Online 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 for GSA Advantage is: http://GSAAdvantage.gov.

MAS SCHEDULE
FSC GROUP: Information Technology  FSC CLASS: Professional Services

CONTRACT NUMBER:
47QTCA19D00CT

Tuknik Government Services LLC
3800 Centerpoint Dr Ste 502
Anchorage, AK, 99503
Phone: (703) 488-9368
Fax: (703) 488-3499
http://www.tuknikgs.com
Contract Administrator: Steven Kutscher
skutscher@koniag.com

PERIOD COVERED BY CONTRACT:
May 30, 2019 through May 29, 2024

Price List is current through Modification PS-0010, effective July 20, 2022

Business Size:
SBA Certified Small Disadvantaged Business
SBA Certified 8(a) Firm

For more information on ordering from Federal Supply Schedules go to the GSA Schedules page at GSA.gov.

Prices Shown Herein are Net (discount deducted)
CUSTOMER INFORMATION

1a. Table of Awarded Special Item Numbers with appropriate cross-reference to page numbers:

<table>
<thead>
<tr>
<th>SIN</th>
<th>Recovery</th>
<th>SIN Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>54151S</td>
<td>54151S/STOLC/RC</td>
<td>Information Technology Professional Services</td>
</tr>
<tr>
<td>541611</td>
<td>541611/RC</td>
<td>Management and Financial Consulting, Acquisition and Grants Management Support, and Business Program and Project Management Services</td>
</tr>
<tr>
<td>OLM</td>
<td>OLM/STOLC/RC</td>
<td>Order Level Materials (OLM)</td>
</tr>
</tbody>
</table>

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

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

2. Maximum Order:

<table>
<thead>
<tr>
<th>SIN</th>
<th>Maximum Order</th>
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<tbody>
<tr>
<td>54151S</td>
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<td>$1,000,000</td>
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<tr>
<td>OLM</td>
<td>$250,000</td>
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</table>

3. Minimum Order: $100.00

4. Geographic Coverage (delivery Area): Domestic delivery only

5. Point(s) of production (city, county, and state or foreign country): Same as Contractor

6. Discount from list prices or statement of net price: Government net prices (discounts already deducted).

7. Quantity discounts: None


Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions.
9. Foreign items (list items by country of origin): None

10a. Time of Delivery (Contractor insert number of days): Specified on Task Order

10b. 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 list that have expedited delivery: Contact Contractor

10c. Overnight and 2-day delivery. The Contractor will indicate whether overnight and 2-day delivery is available. Also, the Contractor will indicate that the schedule customer may contact the Contractor for rates for overnight and 2-day delivery: Contact Contractor

10d. 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 affect a faster delivery: Contact Contractor

11. F.O.B Points: Destination

12a. Ordering Address: Same as Contractor

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

13. Payment address: Same as Contractor

14. Warranty provision: Contractor’s standard commercial warranty.

15. Export Packing Charges (if applicable): N/A

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

17. Terms and conditions of installation (if applicable): N/A

18a. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable): N/A

18b. Terms and conditions for any other services (if applicable): N/A

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

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

21. Preventive maintenance (if applicable): N/A
22a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants): \textit{N/A}

22b. 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/.

23. Unique Entity Identifier (UEI) number: \textit{GN2VKJH7LBC3}

24. Notification regarding registration in System of Award (SAM) database: \textit{Registered (7HDF1)}
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<td>Supervisory Program Manager</td>
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</table>

**Service Contract Labor Standards (SCLS)**

The Service Contract Labor Standards (SCLS) are applicable to this contract and it includes SCLS applicable labor categories. The prices for the indicated SCLS labor categories are based on the U.S. Department of Labor Wage Determination Number(s) identified in the matrix. The prices offered are based on the preponderance of where work is performed and should the contractor perform in an area with lower SCLS rates, resulting in lower wages being paid, the task order prices will be discounted accordingly.

