General Services Administration
Federal Supply Service Authorized Federal Supply Schedule

Price List

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

The INTERNET address GSA Advantage!® is: GSAAdvantage.gov

For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at fss.gsa.gov

Multiple Award Schedule
Contract number: 47QTCA19D00BS
May 13, 2019 through May 12, 2024

<table>
<thead>
<tr>
<th>Category</th>
<th>Subcategory</th>
<th>SIN</th>
<th>SIN Title</th>
<th>PSC</th>
</tr>
</thead>
<tbody>
<tr>
<td>Information Technology</td>
<td>IT Services</td>
<td>54151S</td>
<td>Information Technology Professional Services</td>
<td>DB 399</td>
</tr>
<tr>
<td>Professional Services</td>
<td>Technical and Engineering Services (non-IT)</td>
<td>541690</td>
<td>Technical Consulting Services</td>
<td>R425</td>
</tr>
<tr>
<td></td>
<td>OLM</td>
<td></td>
<td>Order-Level Materials (OLM)</td>
<td>None</td>
</tr>
</tbody>
</table>

Pricelist current through Modification # PS-A824 – 1 Sep 2020

Company Information

D3 Air and Space Operations, Inc.
6225 A1A S Unit A
Saint Augustine, FL 32080
HQ Office: (904) 217-3887
General: (877) 256-5930
Fax: (877) 256-5930
WWW.D3ASO.COM

BUSINESS TYPE/DESCRIPTION
2X - For-Profit Organization
QF - Svc-Related Disabled Vet O
XS - S Corporation
A5 - Veteran Owned Business
CUSTOMER INFORMATION

1a. Table of awarded special item number(s) with appropriate cross-reference to item descriptions and awarded price(s)

<table>
<thead>
<tr>
<th>Category</th>
<th>Subcategory</th>
<th>SIN</th>
<th>SIN Title</th>
<th>Cooperative Pricing</th>
</tr>
</thead>
<tbody>
<tr>
<td>Information Technology</td>
<td>IT Services</td>
<td>54151S</td>
<td>Information Technology Professional Services</td>
<td>Yes</td>
</tr>
<tr>
<td>Professional Services</td>
<td>Technical and Engineering Services (non-IT)</td>
<td>541690</td>
<td>Engineering Research and Development and Strategic Planning</td>
<td>No</td>
</tr>
</tbody>
</table>
|                           | OLM                                              | Order-Level Materials (OLM) | Yes

1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. This price is the Government price based on a unit of one, exclusive of any quantity/dollar volume, prompt payment, or any other concession affecting price. Those contracts that have unit prices based on the geographic location of the customer, should show the range of the lowest price, and cite the areas to which the prices apply.

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

Price List

NOTE: See Appendix A for a description of job titles, experience, functional responsibility and education

NOTE: Price includes Industrial Funding Fee (IFF)

