintaining expertise on the manufacturer's products, programs, competition and the industry
• Providing licensing and product reporting and support to Sales as needed to execute on contract management deliverables.
• Developing and maintain expertise on the manufacturer's products, programs, fee structures, and reporting requirements.
• Maintaining a knowledge set of new technologies.

Education and/or Experience: BS in Computer Science (or in a related field) or equivalent work experience. Minimum of 5 years of software industry experience. Typically will include a customer service or support background, with manufacturer or industry certification(s).

Consultant I (CWF)

The Consultant I is responsible for identifying and responding to a client’s needs, as well as aiding in the development of a plan and proposal for delivery of the services and/or executing the delivery responsibilities within the Statement of Work. These solutions can include incorporating or integrating information technology systems to increase efficiency, improve processes, service delivery, customer relationships, and/or capital expenditures. The Consultant I will be a part of a multi-faceted team delivering on small-to-large sized projects which expands across different technologies and disciplines, such as data center, data protection, cloud and virtualization, security, networking, storage, voice, and collaboration.

Functional Responsibilities: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. These essential functions include:

• Conducting research and analysis, including mathematical, financial, technical, or industry research, to gain understanding of the business.
• Understanding technical problems and assists in identifying potential opportunities and investigates ways to resolve them, which includes preparing solution proposals.
• Conducting information and data gathering interviews with the client and/or the internal project team.
• Preparing specifications in conjunction with the technical team.
• Participating in pre-sales and project coordination activities, such as conducting internal and client facing meetings, logging meeting minutes, monitoring or tracking project milestones and deliverables, ensuring adherence to budget, scope, and timeline, interacting with other internal departments to ensure necessary information is conveyed, etc.
• Assisting in implementing agreed solutions, which includes supporting and performing migrations
• Serving as the bridge between the client, the project team, and Insight.
• Assisting in the development of new offerings and practice related materials and maintains a strong knowledge set of new technologies.
Education and/or Experience: BS in Computer Science (or in a related field) or equivalent work experience. Minimum of 2 years of experience working with information systems technology or industry standard compliance frameworks appropriate to the team function, such as security and security governance and risk compliance, cloud, etc. Typically, a Consultant I will have Licenses and/or certifications, and an extensive knowledge in Microsoft Office (i.e Word, Excel, PowerPoint, Visio, Project).

**Category: TECHNICIANS**

**Technician V (Microsoft)**

The Technician V is experienced in topics such as complex networks, messaging, cross-platform integration and large-scale, complex systems design and implementation. This individual has been trained in one or more of the following areas: Microsoft Solutions Framework, product futures, and relevant Certified Training associated with Microsoft's products; Lead role in current environment assessment.

Functional Responsibilities: Participate in strategic planning sessions with MCS Technical Project Manager and customer staff; Participate in delivering technical presentations to customer staff; Serve as Technical Project Manager; Analyze technical requirements and develop effective technical solutions; Lead role in conceiving architectural designs

Education and/or Experience: Bachelor's degree or industry equivalent experience; eight or more years demonstrated performance in related technology.

**Technician IV (Microsoft)**

The Technician IV is experienced in topics such as complex networks, messaging, cross-platform integration and large-scale, complex systems design and implementation. This individual has been trained in one or more of the following areas: Microsoft Solutions Framework, product futures, and relevant Certified Training associated with Microsoft's products.

Functional Responsibilities: Analyze technical requirements and develop effective technical solutions; Assist in conceiving architectural designs; Assist in delivering technical presentations to customer staff; Assist in the implementation of large systems including methodology, design approaches, and architectural and engineering considerations; Design and write code as required for selected customer systems; Assist in infrastructure design and deployment activities; Directly involved in the hands-on implementation of customer systems; Lead role in conceiving architectural designs; Lead role in current environment assessment; Meet/interview customer to capture specific requirements in concise format; Participate in design of information systems; Work with MCS & customer staff to support technical strategy and control objectives.

Education and/or Experience: Bachelor's degree or industry equivalent experience; five to eight years demonstrated performance in related technology.

**Technician III (Microsoft)**

The Technician III is experienced in topics such complex networks, cross-platform integration and large-scale, complex systems design and implementation. This individual has been trained in product futures, and relevant Certified Training associated with Microsoft's products.

Functional Responsibilities: Assist in delivering technical presentations to customer staff; Design and write code as required for selected customer systems; Assist in infrastructure design and deployment activities; Develop documentation on selected customer systems and objectives; Directly involved in the hands-on implementation of customer systems; Meet/interview customer to capture specific requirements in concise format; Work with MCS & customer staff personnel to support technical strategy and control objectives.

Education and/or Experience: Bachelor's degree or industry equivalent experience; five plus years demonstrated performance in related technology.
**Technician II (Microsoft)**

The Technician II is experienced in topics such as complex networks, cross-platform integration and large-scale, complex systems design and implementation. This individual has been trained in product futures, and relevant Certified Training associated with Microsoft's products.

Functional Responsibilities: Assist in delivering technical presentations to customer staff; Design and write code as required for selected customer systems; Assist in infrastructure design and deployment activities; Develop documentation on selected customer systems and objectives; Directly involved in the hands-on implementation of customer systems; Work with MCS & customer staff personnel to support technical strategy and control objectives.

Education and/or Experience: Bachelor's degree or industry equivalent experience.; three to five years demonstrated performance in related technology.

**Technician I (Microsoft)**

The Technician I is experienced in topics such as complex networks, cross-platform integration and large-scale, complex systems design and implementation. This individual will have been trained in product futures, and relevant Certified Training associated with Microsoft's products.

Functional Responsibilities: Design and write code as required for selected customer systems; Assist in deployment activities; directly involved in the hands-on implementation of customer systems; Provide Technical Writing and Documentation support; Work with MCS and customer staff to support technical strategy and control objectives.