<table>
<thead>
<tr>
<th>Eligible Contract Labor Category</th>
<th>SCLS Equivalent Code Title</th>
<th>WD Number</th>
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<tbody>
<tr>
<td>ITSM Coordinator</td>
<td>14102 - Computer Systems Analyst II</td>
<td>2015-4282</td>
</tr>
<tr>
<td>ITSM Specialist III</td>
<td>14170 - System Support Specialist</td>
<td>2015-4282</td>
</tr>
<tr>
<td>Technical Writer - Mid Level</td>
<td>30463 - Technical Writer III</td>
<td>2015-4282</td>
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<tr>
<td>Technical Writer</td>
<td>30463 - Technical Writer III</td>
<td>2015-4282</td>
</tr>
</tbody>
</table>
**LABOR CATEGORY DESCRIPTIONS**

**Acquisition Analyst – Senior**
*Functional Responsibilities*: Provide expert assistance to refine/develop and implement best practices for acquisition management within a Federal client. Familiar with acquisition of products and services related to Information Technology, Telecommunications Technology, Mobile/Fixed Systems Technology, etc. Their expertise and knowledge allow them a keen sense of situational awareness when analyzing alternatives and comparing Commercial Off the Shelf (COTS) systems with emergent technologies.

*Minimum Education*: Bachelor’s Degree  
*Minimum Experience*: At least 7 years of experience

**Application Developer**
*Functional Responsibilities*: Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time, and form of desired results. Designs, codes, tests, debugging, and documents. Works independently to determine client requirements, performing technical design, coding, testing, implementation, and support of custom applications.

*Minimum Education*: Bachelor’s Degree  
*Minimum Experience*: At least 3 years of experience

**IT Business Analyst**
*Functional Responsibilities*: Supports IT business analyses and studies, needs assessments, requirements analysis/definition and cost/benefit analyses to align IT business systems, solutions and initiatives. Supports forecasts and analyzes trends, reporting regulations and business conditions. Develops and analyzes IT metrics, performance measurements, requirements, reports and recommendations related to management, organizational structure, policy/procedures and business systems. Identifies potential business risks.

*Minimum Education*: Bachelor’s Degree  
*Minimum Experience*: At least 3 years of experience

**IT Business Analyst – Mid-level**
*Functional Responsibilities*: Prepares and conducts IT business analyses and studies, needs assessments, requirements analysis/definition and cost/benefit analyses to align IT business systems, solutions and initiatives. Supports forecasts and analyzes IT trends, reporting regulations and business conditions. Develops and analyzes IT metrics, performance measurements, requirements, reports and recommendations related to management, organizational structure, policy/procedures and business systems. Identifies potential business risks.

*Minimum Education*: Bachelor’s Degree  
*Minimum Experience*: At least 5 years of experience

**IT Business Analyst – Senior**
*Functional Responsibilities*: Prepares and conducts IT business analyses and studies, needs assessments, requirements analysis/definition and cost/benefit analyses to align IT business systems, solutions and initiatives. Prepares forecasts and analyzes IT trends, reporting regulations and business conditions. Develops and analyzes IT metrics, performance measurements, requirements, reports and recommendations related to management, organizational structure, policy/procedures and business systems. Identifies potential business risks. Areas of focus include but are not limited to IT business performance, business and economic case analysis, internal control and enterprise risk assessment.

*Minimum Education*: Bachelor’s Degree  
*Minimum Experience*: At least 7 years of experience
Change Management/ Communications - Senior

**Functional Responsibilities:** Provides support in the development of communications for internal and external entities. Works with executive staff and the office of external affairs in the development of communications planning and execution. Assists in the development of a change management program to support operational and programmatic changes in technological platforms. Interfaces with other government IT organizations as a customer and stakeholder of IT services to ensure the agency’s needs and agreements are satisfied.