<table>
<thead>
<tr>
<th>SERVICE</th>
<th>13 May 2019</th>
<th>13 May 2020</th>
<th>13 May 2021</th>
<th>13 May 2022</th>
<th>13 May 2023</th>
</tr>
</thead>
<tbody>
<tr>
<td>Applications Architect</td>
<td>$107.72</td>
<td>$110.41</td>
<td>$113.17</td>
<td>$116.00</td>
<td>$118.90</td>
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<tr>
<td>Systems Analyst</td>
<td>$88.15</td>
<td>$90.35</td>
<td>$92.61</td>
<td>$94.92</td>
<td>$97.30</td>
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<tr>
<td>Applications Development Analyst</td>
<td>$78.21</td>
<td>$80.16</td>
<td>$82.17</td>
<td>$84.22</td>
<td>$86.32</td>
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<tr>
<td>Database Manager</td>
<td>$125.51</td>
<td>$128.65</td>
<td>$131.86</td>
<td>$135.16</td>
<td>$138.54</td>
</tr>
<tr>
<td>Database Analyst</td>
<td>$88.38</td>
<td>$90.59</td>
<td>$92.85</td>
<td>$95.18</td>
<td>$97.55</td>
</tr>
<tr>
<td>Database Administrator</td>
<td>$88.43</td>
<td>$90.64</td>
<td>$92.91</td>
<td>$95.23</td>
<td>$97.61</td>
</tr>
<tr>
<td>Quality Assurance Analyst</td>
<td>$66.61</td>
<td>$68.27</td>
<td>$69.98</td>
<td>$71.73</td>
<td>$73.52</td>
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<tr>
<td>Client Technologies Analyst</td>
<td>$65.00</td>
<td>$66.63</td>
<td>$68.29</td>
<td>$70.00</td>
<td>$71.75</td>
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<tr>
<td>Network Engineer</td>
<td>$88.49</td>
<td>$90.70</td>
<td>$92.97</td>
<td>$95.29</td>
<td>$97.67</td>
</tr>
<tr>
<td>Webmaster</td>
<td>$59.18</td>
<td>$60.66</td>
<td>$62.17</td>
<td>$63.73</td>
<td>$65.32</td>
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<tr>
<td>Computer Operator</td>
<td>$40.92</td>
<td>$41.94</td>
<td>$42.99</td>
<td>$44.07</td>
<td>$45.17</td>
</tr>
<tr>
<td>Telecommunications Engineer</td>
<td>$75.50</td>
<td>$77.39</td>
<td>$79.32</td>
<td>$81.30</td>
<td>$83.34</td>
</tr>
<tr>
<td>Data Warehouse Analyst</td>
<td>$78.89</td>
<td>$80.86</td>
<td>$82.88</td>
<td>$84.96</td>
<td>$87.08</td>
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<tr>
<td>Technical Trainer</td>
<td>$58.44</td>
<td>$59.91</td>
<td>$61.40</td>
<td>$62.94</td>
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<tr>
<td>Security Analyst</td>
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<td>$77.84</td>
<td>$79.78</td>
<td>$81.78</td>
<td>$83.82</td>
</tr>
<tr>
<td>Position</td>
<td>Price 1</td>
<td>Price 2</td>
<td>Price 3</td>
<td>Price 4</td>
<td>Price 5</td>
</tr>
<tr>
<td>----------------------------------------------</td>
<td>---------</td>
<td>---------</td>
<td>---------</td>
<td>---------</td>
<td>---------</td>
</tr>
<tr>
<td>Director, IT Risk and Compliance</td>
<td>$144.34</td>
<td>$147.95</td>
<td>$151.65</td>
<td>$155.44</td>
<td>$159.33</td>
</tr>
<tr>
<td>IT Auditor</td>
<td>$89.28</td>
<td>$91.51</td>
<td>$93.80</td>
<td>$96.14</td>
<td>$98.55</td>
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<tr>
<td>Systems Architect</td>
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<td>$140.20</td>
<td>$143.70</td>
<td>$147.29</td>
<td>$150.98</td>
</tr>
<tr>
<td>Systems Administrator</td>
<td>$69.58</td>
<td>$71.32</td>
<td>$73.10</td>
<td>$74.93</td>
<td>$76.80</td>
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<tr>
<td>Business Process Consultant</td>
<td>$95.06</td>
<td>$97.44</td>
<td>$99.88</td>
<td>$102.37</td>
<td>$104.93</td>
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<tr>
<td>Business Analyst</td>
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<td>$70.38</td>
<td>$72.14</td>
<td>$73.95</td>
<td>$75.80</td>
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<td>Director, Program Management</td>
<td>$147.52</td>
<td>$151.21</td>
<td>$154.99</td>
<td>$158.86</td>
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<td>$95.86</td>
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<td>Project Leader</td>
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<td>$85.53</td>
<td>$87.67</td>
<td>$89.86</td>
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</tr>
<tr>
<td>Network Engineer SME I (network mapping)</td>
<td>$74.34</td>
<td>$76.19</td>
<td>$78.10</td>
<td>$80.05</td>
<td>$82.05</td>
</tr>
<tr>
<td>Strategic Planner, Senior (DOD Operations or civilian equivalent)</td>
<td>$176.00</td>
<td>$180.40</td>
<td>$184.91</td>
<td>$189.53</td>
<td></td>
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<tr>
<td>Subject Matter Expert (SME) Consultant 1 (DOD Operations or civilian equivalent)</td>
<td>$126.50</td>
<td>$129.66</td>
<td>$132.90</td>
<td>$136.22</td>
<td></td>
</tr>
</tbody>
</table>