Education and/or Experience: Bachelor's degree or industry equivalent experience; one to five years demonstrated performance or internship in related technology.

**Technician (Microsoft)**

The Technician is experienced in topics such as networks, cross-platform integration and large-scale, complex systems design and implementation. This individual will have been trained in product futures, and relevant Certified Training associated with Microsoft's products.

Functional Responsibilities: Design and write code as required for selected customer systems; Assist in deployment activities; directly involved in the hands-on implementation of customer systems; Provide Technical Writing and Documentation support; Work with MCS and customer staff to support technical strategy and control objectives.

Education and/or Experience: Associate’s or Bachelor's degree or industry equivalent experience; two to five years demonstrated performance or internship in related technology.

**Associate Technician (Microsoft)**

The Associate Technician is experienced in topics such complex networks, cross-platform integration and large-scale, complex systems design and implementation. This individual will have been trained in product futures, and relevant Certified Training associated with Microsoft's products.

Functional Responsibilities: Design and write code as required for selected customer systems; Assist in deployment activities; directly involved in the hands-on implementation of customer systems; Provide Technical Writing and Documentation support; Work with MCS and customer staff to support technical strategy and control objectives.

Education and/or Experience: Associate’s degree or industry equivalent experience; zero to one year of demonstrated performance or internship in related technology.
Senior Services Technician (CWF)

The Senior Services Technician performs installation, modification, repair, testing and/or servicing on systems and communications equipment, including, but not limited to: hardware and peripherals; software configuration; voice, video and data cabling systems; and networks.

Functional Responsibilities: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. These essential functions include:

Hardware:
• Performs necessary hardware and peripheral repairs. This includes, but is not limited to, identifying the problem and determining the most efficient and cost effective way to resolve the problem, keeping customer downtime to a minimum.
• Installs and tests system hardware at customer site. This includes, but is not limited to, setting up the hardware, testing the hardware to make sure it is working, identifying system hardware problems and following any special instructions.
• Completes all required documentation involved in a service call to ensure accurate billing, and timely return of defective products/parts, with respect to warranty or contract. This includes completion of required Insight and vendor paperwork, preparing defective product or parts for return to vendor, and promptly returning defective products/parts and paperwork according to Insight policies and procedures.
• Identifies system hardware problems and determines the most efficient and cost effective way of resolving the problem.
• Performs necessary hardware and peripheral repair, keeping client downtime to a minimum.
• Identifies defective parts and order replacement parts utilizing vendor supplied tools such as web sites, phone support, etc.
• Understands current depot programs such as Hot Swap and AR3D; participate as needed.

Video, Voice and Data Cabling Systems:
• Provides telephone support for a geographically dispersed user community using a combination of desktop remote control products.
• Resolves software configuration problems and diagnoses hardware problems at the workstation level.
• Identifies, pulls, terminates and labels Cat3, 5e, Cat 6, Cat 6A, coax and fiber optic cable
• Installs support structures and pathways (J-hooks, support rings, cable slings and cable tray / ladder rack, conduit and raceway).
• Terminates of work station outlets, patch panels, 110 and 66 blocks.
• Fiber terminations.
• Termination with multi-pair / strand cable (Copper and fiber).
• Reads blue prints, identifies cable paths and some assistance with site surveys, and bidding.

Networking:
• Installs, tests, and configures network and data communication equipment such as switches, routers, firewalls, VPN devices, etc.
• Installs, tests, and supports Network Operating Systems (NOS) and their applications.
• Performs server hardware support, troubleshooting, and performance tuning.
• Implements and supports Active Directory and supporting technologies such as DNS, DHCP, WINS, etc.
• Implements and supports Microsoft server applications such as Exchange, SMS, IIS, RIS, etc.

Education and/or Experience: Bachelor's degree (BA/BS) from four-year College or university or 3-4 years related experience and/or training; or equivalent combination of education and experience. Experience in mentoring and training other teammates needed. LANs, WANs, Personal Computers, messaging and server software applications
experience required. Cable plants, network services, email, bulletin boards, and CD-ROM libraries needed. Ability to automate tasks using basic scripting techniques required. Remotely manage devices to determine user experiences and debug issues, utilizing knowledge base and call script skills required. Must be able to work with both ends of basic level testing as well as high level testing and documentation.

**Services Technician (CWF)**

The Services Technician performs installation, modification, repair, testing and/or servicing on systems and communications equipment, including, but not limited to: hardware and peripherals; software configuration; voice, video and data cabling systems; and networks. Incumbents service both internal Insight teammates, as well as clients on site.

Functional Responsibilities: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. These essential functions include:

**Hardware:**

- Performs necessary hardware and peripheral repairs. This includes, but is not limited to, identifying the problem and determining the most efficient and cost effective way to resolve the problem, keeping customer downtime to a minimum.
- Installs and tests system hardware at customer site. This includes, but is not limited to, setting up the hardware, testing the hardware to make sure it is working, identifying system hardware problems and following any special instructions.
- Completes all required documentation involved in a service call to ensure accurate billing, and timely return of defective products/parts, with respect to warranty or contract. This includes completion of required Insight and vendor paperwork, preparing defective product or parts for return to vendor, and promptly returning defective products/parts and paperwork according to Insight policies and procedures.
- Identifies system hardware problems and determines the most efficient and cost-effective way of resolving the problem.
- Performs necessary hardware and peripheral repair, keeping client downtime to a minimum. Identifies defective parts and order replacement parts utilizing vendor supplied tools such as web sites, phone support, etc.
- Understands current depot programs such as Hot Swap and AR3D; participate as needed.