**Minimum Education:** Bachelor’s Degree

**Minimum Experience:** At least 7 years of experience

Cold Fusion Developer

**Functional Responsibilities:** Interface and communicate with the client on a day-to-day basis, taking on programming tasks, reviewing customer requirements, and documenting processes and functionality. Work independently to determine client requirements, performing technical design, coding, testing, implementation, and support of custom applications.

**Minimum Education:** Bachelor’s Degree

**Minimum Experience:** At least 3 years of experience

Cold Fusion Developer - Senior

**Functional Responsibilities:** Interface and communicate with the client on a day-to-day basis while managing daily activities, taking on programming tasks, reviewing customer requirements, and documenting processes and functionality. Lead more junior team members with assistance from the Project Manager. Work independently to determine client requirements, performing technical design, coding, testing, implementation, and support of custom web applications.

**Minimum Education:** Bachelor’s Degree

**Minimum Experience:** At least 7 years of experience

Data Analyst – Senior

**Functional Responsibilities:** Assist in the identification of data: components, maps, indexes, inner-connections and associations with internal, cross bureau, agency and entities. Provide expert knowledge and understanding of complex financial data relationships, and migration strategic. Identify source data requirements and design migration business rules for source data cleaning, mapping and transformation if needed. Work in providing expert consulting to the COR in support of all data interchanges. Work in the analysis of contractor data conversion analysis and provide expert support and consulting to the COR in the planning and execution of the data migration. Clean and construct data details in support of data migration. Assist with the analysis and development of data mappings and cleaning reports to ensure a complete data migration. Validate data service-oriented architectures in support of the data migration. Provide data auditing, workflow specification, workflow execution, parsing, data transformation, duplicative elimination, and post-processing and controlling. Provide expert written and verbal communications to the COR as directed and or assigned.

**Minimum Education:** Bachelor’s Degree

**Minimum Experience:** At least 7 years of experience
Database Administrator

**Functional Responsibilities:** Obtain direction and guidance from the client. Gather, extract, manipulate, analyze and model data using analytical and statistical tools. May also be required to provide database maintenance and development. Ensure data accuracy and create ad hoc reports. Perform other database administrator actions as assigned.

**Minimum Education:** Bachelor’s Degree

**Minimum Experience:** At least 3 years of experience

Database Developer – Senior

**Functional Responsibilities:** Design and deploy data table structures, forms, reports, and queries. Conduct research and make recommendations on database products, services, protocols, and standards. Develop and maintain databases, while ensuring high levels of data availability. Evaluate and advise on all technology components, such as software, hardware, and networking capabilities, for database management systems and applications.

**Minimum Education:** Bachelor’s Degree

**Minimum Experience:** At least 7 years of experience

Functional Analyst

**Functional Responsibilities:** Possesses working knowledge of current Information Technology principles and practices, data management systems, experience in system designs and data modeling in the information management arena. Provides input to modeling and organizing information to facilitate support of projects or information architectures. Provides guidance on data and process model. Provides input to transition planning from legacy to modern systems by concentrating on information flows, data exchange, and data translation standardization services.

**Minimum Education:** Bachelor’s Degree

**Minimum Experience:** At least 3 years of experience

IT Analyst – Senior

**Functional Responsibilities:** Provide expert leadership and guidance on current IT principles and practices of architecture data management systems and experience in large system designs, and with data modeling in the information management arena. Provide expert leadership and guidance in modeling and organizing information to facilitate support of projects or information architectures. Acts as a senior resource for transition planning from legacy to modern systems by concentrating on information flows, data exchange and data translation standardization services.

**Minimum Education:** Bachelor’s Degree

**Minimum Experience:** At least 7 years of experience

IT Database Administrator

**Functional Responsibilities:** Defines and administrs database organizations, standards, controls, procedures, and documentation. Provides experienced technical consulting in the definition, design, and creation of a database environment. Advises applications development staff and users on database solutions to business problems, data architectures, database management system facilities and capabilities, and the operation and tuning of databases. Includes maintenance of database dictionaries, and integration of systems through database design. Develops and maintains expertise in use of automated tools for database design and implementation.