2. Maximum order: $500,000.00
3. Minimum order: $100.00
4. Geographic coverage (delivery area): All
5. Point(s) of production (city, county, and State or foreign country): N/A
6. Discount from list prices or statement of net price: N/A
7. Quantity discounts: 1% for task orders $3,000,000.00 and above.
8. Prompt payment terms. Note: Prompt payment terms must be followed by the statement "Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions." – None
9a. Government purchase cards are NOT accepted at or below the micro-purchase threshold.
9b. Government purchase cards are NOT accepted above the micro-purchase threshold.
10. Foreign items (list items by country of origin): N/A
11a. Time of delivery. (Contractor insert number of days.): N/A
11b. Expedited Delivery. The Contractor will insert the sentence “Items available for expedited delivery are noted in this price list.” under this heading. The Contractor may use a symbol of its choosing to highlight items in its price lists that have expedited delivery: N/A
11c. Overnight and 2-day delivery. The Contractor will indicate whether overnight and 2-day delivery are available. Also, the Contractor will indicate that the schedule customer may contact the Contractor for rates for overnight and 2-day delivery: N/A
11d. Urgent Requirements. The Contractor will note in its price list the “Urgent Requirements” clause of its contract and advise agencies that they can also contact the Contractor’s representative to effect a faster delivery: N/A
12. F.O.B. point(s): N/A
13a. Ordering address(es).
    D3 Air and Space Operations, Inc.
    6225 A1A S Unit A
Saint Augustine, FL 32080

13b. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA’s) are found in Federal Acquisition Regulation (FAR) 8.405-3.

14. Payment address(es).
    D3 Air and Space Operations, Inc.
    6225 A1A S Unit A
    Saint Augustine, FL 32080

15. Warranty provision: N/A

16. Export packing charges, if applicable: N/A

17. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level): N/A

18. Terms and conditions of rental, maintenance, and repair (if applicable). 19. Terms and conditions of installation (if applicable): N/A

20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable): N/A

20a. Terms and conditions for any other services (if applicable).

21. List of service and distribution points (if applicable): N/A

22. List of participating dealers (if applicable): N/A

23. Preventive maintenance (if applicable): N/A

24a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants): N/A

24b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contractor’s website or other location.) The EIT standards can be found at: www.Section508.gov/: N/A

25. Data Universal Number System (DUNS) number: 788624000

26. D3 Air and Space Operations, Inc. has an active registration in System for Award Management (SAM) database.

TERMS AND CONDITIONS

NOTE: All non-professional labor categories must be incidental to, and used solely to support professional services, and cannot be purchased separately. Further, non-professional labor categories shall be offered under ANCILLARY SIN only.

SCOPE

The prices, terms and conditions stated under Special Item Number 54151S Information Technology Professional Services apply exclusively to IT/IAM Professional Services within the scope of this Information Technology Schedule.
The Contractor shall provide services at the Contractor’s facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

**PERFORMANCE INCENTIVES I-FSS-60 PERFORMANCE INCENTIVES (APRIL 2000)**

Performance incentives may be agreed upon between the Contractor and the ordering activity on individual fixed price orders or Blanket Purchase Agreements under this contract.

The ordering activity must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.

Incentives should be designed to relate results achieved by the contractor to specified targets. To the maximum extent practicable, ordering activities shall consider establishing incentives where performance is critical to the ordering activity’s mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable tasks.