**Video, Voice and Data Cabling Systems:**

- Provides telephone support for a geographically dispersed user community using a combination of desktop remote control products.
- Resolves software configuration problems and diagnoses hardware problems at the workstation level.
- Identifies, pulls, terminates and labels Cat3, 5e, Cat 6, Cat 6A, coax and fiber optic cable
- Installs support structures and pathways (J-hooks, support rings, cable slings and cable tray / ladder rack, conduit and raceway).
- Termination of workstation outlets, patch panels, 110 and 66 blocks.
- Fiber terminations.
- Termination with multi-pair / strand cable (Copper and fiber).
- Reads blue prints, identifies cable paths and some assistance with site surveys, and bidding.

**Networking:**

- Installs, tests, and configures network and data communication equipment such as switches, routers, firewalls, VPN devices, etc.
- Installs, tests, and supports Network Operating Systems (NOS) and their applications.
- Performs server hardware support, troubleshooting, and performance tuning.
- Implements and supports Active Directory and supporting technologies such as DNS, DHCP, WINS, etc.
• Implements and supports Microsoft server applications such as Exchange, SMS, IIS, RIS, etc.

Education and/or Experience: Bachelor's degree (BA/BS) from four-year College or university or 2 years related experience and/or training; or equivalent combination of education and experience. LANs, WANs, Personal Computers, messaging and server software applications experience required. Cable plants, network services, email, bulletin boards, and CD-ROM libraries needed. Ability to automate tasks using basic scripting techniques required. Remotely manage devices to determine user experiences and debug issue, utilizing knowledge base and call script skills required. Must be able to work with both ends of basic level testing as well as high level testing and documentation.

Category: ENGINEER

Software Engineer (Microsoft)

The Software Engineer is experienced in topics such as COTS software, applications, enterprise license agreements, networking, messaging, cross-platform integration and large-scale, complex software design and implementation. Microsoft will have formally trained this individual in one or more of the following areas: Microsoft Software Framework, product futures, and relevant Certified Training associated with Microsoft's products. Develops procedures and work plans to monitor project performance. Demonstrates strong problem solving and resolution capabilities. Provides strategic advice and support to executive and management-level clients regarding major programs, initiatives, and decisions in the IT industry. Helps client to optimize program return on investment while avoiding strategic errors and mitigating risk. Provides specialized expertise and develops solutions to complex methodological problems.

Functional Responsibilities: Software Engineers use an analytical, engineering-focused approach and expert knowledge of programming languages to develop computer programs and ensure software is as functional and robust as the client or consumer needs. Essential functions include:

• Analyze the needs of the user
• Design, test and develop the software to meet those needs
• Recommend upgrades for existing systems and programs
• Develop separate elements of a software that work well in the program as a whole
• Create various diagrams, flowcharts and models that illustrate the type of code needed for programmers
• Ensure continued functionality of a program during maintenance and testing of software
• Document each aspect of a system or application as a reference for future upgrades and maintenance
• Revisit the development process to fix bugs or address client or consumer concerns

Education and/or Experience: Bachelor’s Degree and Master’s Degree or industry equivalent experience. Five to twenty years demonstrated performance in a breadth of technologies and related business operations. Experienced in topics such as applications, cloud technologies, business integration, enterprise license agreements, networking, and transformation processes. Industry experience to challenge the status quo and bring innovation, ideation, and spark divergent thinking within organizational environments.

Senior Engineer (CWF)

The Senior Engineer is responsible for planning and designing solutions to meet client needs. Incumbents are accountable for defining processes for technical platforms, developing system specifications, and creating system interfaces and business applications. Senior Engineer is also responsible for coordination of a project team and all Insight teammates involved in a particular project. Strong analytical abilities and professional office experience needed. Familiarity with large account environments and protocol required. Excellent troubleshooting skills needed. Keeps current with alternative systems and technology and make technology recommendations to management consistent with the company’s business and systems strategies. Multitasks with strong organization and time management skills. Responds effectively to inquiries or complaints within a timely fashion.
Functional Responsibilities: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Essential functions include:

• Designing and coordinating large and complex projects.
• Applying the principles of science and mathematics to develop economical solutions to technical problems.
• Use systems analysis to design and diagram of all parts of a particular system.
• Accountable for all facets of development of technical platforms, system specifications and system interfaces.
• Coordinating efforts of other teammates involved in a project.
• Performing troubleshooting analysis.
• Documenting problems and resolution for future reference.
• Monitoring system performance and implementing performance tuning.

Education and/or Experience: Bachelor’s Degree (or Master’s) in Engineering, Computer Science, Information Technology or similar. 5-7 years hands on experience within similar industry. Has familiarity with the following systems: Windows, Cisco Systems, UNIX, Linux, Novell. Works with both ends of basic level testing as well as high level testing and documentation. Has a proven track record of leading teams, mentoring and grooming other personnel.

Engineer (CWF)

The Engineer is responsible for planning and designing solutions to meet client needs. Incumbents are accountable for defining processes for technical platforms, developing system specifications, and creating system interfaces and business applications. Strong analytical abilities and professional office experience needed. Familiarity with large account environments and protocol required. Excellent troubleshooting skills needed. Must have the ability to keep current with alternative systems and technology and make technology recommendations to management consistent with the company’s business and systems strategies. Must have the ability to multitask with strong organization and time management skills. Must be able to respond effectively to inquiries or complaints within a timely fashion.

Functional Responsibilities: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Essential functions include:

• Design and coordinate large and complex projects.
• Apply the principles of science and mathematics to develop economical solutions to technical problems.
• Use systems analysis to design and diagram of all parts of a particular system.
• Accountable for all facets of development of technical platforms, system specifications and system interfaces.
• Coordinate efforts of other teammates involved in a project.
• Perform troubleshooting analysis.
• Document problems and resolution for future reference.
• Monitor system performance and implements performance tuning.