**Minimum Education:** Bachelor’s Degree

**Minimum Experience:** At least 3 years of experience
IT Specialist

**Functional Responsibilities:** Serve as a Subject Matter Expert on a variety of IT technologies and be able to work with other IT staff members and the developers to identify processes, procedures or actions necessary to resolve problems. Will also work to maintain and/or automate common network administration tasks.

**Minimum Education:** Bachelor’s Degree

**Minimum Experience:** At least 3 years of experience

IT Systems Analyst – Mid-level

**Functional Responsibilities:** Possesses working knowledge of current Information Technology principles and practices, data management systems, experience in system designs and data modeling in the information management arena. Leads modeling and organizing information to facilitate support of projects or information architectures. Provides guidance on data and process model for IT systems. Provides input to transition planning from legacy to modern systems by concentrating on information flows, data exchange, and data translation standardization services.

**Minimum Education:** Bachelor’s Degree

**Minimum Experience:** At least 5 years of experience

ITSM Coordinator

**Functional Responsibilities:** Under general supervision, respond to and diagnose problems through discussions with users and determine problem recognition, research, isolation, and resolution steps. Resolve less complex problems immediately and escalate more complex problems to senior level support. Provide Level II, complex issue phone and in-person support to users in the areas such as email, word processing software, spreadsheet software, database software, user privileges, network access, network communication problems, network hardware trouble shooting, and diagnostics of printing problems. Strong experience in computer hardware and software systems. May serve as a shift supervisor, team lead, or lead diagnostician of other contractor personnel.

**Minimum Education:** High School Diploma

**Minimum Experience:** At least 4 years of experience

ITSM Specialist III

**Functional Responsibilities:** Respond to and diagnoses problems through interaction with users and determine problem recognition, research, isolation, and resolution steps. Escalate customer/application problems to functional or programming staff as needed and work directly with the support staff towards problem resolution. Use problem management database and help desk systems as the primary problem tracking and resolution tool. Understand and apply fundamental of customer service, incident response, problem response and change management. Provide Level I and Level II phone and walk up support to users in the areas such as email, word processing software, spreadsheet software, database software, user privileges, network access, network communication problems, network hardware trouble shooting, and diagnostics of printing problems. Demonstrate significant experience in computer hardware and software systems.

**Minimum Education:** High School Diploma

**Minimum Experience:** At least 4 years of experience
Lead Tester
Functional Responsibilities: Specialized experience includes software testing and integration and demonstrated knowledge of system and project life cycles. General experience includes working with quality control methods and tools. Must demonstrate the ability to work independently or lead a team. Functional Assist in the evaluation of software and associated documentation. Participates in formal and informal reviews to determine quality.
Minimum Education: Bachelor’s Degree
Minimum Experience: At least 3 years of experience

.Net Developer – Senior
Functional Responsibilities: Interface and communicate with the client on a day-to-day basis while managing daily activities, taking on programming tasks, reviewing customer requirements, and documenting processes and functionality.
Minimum Education: Bachelor’s Degree
Minimum Experience: At least 7 years of experience

Network Engineer IV
Functional Responsibilities: Plan and perform network engineering research, design development, and other assignments in conformance with network design, engineering and customer specifications. Responsible for the technical/engineering part of a major project. Demonstrate knowledge and experience configuring and operating Network Management solutions. Assist with the design, development, and deployment of fault and performance network management systems that provide the required trouble isolation and identification for the applications. Support integration of multiple vendor products into a seamless operation. Responsible for troubleshooting software and hardware configurations, and hardware/software installation for components of existing and planned LANs and WANs. Support functions may include system testing, diagnostics, performance and tuning, acceptance testing and specialized support for LAN/WAN analysis. Assist in conducting site surveys, developing, and implementing architectural and engineering plans to prepare a facility for LAN installations. Recommend physical locations, cabling restrictions, and facility constraints of sites. Strong subject matter experience in network characteristics analysis, design of network topologies and site configurations, installation, transition, and cutover of network components.
Minimum Education: Bachelor’s Degree
Minimum Experience: At least 5 years of experience