**ORDER**

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

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

**PERFORMANCE OF SERVICES**

The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.

The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.

The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.

Any Contractor travel required in the performance of IT/IAM Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

**STOP–WORK ORDER (FAR 52.242-15) (AUG 1989)**

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

Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.

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

The stop-work order results in an increase in the time required for, or in the Contractor’s cost properly allocable to, the performance of any part of this contract; and

The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.

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

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

INDEPENDENT CONTRACTOR

All IT/IAM Professional Services performed by the Contractor under the terms of this contract shall be as an independent Contractor, and not as an agent or employee of the ordering activity.
“Contractor and its affiliates” and “Contractor or its affiliates” refers to the Contractor, its chief executives, directors, officers, subsidiaries, affiliates, subcontractors at any tier, and consultants and any joint venture involving the Contractor, any entity into or with which the Contractor subsequently merges or affiliates, or any other successor or assignee of the Contractor.

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

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

**INVOICES**

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

**PAYMENTS**

For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to
time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I

– OCT 2008) (DEVIATION I – FEB 2007) applies to labor-hour orders placed under this contract. 52.216-31(Feb 2007) Time-and Materials/Labor-Hour Proposal Requirements— Commercial Item Acquisition. As prescribed in 16.601(e)(3), insert the following provision:

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

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

- The offeror;
- Subcontractors; and/or
- Divisions, subsidiaries, or affiliates of the offeror under a common control.

**RESUMES**

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

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

**APPROVAL OF SUBCONTRACTS**

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

**DESCRIPTION OF IT/IAM PROFESSIONAL SERVICES AND PRICING**

The Contractor shall provide a description of each type of IT/IAM Service offered under Special Item Numbers 54251S IT/IAM Professional Services should be presented in the same manner as the Contractor sells to its commercial and other ordering activity customers. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles (labor categories) for those individuals who will perform the service should be provided.

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

The following is an example of the manner in which the description of a commercial job title should be presented:

**EXAMPLE: Commercial Job Title: System Engineer**

Minimum/General Experience: Three (3) years of technical experience which applies to systems analysis and design techniques for complex computer systems. Requires competence in all phases of systems analysis techniques, concepts and methods; also requires knowledge of available hardware, system software, input/output devices, structure and management practices.

Functional Responsibility: Guides users in formulating requirements, advises alternative approaches, conducts feasibility studies.

Minimum Education: Bachelor’s Degree in Computer Science
Appendix A: Labor Category Descriptions

STRATEGIC PLANNER, SENIOR (DOD OPERATIONS OR CIVILIAN EQUIVALENT)

Monitor, plan, and lead transformation; manage and develop training resources; balance operational requirements against the requirements of other stakeholders; develop capabilities to match current and emerging missions to provide the environment needed to ensure ready and relevant personnel. This work encompasses military operations and civilian equivalent, operations planning, and long-range and strategic planning as well as working with MAJCOMs and other DOD command levels or civilian equivalents.

Education: Bachelor’s Degree in business, finance, marketing or another related field. Or equivalent work experience.

Experience: 10 years

SUBJECT MATTER EXPERT (SME) CONSULTANT 1 (DOD OPERATIONS OR CIVILIAN EQUIVALENT)

Possess specialized experience in the applicable area/tasksuch as, special use airspace planning and operations; air-to-air and air-to-surface range planning and management; airspace and range long-range and strategic planning; command and control functional discipline(s) and operations, and combat communications operations or civilian equivalents. Must be thoroughly familiar with current and evolving DOD force modernization initiatives or civilian equivalents.

Education: Bachelor’s Degree in business, finance, marketing or another related field. Or equivalent work experience.

Experience: 6 years

APPLICATIONS ARCHITECT

Provides design recommendations based on long-term IT organization strategy. Develops enterprise level application and custom integration solutions including major enhancements and interfaces, functions and features. Provides expertise regarding the integration of applications across the business. Understands and consistently applies the attributes and processes of current application development methodologies. Researches and maintains knowledge in emerging technologies and possible application to the business.