Education and/or Experience: Bachelor’s Degree in Engineering, Computer Science, Information Technology or similar. Position requires 3-4 years hands on experience within similar industry. Familiarity with the following systems desirable: Windows, Cisco Systems, UNIX, Linux, Novell. Must be able to work with both ends of basic level testing as well as high level testing and documentation.
Category: BUSINESS ANALYST

Operations Business Analyst 2 (CWF)

The Ops Business Analyst 2 is responsible for the identification and development of business process changes and improvements for one or multiple business areas. This usually requires analysis of what is needed and development of functional and/or process requirements as well as the documentation, training, and testing, requisite changes. The Ops Business Analyst 2 will consult with department and business counterparts to identify current operating procedures and to clarify program objectives. They have knowledge of commonly used business and system concepts, practices, and procedures, and rely on instructions, policy, and pre-established guidelines to perform the functions of the job.

Functional Responsibilities: The Ops Business Analyst 2 participates actively as a liaison and ambassador between the business community and the technical community. They participate actively as a Business Analyst team member by passing on business, process, and system expertise to other team members in a cooperative team environment. The Ops Business Analyst 2 brings an understanding of business processes and business policy to the team as well as an established background in SAP. Project management a plus as it relates to the business units. This includes being able to develop project plans to meet team objectives in line with project objectives, coordinate and influence team personnel, set milestones and achieving them, and providing status reports to the Management. Can conceptualize and develop creative solutions. Is highly articulate in both oral and written communication, presentation, persuasion and negotiation to achieve desired result. Can communicate effectively and credibly with all organizational levels, with the specific ability to gain trust, draw out needs, creatively propose ideas, and immediately and expertly resolve conflicts and concerns. Essential functions include:

- Providing leadership within their functional area(s) to align to the Function and processes they support in order to identify, remediate or streamline key pain points/process gaps
- Creating, recognizing and driving opportunities for improvement within the function to create efficiencies or improve results
- Thinking and acting strategically, by thinking three or four tasks ahead of a project or change requests current status
- Eliciting requirements using interviews, requirements workshops, surveys, site visits, business process descriptions, use cases, scenarios, business analysis, task and workflow analysis
- Identifying and engaging other specialties (IT, Subject Matter Experts, Superusers and Business Architects, etc.) as needed to achieve results within the process established Portfolio Management
- Managing multiple process/system improvement projects or change requests simultaneously.
- Identifying the need for and plan change management to ensure a seamless transition from existing processes to new processes, as applicable
- Conducting process analysis using standard data analysis and interview techniques. Need to be able to communicate with all levels of the organization in order to obtain information needed quickly.
- Must possess or drive towards a general understanding of assigned functional area and the associated business process as part of that area
- Assisting Superuser community for urgent and high defects as they arise
- Actively participating and presenting at Change Request review meeting for assigned functional area
- Ensuring that all change requests submitted to Change Request review meeting have been vetted for optimization of IT resources using the appropriate Return on Investment Analysis
- Actively participating in pre-change request meeting to assess cross functional impact
- Facilitating cross functional meetings to resolve business issues, including setting up agenda, setting up notes, defining next steps and following up on actions items
- Facilitating test script creation and execution, as applicable for project or change requests within the assigned functional area, as needed
- Ensuring that all applicable process flow diagrams within assigned functional area are maintained or updated as process changes or change request occur.
• Communicating effectively and credibly with all organizational levels, with the specific ability to gain trust, draw out needs, creatively propose ideas, and discuss issues and concerns.

• Working closely with the business and technical teams to document, resolve and retest any defects that are uncovered as part of the testing activities. This may include the management of a testing issues/defects log for larger projects.

• Communicating status of change requests and other programs to business units that you represent.

• Pursuing continuing professional education in the areas of business analysis, business strategy, process improvement, and technical skills through course training, self-study, participation in professional organizations such as ASUG, etc.

• Ensuring that all change request assigned to you or your work stream are continuously maintained or managed through the Software Development Lifecycle in a timely manner and that any and all appropriate actions necessary to ensure these items are maintained properly occurs.

• Acting as the Project Coordinator for business or system changes within assigned or functional area of ownership, if and when a Project Manager has not been assigned to the change/project. This would include, but not limited to all expected deliverables within the Insight Project Methodology.

• Facilitating the development of the necessary training and/or Change Management plan to support change requests that are moving into the production environment within assigned or functional area of ownership.

• Creating and Facilitating of any necessary Pre-production Go/No-Go Calls within assigned or functional area of ownership. To include working with the various resources involved in the project (i.e. technical, business, etc.) in order to complete and prepare for the particular session.

• Working with the business Superuser to gather or review business requirements within assigned or functional area of ownership to ensure that they are complete, adequately convey the needs of the business unit and document and communicate any adverse effects on the upstream or downstream processes in the overall end to end process.

Education and/or Experience: Bachelor’s Degree or equivalent experience, with minimum 7 years’ experience in requirements definition, project management, change management and problem solving preferably in a service business. Minimum 7 years’ experience working with an ERP system, preferably SAP Broad. Expertise with one or multiple SAP R/3 Modules, and at least one implementation or upgrade. Experience with business process analysis and change management. Knowledge in Process Flow mapping Toolset such as Microsoft Visio or a similar toolset. Experience in SharePoint to support various aspects of a Business Analysts job functions.

Operations Business Analyst 1 (CWF)

The Ops Business Analyst 1 is responsible for the development of effective and efficient business processes. The Ops Business Analyst 1 provides analysis and reporting on departmental/group revenue, expense, and strategic projects.

Functional Responsibilities: The Ops Business Analyst 2 participates actively as a liaison and ambassador between the business community and the technical community. They participate actively as a Business Analyst team member by passing on business, process, and system expertise to other team members in a cooperative team environment. Highly articulate and professional in both oral and written communication, as well as presentation, persuasion and negotiation skills to achieve desired result needed. Must have broad business experience. Ability to read, analyze, and interpret general business/professional journals, technical procedures, or regulations required. Ability to effectively present information and respond to questions from groups of managers, customers, other employees a must. Ability to respond effectively to the most sensitive inquiries or complaints. Ability to write using original or innovative techniques or style. Ability to make effective and/or persuasive presentations on controversial or complex topics to top management and/or boards of directors. Essential functions include:

• Proactively identifying, analyzing, and recommending business process changes and improvements across the services organization systems and processes.