Network/IT Architect Subject Matter Expert
Functional Responsibilities: Provides subject matter expertise to team and client on network engineering research, design development, and other assignments in conformance with network design, engineering and customer specifications. Responsible for design of technical/engineering part of a major project. Demonstrate expert knowledge and experience configuring and operating Network Management solutions. Assist with the design, development, and deployment of fault and performance network management systems that provide the required trouble isolation and identification for the applications. Provides expertise on system testing, diagnostics, performance and tuning, acceptance testing and specialized support for LAN/WAN analysis. Assist in conducting site surveys, developing, and implementing architectural and engineering plans to prepare a facility for LAN installations. Recommend physical locations, cabling restrictions, and facility constraints of sites. Strong subject matter experience in network characteristics analysis, design of network topologies and site configurations, installation, transition, and cutover of network components.
Minimum Education: Bachelor’s Degree
Minimum Experience: At least 10 years of experience
**IT Program Administrator**

**Functional Responsibilities:** Support the management of a program and the work performed. Performs day-to-day management support of the program. Assists in identifying issues and risks and recommends possible issue and risk mitigation strategies associated with the program. Acts as a facilitator between the customer and IT contractor. Assists in ensuring that work performed under TOs is within scope, consistent with requirements, and delivered on time and on budget. Supports management in identifying critical paths, tasks, dates, testing, and acceptance criteria. Helps provide solutions to improve efficiency (e.g. reduce costs while maintaining or improving performance levels). Monitors issues and provides resolutions for up-to-date status reports. Demonstrates excellent writing and oral communications skills.

**Minimum Education:** Bachelor’s Degree

**Minimum Experience:** At least 3 years of experience

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**IT Program Manager II**

**Functional Responsibilities:** The Program Manager is the contractor’s manager for a program as the single point of contact with the customer regarding the Contract. Performs overall IT management for Contract support operations. Organizes, directs, and coordinates the planning and production of all IT projects and support activities including those of subcontractors. Oversees the development of or develops work breakdown IT structures, charts, tables, graphs, major milestone calendars and diagrams to assist in analyzing problems and making recommendations. Demonstrates excellent written and verbal communications skills.

**Minimum Education:** Bachelor’s Degree

**Minimum Experience:** At least 5 years of experience

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**IT Program Manager III**

**Functional Responsibilities:** The Program Manager is the contractor’s manager for the Contract and serves as the single point of multiple IT projects with the customer regarding the Contract. Performs overall management for Contract support operations. Organizes, directs, and coordinates the planning and production of all IT Contract activities/projects and support activities including those of subcontractors. Oversees the development of or develops IT work breakdown structures, charts, tables, graphs, major milestone calendars and diagrams to assist in analyzing problems and making recommendations. Demonstrates excellent written and verbal communications skills.

**Minimum Education:** Bachelor’s Degree

**Minimum Experience:** At least 6 years of experience

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**IT Program Manager IV**

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

**Minimum Education:** Bachelor’s Degree

**Minimum Experience:** At least 8 years of experience
IT Project Manager IV
Functional Responsibilities: Manages a specific project and the work performed under assigned Task Orders. Performs day-to-day management of the project. Identifies issues and risks and recommends possible issue and risk mitigation strategies associated with the project. Acts as a facilitator between the customer and IT contractor. Responsible for ensuring that work performed under TOs is within scope, consistent with requirements, and delivered on time and on budget. Identifies critical paths, tasks, dates, testing, and acceptance criteria. Provides solutions to improve efficiency (e.g. reduce costs while maintaining or improving performance levels). Monitors issues and provides resolutions for up-to-date status reports. Demonstrates excellent writing and oral communications skills.
Minimum Education: Bachelor’s Degree
Minimum Experience: At least 7 years of experience