Education: Bachelor’s or master’s degree in Computer Science, Information Systems, or another related field. Or equivalent work experience.

Experience: 7 to 10 years

SYSTEMS ANALYST

Develops design and functional specifications, produces deliverables related to the IT project(s) assigned and assists in post implementation support and system enhancements. Responsible for selecting appropriate tools to develop systems and software. Responsible for gathering, compiling and synthesizing information with regard to technology processes or systems.

Education: Bachelor’s Degree in Computer Science, Information Systems, or another related field. Or equivalent work experience.
APPLICATIONS DEVELOPMENT ANALYST

Works closely with customers, business analysts, and team members to understand business requirements that drive the analysis and design of quality technical solutions aligned with business and IT strategies. Makes recommendations towards the development of new code or reuse of existing code. Responsibilities may also include participation in component and data architecture design, performance monitoring, product evaluation and buy vs. build recommendations.

Education: Bachelor’s Degree in Computer Science, Information Systems or another related field. Or equivalent work experience.

DATABASE MANAGER

Responsible for ensuring the design, maintenance and implementation of database management systems, which provides the organization with orderly methods of data storage and controlled access to data. Ensures the design and installation of database management system applications and the establishment of the appropriate linkages to existing database applications and to other data processing systems and development of a backup and recovery schemes.

Education: Bachelor’s Degree in Computer Science, Information Systems, or another related field. Or equivalent work experience.

DATABASE ANALYST

Responsible for designing, modeling, developing and supporting Database Management Systems (DBMS). Analyzes data requirements, application and processing architectures, data dictionaries, and database schema(s), and then designs, develops, amends, optimizes, and certifies database schema design to meet system(s) requirements. Gathers, analyzes, and normalizes relevant information related to, and from business processes, functions, and operations to evaluate data credibility and determine relevance and meaning. Develops database and warehousing designs across multiple platforms and computing environments.

Education: Bachelor’s Degree in Computer Science, Information Systems, or another related field. Or equivalent work experience.

DATABASE ADMINISTRATOR

Manages and maintains all production and non-production databases. Responsible for standards and design of physical data storage, maintenance, access and security administration. Performs backup and recovery on Database Management Systems, configures database parameters, and prototype designs against logical data models, defines data repository requirements, data dictionaries and warehousing requirements. This position optimizes database access and allocates/re-allocates database resources for optimum configuration, database performance and cost.

Education: Bachelor’s Degree in Computer Science, Information Systems, or another related field. Or equivalent work experience.

Experience: 3 to 5 years
**QUALITY ASSURANCE ANALYST**

Responsible for developing and executing formal plans to ensure the delivery of quality software applications. Defines and tracks quality assurance metrics such as defects, defect counts, test results and test status. Collects and analyzes data for process evaluation and improvements and integrates them to address the business needs. Documents all problems and assists in their resolution. Delivers quality process training to technical staff and acts as an internal quality consultant to advise or influence business or technical partners. Performs quality audits across the various functions to ensure quality standards, procedures and methodologies are being followed.

Education: Bachelor’s Degree in Computer Science, Information Systems, or similar. Or equivalent work experience.

Experience: 3 to 5 years

**CLIENT TECHNOLOGIES ANALYST**

Configures, installs, monitors and maintains IT users’ desktop software and hardware; supports mobile workforce. Provides consultation to IT users for end-user computing and desktop-based LAN systems software. Provides technical support and guidance and works with vendors to resolve issues. Responsible for documenting solutions to problems and developing end-user guidelines. May provide on-site training to users. Consults with and makes recommendations to IT users on selection of hardware and software products to address business requirements.

Education: Bachelor’s Degree in Computer Science, Information Systems, or another related field. Or equivalent work experience.