• Representing services organization in cross functional process/system design and development efforts to ensure optimal end to end solutions.

• Introducing and maintaining highly repeatable and reliable processes, as well as supporting standards.

• Developing methodology and document business processes. Ensure process documentation is current.
• Managing multiple process/system improvement projects simultaneously.
• Leading teams through business process analysis, requirements definition, problem solving and change management.
• Identifying the need for and plan change management to ensure a seamless transition from existing processes to new processes.
• Conducting process analysis using standard data analysis and interview techniques. Need to be able to communicate with all levels of the organization in order to obtain information needed quickly.
• Facilitating meetings with process owners to define new processes or fix existing processes. Encouraging participation from team members to share knowledge and drive decisions regarding process improvement and change management.

Education and/or Experience: Bachelor’s Degree with a concentration in a business discipline. Minimum 5 years experience in requirements definition, project management, change management and problem solving in a service business. Minimum 5 years experience working with an ERP system, preferably SAP. CRM experience and experience with process improvements across different departments within an organization. Specific experience in contracts, help desk, time reporting, resource management, outsourcing and billing.

Category: MANAGEMENT

Senior Project Manager (Microsoft)

The Senior Project Manager is responsible for overseeing the delivery of a product/service/solution and associated resources within the constraints of schedule, features/functionality, and budget during one or more key lifecycle segments: opportunity, delivery or operations. Manages key deliverables and associated project activities. Strong business development skills in needs requirements and business case for projects, strong cross-group collaboration with sales, product development, partners and support.

Functional Responsibilities: Lead Microsoft business contact for customers. Coordinates and schedules project resources. Enable development, analysis, deployment, and/or solution to remain on schedule and in line with the current capabilities and future directions of Microsoft products. Responsible for planning, executing, and controlling:
- Scope of project work, work objectives, deliverables, development of duration estimates and schedule, development of cost estimates, performance management of scope, schedule, resources and cost, project infrastructure to support communications and information needs, use and reuse of IP, support practice management in benchmarking and lessons learned to identify best practice and process improvements, continuous management of risk - Quality to meet/exceed conditions of satisfaction, thought leader in project management in one or more key lifecycle segments: opportunity, delivery or operations - Manages Microsoft technical personnel in execution of project work.

Education and/or Experience: Bachelor's or Master’s degree or industry equivalent experience. Certification by the Project Management Institute (PMI®). Ten to twenty years demonstrated performance in related technology and project management. Experienced in business development and managing projects involving complex networks, cross-platform integration and large-scale, complex systems design and implementation. This individual will have been formally trained by Microsoft in one or more of the following areas: Microsoft Solutions Framework, product futures, and relevant Certified Training in infrastructure and/or development areas associated with Microsoft's products.

Project Manager (Microsoft)

The Project Manager is responsible for overseeing the delivery of a product/service/solution and associated resources within the constraints of schedule, features/functionality, and budget during one or more key lifecycle segments: opportunity, delivery or operations. Manages key deliverables and associated project activities. Strong business development skills in needs requirements and business case for projects, strong cross-group collaboration with sales, product development, partners and support.
Functional Responsibilities: Coordinates and schedules project resources. Enable development, analysis, deployment, and/or solution to remain on schedule and in line with the current capabilities and future directions of Microsoft products. Responsible for planning, executing, and controlling: - Scope of project work, work objectives, deliverables, development of duration estimates and schedule, development of cost estimates, performance management of scope, schedule, resources and cost, project infrastructure to support communications and information needs, use and reuse of IP, support practice management in benchmarking and lessons learned to identify best practice and process improvements, continuous management of risk - Quality to meet/exceed conditions of satisfaction, thought leader in project management in one or more key lifecycle segments: opportunity, delivery or operations - Manages Microsoft technical personnel in execution of project work.

Education and/or Experience: Bachelor's or Master’s degree or industry equivalent experience. Certification by the Project Management Institute (PMI®). Five to fifteen years demonstrated performance in related technology and project management. Experienced in business development and managing projects involving complex networks, cross-platform integration and large-scale, complex systems design and implementation. This individual will have been formally trained by Microsoft in one or more of the following areas: Microsoft Solutions Framework, product futures, and relevant Certified Training in infrastructure and/or development areas associated with Microsoft’s products.

Account Delivery Executive (Microsoft)

Coordinate development and delivery of MCS proposals and project deliverables in response to customer tasking requirements. Work with customer and project team to develop and gain consensus on Vision Scope. Direct the activities of Principal Consultants, Senior Consultants, Consultants, Associate Consultants, and Microsoft partners in the technical and project performance of the engagement.

Functional Responsibilities: Lead Microsoft business contact for customers. Coordinates and schedules project resources. Enable development, analysis, deployment and/or solution to remain on schedule and in line with the current capabilities and future directions of Microsoft products. Makes project scheduling decisions. Participate in project staffing decisions. Participate in strategic planning sessions with MCS Technical Project team and customer staff. Provide key link to Microsoft leadership including feedback of customer issues. Provide quality assurance review of engagement processes and deliverables. Manage engagements for a particular service line by account, geography or other delineation within a region Responsible for customer satisfaction for services line, partner satisfaction, revenue of project, profitability, optimal burn rate, intellectual capital engagement framework, personal utilization & consultant feedback.