Solutions Architect
Functional Responsibilities: Responsible for the overall system design. Documents development requirements for database, applications, and operation system environment. Consults with end users to test and debug applications to meet client needs. Serves as expertise in all aspects of designing and application development. May conduct training to IT Staff.
Minimum Education: Bachelor’s Degree
Minimum Experience: At least 3 years of experience

IT Strategy Management Analyst – Senior
Functional Responsibilities: Defines the problems and develops strategic plans and requirements in the subject matter area for complex systems. Coordinates and manages the preparation of analysis, evaluations, and recommendations for proper implementation of programs specifications including but not limited to: information technology healthcare, education, public safety, social services, human resources, transportation, and environment.
Minimum Education: Bachelor’s Degree
Minimum Experience: At least 7 years of experience

IT Subject Matter Expert
Functional Responsibilities: Defines the problems and analyzes and develops plans and requirements in the subject matter area for moderately complex-to-complex systems. Coordinates and manages the preparation of analysis, evaluations, and recommendations for proper implementation of programs and systems specifications including but not limited to: information technology healthcare, education, public safety, social services, human resources, transportation, and environment.
Minimum Education: Bachelor’s Degree
Minimum Experience: At least 5 years of experience

IT Subject Matter Expert – Senior
Functional Responsibilities: Oversees delivery of all services, staff and deliverables. Provide the client with program management expertise, change management support and executive leadership support. Defines the problems and analyzes and develops plans and requirements in the subject matter area for moderately complex-to-complex systems. Coordinates and manages the preparation of analysis, evaluations, and recommendations for proper implementation of programs and systems specifications including but not limited to: information technology healthcare, education, public safety, social services, human resources, transportation, and environment.
Minimum Education: Bachelor’s Degree
Minimum Experience: At least 10 years of experience
IT Supervisory Program Manager

Functional Responsibilities: Provides oversight and executive level management to overall IT contract operations often involving multiple projects/tasks and groups of personnel at multiple locations. Maintains and manages relationships with senior level management within the client organization. Responsible for ensuring senior level management within the client organization is aware of overall program status, including all relevant projects and their potential impact on higher level organizational strategic vision, this may include subject matter and unique technical knowledge. Responsible for managing multiple IT contract operations and ensuring quality standards and work performance on all task orders and projects. Plans, organizes and oversees work efforts, assigns IT resources, manages personnel, provides risk management, ensures quality management, monitors overall project and contract performance, etc.

Minimum Education: Bachelor’s Degree
Minimum Experience: At least 10 years of experience

Support Analyst

Functional Responsibilities: Support the planning and management of data migration with correspondence tracking, scheduling and updates. Work with the program managers in arranging daily schedules related to associated projects and other initiatives as assigned. Provide meeting notes, meeting materials, and other associated migration services. Support in the development of presentations and documents for various meetings. Support the client during events to include site travel and visits. Support in the facilitation and report preparation of various projects as assigned.

Minimum Education: Bachelor’s Degree
Minimum Experience: At least 3 years of experience

Systems Administrator – Mid

Functional Responsibilities: Support business processing requirements using software installations and upgrades to operating systems and layered software packages to meet business needs. Schedule installations and upgrades and maintain them in accordance with established IT policies and procedures. Conduct routine hardware and software audits of workstations and servers to ensure compliance with established standards, policies, and configuration guidelines. Act as the technical liaison to various groups providing technical analysis, process improvement, and project task coordination to development and technical operations teams. Provide project schedule and coordination to ensure all personnel are aware of activities and associated delivery dates.