Experience: 3 to 5 years

**NETWORK ENGINEER**

Assists in the planning, forecasting, implementation, and identification of resource requirements for network systems (including wireless). Participates in network planning, network architecture design and engineering. Evaluates new products, performs network problem resolution and assists in the development and documentation of technical standards and interface applications. Monitors protocol compatibility, performs system tuning and makes recommendations for improvement.

Education: Bachelor’s Degree in Computer Science, Information Systems, or another related field. Or equivalent work experience.

Experience: 3 to 5 years

**WEBMASTER**

Accountable for the design, upgrading, enhancement, maintenance, availability and effectiveness of technical functionality and content for one or more Web sites of the enterprise. Coordinates the publishing of Web site content, user interface, look/feel and level of specificity based upon input from marketing and systems teams. Knowledgeable in HTML, including style sheets, templates, complex tables, frames, image maps, CGI programming, applets, animation, multimedia design and delivery, and Web publishing procedures or similar.

Education: Bachelor’s Degree in Computer Science, Information Systems, or another related field. Or equivalent work experience.
Experience: 4 to 6 years

**COMPUTER OPERATOR**

Responsible for monitoring multi-technology computing platforms including midrange platforms, mainframes and/or servers. Operates and monitors console systems and peripheral equipment such as printers, disk drives and tape readers. Troubleshoots and restores routine technical service and peripheral equipment, schedules production runs, performs system backup process, disaster recovery tests, loads tapes, disks and paper as needed. Assists programmers and systems analysts in running jobs that are used for testing and debugging new programs.

Education: Associate’s or bachelor’s degree or technical institute degree/certificate in Computer Science, Information Systems, or another related field. Or equivalent work experience.

Experience: 0 to 1 year

**TELECOMMUNICATIONS ENGINEER**

Responsible for engineering and/or analytical tasks and activities associated with areas within the telecommunications function (e.g., network design, engineering, implementation, diagnostics or operations/user support). Monitors the operation of telecom network systems. Performs tasks relating to telecom network operations, installation, and/or maintenance for local, off-site and/or remote locations. Serves as technical specialist/lead on a functional basis, for the resolution of network problems. Duties also entail quality assurance and testing of transmission mediums and infrastructure components.

Education: Bachelor’s Degree in Computer Science, Information Systems, or another related field. Or equivalent work experience.

Experience: 3 to 5 years

**DATA WAREHOUSE ANALYST**

Responsible for gathering and assessing business information needs and preparing system requirements. Performs analyses, development and evaluation of data mining in a data warehouse environment which includes data design, database architecture, metadata and repository creation. Interacts with user community to produce reporting requirements. Provides technical consulting to users of the various data warehouses and advises users on conflicts and inappropriate data usage. Possesses working knowledge of Relational Database Management Systems (RDBMS) and data warehouse front-end tools.

Education: Bachelor’s Degree in Computer Science, Information Systems, or another related field. Or equivalent work experience.

Experience: 3 to 5 years

**TECHNICAL TRAINER**

Responsible for the creation, and delivery of training and development programs to all levels of end-users and IT professionals. Involved in training needs assessment process and vendor selection. Works closely with both IT and the business to understand system and training needs for applications and packages supported. Develops documentation for custom applications and packaged applications, using a variety of mediums as needed.

Education: Bachelor’s Degree in Instructional Technology, Computer Science, Information Systems, Education, or another related field. Or equivalent work experience.

Experience: 3 to 5 years
SECURITY ANALYST
Develops and manages security for IT functional areas. Assists in the development and implementation of security policies and procedures. Prepares status reports on security matters to develop security risk analysis scenarios and response procedures. Enforces security policies and procedures by administering and monitoring security profiles, reviews security violation reports and investigates possible security exceptions, updates, and maintains and documents security controls. May be involved in the evaluation of products and/or procedures to enhance productivity and effectiveness. Represents the security needs of the organization by providing expertise and assistance in IT projects with regard to security issues.