Education and/or Experience: Associate Degree or industry equivalent experience. Five to fifteen years demonstrated performance in related technology and business management. Experienced in business development and managing projects involving such complex networks, cross-platform integration and large-scale, complex systems design and implementation. This individual will have been formally trained by Microsoft in one or more of the following areas: Microsoft Solutions Framework, product futures, and relevant Certified Training in infrastructure and/or development areas associated with Microsoft's products

Program Manager (CWF)

The Program Manager oversees the day-to-day operations and team members to fulfill lifecycle services at the client site. Incumbents must demonstrate strong leadership and act as a positive stakeholder in all situations.

Functional Responsibilities: The Program Manager has exceptional interpersonal skills to work with clients. Has the ability to display high-level troubleshooting competencies required, as well as the ability to read, analyze, and interpret scopes of work. Manages, mentors, and trains team members. Monitors and drives team to a goal/outcome. Has strong reporting skills in Excel, and strong decision making and time management skills. Some financial knowledge (revenue versus expense), and the ability to write reports and/or business correspondence. Ability to effectively present information and respond to questions from groups of managers, customers, other employees. Essential functions include:

• Maintaining key relationships both internally and within the client environment.
• Liaison between client and Insight team members (i.e., AI Lab, Call Management Center, Disposal, Service Sales Rep, Consulting Services, etc.)
• Monitoring and mentoring team member performance, including the reinforcement of Insight corporate initiatives.
• Maintaining and upholding program and client processes and procedures.
• Maintaining client expectations such as SLA adherence and high levels of customer satisfaction.
• Providing various monthly and ad hoc reporting.
• Defining opportunities for process improvement.
• Strong decision making abilities with program cost savings in mind.
• Holds proper knowledge and certifications to handle technical issues escalated by team members.
• Maintaining SLA and customer satisfaction.
• Ensuring contract/program goals are met by team.

Education and/or Experience:  Associate Degree in a Computer Science or a related field. Experience may be used in lieu of educational requirements. 3-5 years of technical experience in the computer field required. A+ Certification, MCP, Required certifications for the program scope (MSCE, DELL warranty certified, CCNE, etc). 20 hours of basic project management courses. MCSE preferred but not required, Comp TIA Project+ preferred but not required.

**Senior Project Manager (CWF)**

The Project Manager Sr (SPM) is responsible for managing, directing and overseeing the operations and administration of assigned projects and programs. This includes coordinating activities of Project Managers & Coordinators, department leaders, service engineers, consulting engineers and other project staff. The Sr. Project Manager provides visible leadership, accountability and authority over high profile projects and programs delivered to Insight clients or internal leadership. They work independently and exhibits a high degree of initiative in resolving problems encountered and developing recommended solutions.

Functional Responsibilities:  The Sr. Project Manager generates and manages detailed project plans. Is able to manage technical resources working on multiple projects seamlessly. Is an excellent communicator - both written and oral. Has excellent customer relationship management skills and ability to interface seamlessly with sales staff. Runs project update meetings with both technical and non-technical attendee’s. Possesses leadership qualities and skills that motivate project team members to drive the project to a successful conclusion. Extensive experience in P&L responsibility for a technology services delivery team and proven success driving profitability and customer satisfaction required. Has the ability to read, analyze, and interpret general business/ professional journals, technical procedures, or regulations. Ability to write reports and/or business correspondence. Ability to effectively present information and respond to questions from groups of managers, customers, other employees. Must be proficient in Microsoft tools including, but not limited to, Microsoft Office, MS Project, MS Project Server, SharePoint Portal. Essential functions include:

• Visible, accountable leader who oversees the successful delivery of Insight projects and programs for Insight clients.
• Ensuring the change management process is utilized in order to ensure customer satisfaction.
• Leading projects relative to milestone completion while managing to resource and financial budgets.
• Developing and implementing complete project schedules to ensure required dates are met.
• Monitoring and maintaining client and internal project executive satisfaction by engaging in weekly or monthly status meetings.
• Participating in and helps author Statements of Work (SOWs), responds to RFPs as necessary.

Education and/or Experience:  Bachelor's degree (B. A.) from four-year college or university, plus 10 years related experience and/or training; or equivalent combination of education and experience in the IT services, IT Operations or professional services industry. Experiences in specific technology areas including networking, storage, infrastructure lifecycle services and enterprise systems. PMP certification and an active PMI membership are desirable. Has proven track record in mentoring and growing employees.
Project Manager (CWF)

The Project Manager (PM) is responsible for managing, directing and overseeing the operations and administration of assigned projects and programs. The Project Manager provides visible leadership, accountability and authority over high profile projects and programs delivered to Insight clients or internal leadership. The Project Manager works independently and exhibits a high degree of initiative in resolving problems encountered and developing recommended solutions.

Functional Responsibilities: The Project Manager generates and manages detailed project plans, as well as manages technical resources working on multiple projects seamlessly. The Project Manager is an excellent communicator - both written and oral. Has excellent customer relationship management skills and ability to interface seamlessly with sales staff. Runs project update meetings with both technical and non-technical attendee's. They possess leadership qualities and skills that motivate project team members to drive the project to a successful conclusion. Extensive experience in P&L responsibility for a technology services delivery team and proven success driving profitability and customer satisfaction required. Ability to read, analyze, and interpret general business/professional journals, technical procedures, or regulations. Ability to write reports and/or business correspondence. Ability to effectively present information and respond to questions from groups of managers, customers, other employees. Must be proficient in Microsoft tools including, but not limited to, Microsoft Office, MS Project, MS Project Server, SharePoint Portal. Essential functions include:

- Visible, accountable leader who oversees the successful delivery of Insight projects and programs for Insight clients.
- Ensuring the change management process is utilized in order to maintain profitability and ensure customer satisfaction.
- Leading projects relative to milestone completion while managing to resource and financial budgets.
- Developing and implementing complete project schedules to ensure required dates are met.
- Monitoring and maintain client and internal project executive satisfaction by engaging in weekly or monthly status meetings.