Education: Bachelor’s Degree in Computer Science, Information Systems, or another related field. Or equivalent work experience.

Experience: 4 to 6 years

DIRECTOR, IT RISK AND COMPLIANCE
Leads, develops and maintains the IT risk and compliance management strategy. Develops and maintains policy, standards, processes and procedures to assess, monitor, report, escalate and remediate IT risk and compliance related issues. Works collaboratively with corporate compliance, internal auditing and corporate risk management and various technical teams in the design and implementation of audit, risk assessment and regulatory compliance practices for IT. Leads cross-functional teams in performing reviews and tests of IT internal controls to ensure that existing IT systems are operating as designed and that they contain adequate controls. Facilitates risk assessments and identifies risk themes. Proactively promotes enhancement of technology-related internal controls awareness and training across IT and business units. Monitors and analyzes technology risk trends, recommends appropriate IT policies, procedures and practices to strengthen internal operations. Possesses detailed knowledge of industry regulatory environment and risk management practices, and thorough understanding of regulations such as Sarbanes-Oxley and HIPAA. Provides strategic direction, coaches and mentors more junior management staff and/or senior level professionals. Frequently reports to a corporate risk management executive, Chief Financial Officer or Chief Information Officer.

Education: Bachelor’s Degree in Computer Science, Information Systems, Business Administration, or another related field. Or equivalent work experience.

Experience: 10 to 15 years

IT AUDITOR
Responsible for planning and performing audits of information systems and related processes in a multi-platform environment. This may include reviewing organizational IT policies, standards and procedures and providing advice on their adequacy, accuracy and compliance with government guidelines and regulatory requirements (e.g., Sarbanes-Oxley Act); assisting management in the identification and assessment of technology related risks, and reporting on the adequacy of risk-based controls; evaluating technology and business related controls for integrated IT and business auditing efforts. Participates in new system development and implementation reviews by reviewing project documentation, conducting interviews, assessing work completed.

Education: Bachelor’s or master’s degree in Computer Science, Information Systems, Business Administration, or another related field. Typically requires an IT auditing professional designation (e.g., Certified Information System Auditor (CISA)) or accounting professional designation (e.g., CPA).

Experience: 5 to 7 years
SYSTEMS ARCHITECT

Responsible for providing senior level expertise on decisions and priorities regarding the enterprise’s overall systems architecture. Facilitates the establishment and implementation of standards and guidelines that guide the design of technology solutions requiring integration of multiple platforms, operating systems and applications across the enterprise. Reviews, advises and designs standard software and hardware builds, system options, risks, costs vs. benefits and impact on the enterprise business process and goals. Tracks industry trends and maintains knowledge of new technologies to better serve the enterprise’s architecture needs.

Education: Bachelor’s or master’s degree in Computer Science, Information Systems, or another related field. Or equivalent work experience.

Experience: 7 to 10 years

SYSTEMS ADMINISTRATOR

Deploys the release of new technologies as well as designs, installs, configures, maintains and performs system integration testing of PC/server operating systems, related utilities and hardware. Responsible for troubleshooting server problems as reported by users. Researches, evaluates and recommends software and hardware products. Provides new hardware specifications to users based on application needs and anticipated growth, installs new servers and maintains the server infrastructure.

Education: Bachelor’s Degree in Computer Science, Information Systems, or another related field. Or equivalent work experience.

Experience: 3 to 5 years

BUSINESS PROCESS CONSULTANT

Facilitates the optimization of business unit performance by enhancing the alignment between business processes and information technology. Responsible for actively resolving day-to-day needs of the business unit with a focus on the analysis of processes—dissecting problems and suggesting solutions. Understands technical problems and solutions in relation to the current, as well as the future business environment. Provides input and supports planning and prioritization for business process engineering related activities. Participates in continuous review and update to ensure that processes meet changing business unit conditions.

Education: Bachelor’s or master’s degree in Computer Science, Information Systems, Business Administration, or another related field. Or equivalent work experience.