Education and/or Experience: Bachelor's degree from four-year college or university, plus eight years related experience and/or training; or equivalent combination of education and experience in the IT services, IT Operations or professional services industry.

Senior Project Coordinator (CWF)

The Senior Project Coordinator is responsible for coordinating all aspects of a Service offering project. This position includes the facilitation and coordination of documented objectives, financial and service level project delivery tracking for Services resources and other project staff. The Senior Project Coordinator may be assigned to coordinate project delivery independent of an assigned Project Manager under specific conditions.

Functional Responsibilities: The Senior Project Coordinator has the ability to multitask and manage coordinate complex client facing engagements concurrently while maintaining client service levels and timelines. The Sr. Project Coordinator has good interpersonal skills with the ability to resolve issues and resource contentions, while working with large groups across multiple locations. Possesses and demonstrates excellent communication skills, both oral and written. Is proficient in MS Excel formula creation and used to handle a major scheduling project financial reporting and candidate tracking. Is proficient in the use of Microsoft Office tools, including Excel, Powerpoint and Project. Must demonstrate familiarity with PMI methodology. Has the ability to read, analyze, and interpret the most complex documents, and the ability to respond effectively to the most sensitive inquiries or complaints. Essential functions include:

- Working closely with Supervisor, Manager and Operational Specialist to ensure project goals are accomplished. This includes client satisfaction, expected number of daily tickets, time, communication with clients and management and sales.
- Working independently to resolve most project coordination conflicts.
• Escalating problems and issues to the management as appropriate. This includes problems exceeding commitments with regard to response time, repair time, lack of spare parts, training or any other actual or potential client satisfaction problems.
• Coordinating the efficient utilization of resources including parts, inventory, own time, etc.
• Completing and inspects all required documentation involved within a project to ensure accurate billing with respect to warranty or contract.
• Assisting Project Manager(s) with the adherence and documentation of process and procedures.
• Creating and organize weekly resource install packets.
• Creating and update Meeting Minutes and Issues Log; as needed.
• Maintaining project files and Workbook.
• Reviewing and monitoring project schedules.
• Update and maintain Metric/SLA report.
• Preparing daily, weekly, and monthly reports from Excel for client.

Education and/or Experience: Bachelor's degree from four-year college or university; or three years’ related experience and/or training; or equivalent combination of education and experience. Minimum 1-3 years experience in coordinating projects in the IT services, IT Operations or professional services industry. Experiences in specific technology areas include networking, storage, infrastructure lifecycle services and enterprise systems.

Project Coordinator (CWF)

The Project Coordinator is responsible for coordinating all aspects of a Service offering project under the direction of a Project Manager or Project Manager Sr. This job requires the facilitation and coordination of documented objectives, financial and service level project delivery tracking for Services resources and other project staff.

Functional Responsibilities: The Project Coordinator multitasks, manages and coordinates complex client facing engagements concurrently while maintaining client service levels and timelines. The Project Coordinator has good interpersonal skills with the ability to resolve issues and resource contentions, while working with large groups across multiple locations. Possesses and demonstrates excellent communication skills, both oral and written. Is proficient in MS Excel formula creation and use to handle a major scheduling project financial reporting and candidate tracking. Also proficient in the use of Microsoft Office tools, including Excel, Powerpoint and Project. Has the ability to read, analyze, and interpret the most complex documents, and the ability to respond effectively to the most sensitive inquiries or complaints. Essential functions include:
• Assisting Project Manager(s) with the adherence and documentation of process and procedures.
• Acting as liaison and/or interface to different business units.
• Creating and organizing weekly resource install packets.
• Creating and updating Meeting Minutes and Issues Log; as needed.
• Maintaining project files and Workbook.
• Reviewing and monitoring project schedules.
• Updating and maintaining Metric/SLA report.
• Must have the ability to multi-task and prioritize work.
• Preparing daily, weekly, and monthly reports from Excel for client.

Education and/or Experience: High school diploma or general education degree (GED) combined with at least 1 year of proven project coordination activities; or Bachelor's degree from a four-year college or university; or one to two years related experience and/or training; or equivalent combination of education and experience.

Deployment Manager (CWF)

The Deployment Manager will provide senior level project management for a wide variety of large and complex projects to achieve successful completion and delivery of projects within scope, schedule and budget.
Functional Responsibilities: The Deployment Manager has excellent organization, communication, negotiation and problem solving skills, and a strong proficiency in the Microsoft Suite including Outlook, Excel, Word, Visio, SharePoint, PowerPoint and Project. Has strong analytical skills such as being able to extract data, organize it, utilize it to make key business decisions and communicate/present it throughout the organization. Also a proven understanding of corporate account business needs and knowledge of the IT industry, as well as a deep project management experience and broad technology knowledge with the ability to facilitate the architecting of solutions by mapping common customer business problems to reusable end-to-end solutions. Essential functions include:

- Managing multiple high-visibility projects simultaneously
- Proactively seeking to continuously improve PMO and project management processes and tools in alignment with applicable PMI standards
- Consistently demonstrating and modeling key organizational behaviors of customer service, teamwork, collaboration and excellence
- Planning and analyzing assigned projects, establishes schedules and project parameters and sets procedures to accomplish objectives
- Communicating with customers and their representatives
- Creating and making revisions to project schedules including: generating tasks, estimates, dependencies and milestones
- Ensuring that quality standards are maintained for assigned projects
- Maintaining customer satisfaction by investigating concerns, implementing corrective action, and communicating with customers and assigned staff
- Establishing a professional relationship with the customer and interfaces constantly to maintain accurate status reports and project reviews

Education and/or Experience: Bachelor's Degree with a minimum of two (2) years of project management, a minimum of six (6) years of project management or an equivalent combination of education and experience.

**Deployment Coordinator (CWF)**

The Deployment Coordinator provides senior level project management for a wide variety of large and complex projects to achieve successful completion and delivery of projects within scope, schedule and budget. Provide overall leadership and direction to established project team.

Functional Responsibilities: The Deployment Coordinator has excellent organization, communication and problem-solving skills, and a strong proficiency in the Microsoft Suite including Outlook, Excel, Word, Visio, SharePoint, PowerPoint and Project. They have a demonstrated ability to do in-depth research and provide solutions, and the ability to effectively interact with peers, internal and external stakeholders and management. Also has strong written and verbal communication skills and SAP experience. Essential functions include:

- Consistently demonstrating and modeling key organizational behaviors of customer service, teamwork, collaboration and excellence
- Managing and scheduling all inbound shipments, integration and outbound shipments required to integrate and deploy IT products
- Analyzing data, composing, preparing proofs and editing internal and outgoing correspondence and reports, taking meeting minutes. Distributes a variety of material, such as correspondence, reports, meeting minutes, etc.
- Coordinating with all relevant stakeholders to track and manage large, high visible, and complex project roll-outs
- Ensuring customer SLA’s are successfully met
- Resolving customer issues and act as escalation path for carrier related issues
- Providing and present updates weekly on all active projects to management
- Pro-actively identifying problems and swiftly implement effective solutions

Education and/or Experience: Bachelor's Degree with a minimum of two (2) years of project/deployment coordinator experience, a minimum of six (6) years of project/deployment coordinator experience or an equivalent combination of education and experience
Client Services Manager II (CWF)

The Client Services Manager II is a leader of large and complex End User Outsourced Programs within a specific geography or book of business. This role integrates into the client’s environment and gains the institutional knowledge to drive success of service delivery, sales, practice, and client objectives. Client Services Manager II is experienced in IT solution development and implementation, thought leadership, executive level communication, business analysis, continuous improvement, business development, and service delivery performance.

Functional Responsibilities: The Client Service Manager II has exceptional interpersonal skills to work with clients. Ability to display high-level troubleshooting competencies required. Has the ability to read, analyze, and interpret scopes of work. Manage, mentor, and train team members experience a must. Must be able to monitor and drive team to a goal/outcome. Has strong decision making and time management skills. Financial knowledge (P&L Management). Has the ability to write reports and/or business correspondence, and the ability to effectively present information and respond to questions from groups of managers, customers, other employees. Essential functions include:

- Build and maintain key relationships at Insight and within the Client environment, including Executive level decision makers.
- Utilize Insights continuous improvement methodology; define and implement continuous improvement opportunities.
- Contribute to developing, validating, approving, and negotiating Statements of Work and Change Orders.
- Manages and develops organizations with multiple service towers (LOB) ranging from 50 to 200 technical resources and leadership
- Has industry experience/association and thought leadership that are creditable in become a trusted advisor of the client's executive decision makers in terms of End User Outsourcing.
- Proven ability to gather high level business requirements and understand how technology solutions can address client’s business challenges, converting them into solution requirements.
- Experienced with assessment, developing a business case, and developing solutions to address client needs.
- Experience with formal quality initiatives, governance, steering, and change management.
- Facilitate complex quarterly update and steering workshops including executive level briefings.

Education and/or Experience: Bachelor’s Degree in a Business Administration, Information Systems or a related field. Experience may be used in lieu of educational requirements. Minimum 10+ years’ experience in directly managing large complex program engagements. 10 years of management experience in the IT field required.

Client Services Manager I (CWF)

The Client Services Manager I is a leader of large and complex End User Outsourced Programs within a specific geography or book of business. This role integrates into the client’s IT environment as a supporting leader to drive success of service delivery and client objectives. The Client Services Manager I is experienced in IT operations, executive level communication, business analysis, continuous improvement and service delivery performance monitoring.

Functional Responsibilities: Has exceptional interpersonal skills to work with clients. Displays high-level troubleshooting competencies, and ability to read, analyze, and interpret scopes of work. Manages, mentors, and trains team members, and monitors and drives team to a goal/outcome. Has strong decision making and time management skills, financial knowledge (P&L Management), and the ability to write reports and/or business correspondence. Ability to effectively present information and respond to questions from groups of managers, customers, other employees. Essential functions include:

- Managing and developing organizations ranging from 20 to 100 technical resources with 3 to 5 direct reports.
- Building and leading teams in virtual and matrix reporting structures.
- Maintaining key relationships both internally and with client stakeholders.
• Liaison between client and Insight leadership (i.e. Sales, Operations, Service Desk, Finance, Legal and Human Resources)
• Monitoring and mentoring team member performance, including the reinforcement of Insight corporate initiatives.
• Holds internal and client facing status meetings, monthly updates, and quarterly meetings that reports on performance, issues, and continuous improvement.
• Maintaining and upholding program and client processes and procedures in conjunction with contractual expectations such as SLA adherence, scope, and customer satisfaction.
• Producing regular status reports documenting program health, progress and financial trending relating to their program(s)
• Analyzing and resolving escalated client issues that have the potential to jeopardize the ability to meet agreed upon deliverables.
• Providing operational oversight for all services and provides Program Management support where required.
• Resource management (interview, development, utilization, escalation, behavior and performance).
• Maintain P&Ls, utilization reports, forecasting, and other operations functions related to their program(s).
• Defining opportunities for process improvement.
• Strong decision making abilities with program cost savings in mind.
• Hold proper knowledge and certifications to handle issues escalated by team members and the client.

Education and/or Experience: Bachelor’s degree in a Business Administration, Information Systems or a related field. Experience may be used in lieu of educational requirements. Minimum 5 years’ experience in directly managing large complex projects or program engagements.

Product Listing

Insight Public Sector, Inc. (IPS) refreshes this GSA contract frequently with product additions, price changes and removal of end-of-life product. The full IPS GSA catalog of products and pricing may be found on the GSA Advantage! system (www.GSAAdvantage.gov).