Experience: 7 to 10 years

BUSINESS ANALYST

Serves as a liaison between the business community and the IT organization in order to provide technical solutions to meet user needs. Possesses expertise in business unit support, as well as, an understanding of the IT organization’s systems and capabilities. Analyzes business partner’s operations to understand their strengths and weaknesses to determine opportunities to automate processes and functions. Assists in the business process redesign and documentation as needed for new technology. Translates high level business requirements into functional specifications for the IT organization and manages changes to such specifications. Educates the IT organization on the direction of the business.

Education: Bachelor’s Degree in Computer Science, Information Systems, Business Administration, or another related field. Or equivalent work experience.
Experience: 3 to 5 years

**DIRECTOR, PROGRAM MANAGEMENT**

Responsible for building and managing the project/program management office/function for IT. Defines and develops enterprise-wide IT project/program management practices, governance standards, processes and metrics. Ensures projects/programs are defined, tracked and communicated in a consistent and effective manner. Incorporates effective change and risk management controls. Partners with IT and business leadership and other key stakeholders to define opportunities, to identify and prioritize projects based on predefined criteria (return on investment, productivity, compliance). Directs project/program managers with business case development. Responsible for ensuring all projects within IT portfolios/programs are delivered on time, within budget and to an agreed quality level.

Education: Bachelor’s or master’s degree in Computer Science, Business Administration, or another related field. Or equivalent work experience. Project Management certification is required.

Experience: 10 to 15 years

**PROJECT MANAGER**

Responsible for overall coordination, status reporting and stability of project-oriented work efforts. Establishes and implements project management processes and methodologies to ensure projects are delivered on time, within budget, adhere to high quality standards and meet customer expectations. Responsible for assembling project plans and teamwork assignments, directing and monitoring work efforts on a daily basis, identifying resource needs, performing quality review; and escalating functional, quality, timeline issues appropriately. Responsible for tracking key project milestones and adjusting project plans and/or resources to meet the needs of customers. Coordinates communication with all areas of the enterprise that impacts the scope, budget, risk and resources of the work effort being managed. Assists Program Manager(s) in partnering with senior management of the business community to identify and prioritize opportunities for utilizing IT to achieve the goals of the enterprise.

Education: Bachelor’s Degree in Computer Science, Information Systems, Business Administration, or another related field. Or equivalent work experience. Project Management certification or successful completion of a recognized project management curriculum is required.

Experience: 7 to 10 years

**PROJECT LEADER**

Responsible for coordination, status reporting and stability of project-oriented work efforts. Assists Project Manager(s) and/or Program Manager(s) and establishes and implements project management processes and methodologies for the IT community to ensure projects are delivered on time, within budget, adhere to high quality standards and meet customer expectations. Responsible for assembling project plans and teamwork assignments, directing and monitoring work efforts on a daily basis, identifying resource needs, performing quality review; and escalating functional, quality, timeline issues appropriately. Responsible for tracking key project milestones and adjusting project plans and/or resources to meet the needs of customers. Coordinates communication with all areas of the enterprise that impacts the scope, budget, risk, and resources of the work effort being managed. Assists Project Manager(s) and/or Program Manager(s) in identifying and prioritizing opportunities for utilizing IT to achieve the goals of the enterprise.

Education: Bachelor’s Degree in Computer Science, Information Systems, Business Administration, or another related field. Or equivalent work experience.

Experience: 3 to 5 years
NETWORK ENGINEER SME I (NETWORK MAPPING)

Assists in the planning, forecasting, implementation, and identification of resource requirements for network systems (including wireless) of moderate complexity. Participates in network mapping and planning. Assists with network architecture design and engineering. Schematically depicts IT architectures, topologies, hardware, software, transmission and signaling links and protocols. Assists in the development and documentation of technical standards and interface applications.

Education: Bachelor’s Degree in Computer Science, Information Systems, or another related field. Or equivalent work experience.

Experience: 3 to 5 years