Minimum Education: Bachelor’s Degree
Minimum Experience: At least 5 years of experience

Systems Administrator – Senior

Functional Responsibilities: Responsible for the installation, configuration, and maintenance of complex operating systems. Recognize and troubleshoot problems with server hardware and applications software. Establish and document standards and procedures for management review. Provide extensive knowledge of computer operations and familiarity with shell and kernel programming. Schedule installations and upgrades and maintain them in accordance with established IT policies and procedures. Conduct routine hardware and software audits of workstations and servers to ensure compliance with established standards, policies, and configuration guidelines. Act as the technical liaison to various groups providing technical analysis, process improvement, and project task coordination to development and technical operations teams. Provide project schedule and coordination to ensure all personnel are aware of activities and associated delivery dates as well as ability to verbalize task definition.

Minimum Education: Bachelor’s Degree
Minimum Experience: At least 7 years of experience
Systems Analyst II
**Functional Responsibilities:** Under general supervision, formulates and defines system scope and objectives through research and fact-finding to develop or modify moderately complex information systems. Prepares detailed specifications from which programs will be written. Designs, codes, tests, debugs, documents, and maintains those programs.
**Minimum Education:** Bachelor’s Degree
**Minimum Experience:** At least 5 years of experience

Systems Analyst
**Functional Responsibilities:** Facilitate and document end-user requirements and current business processes to include both narratives and diagrams. Use system analysis methodology to document “as-is” functions using narratives and diagrams and proposing and developing “to be” processes and diagrams.
**Minimum Education:** Bachelor’s Degree
**Minimum Experience:** At least 3 years of experience

Technical Writer
**Functional Responsibilities:** Assist in collecting and organizing information for preparation of user manuals, training materials, installation guides, proposals, and reports. Edit functional descriptions, system specifications, user manuals, special reports, or any other customer deliverables and documents. Conduct research and ensure the use of proper technical terminology. Translate technical information into clear, readable documents to be used by technical and non-technical personnel.
**Minimum Education:** Bachelor’s Degree
**Minimum Experience:** At least 3 years of experience

 Technical Writer – Mid Level
**Functional Responsibilities:** Collect and organize information for preparation of user manuals, training materials, installation guides, proposals, and reports. Responsible for writing instructional manuals, help pages and other documents software documents and working with the developers to identify processes and actions necessary to utilize and maintain applications. Edit functional descriptions, system specifications, user manuals, special reports, or any other customer deliverables and documents. Conduct research and ensures the use of proper technical terminology. Translate technical information into clear, readable documents to be used by technical and non-technical personnel.
**Minimum Education:** Bachelor’s Degree
**Minimum Experience:** At least 5 years of experience

Business Analyst
**Functional Responsibilities:** Supports business analyses and studies, needs assessments, requirements analysis/definition and cost/benefit analyses to align business systems, solutions and initiatives. Supports forecasts and analyzes trends, reporting regulations and business conditions. Develops and analyzes metrics, performance measurements, requirements, reports and recommendations related to management, organizational structure, policy/procedures and business systems. Identifies potential business risks.
**Minimum Education:** Bachelor’s Degree
**Minimum Experience:** At least 3 years of experience
**Business Analyst - Mid-level**  
**Functional Responsibilities:** Prepares and conducts business analyses and studies, needs assessments, requirements analysis/definition and cost/benefit analyses to align business systems, solutions and initiatives. Supports forecasts and analyzes trends, reporting regulations and business conditions. Develops and analyzes metrics, performance measurements, requirements, reports and recommendations related to management, organizational structure, policy/procedures and business systems. Identifies potential business risks.  
**Minimum Education:** Bachelor’s Degree  
**Minimum Experience:** At least 5 years of experience

**Business Analyst – Senior**  
**Functional Responsibilities:** Prepares and conducts business analyses and studies, needs assessments, requirements analysis/definition and cost/benefit analyses to align business systems, solutions and initiatives. Prepares forecasts and analyzes trends, reporting regulations and business conditions. Develops and analyzes metrics, performance measurements, requirements, reports and recommendations related to management, organizational structure, policy/procedures and business systems. Identifies potential business risks. Areas of focus include but are not limited to business performance, business and economic case analysis, internal control and enterprise risk assessment.  
**Minimum Education:** Bachelor’s Degree  
**Minimum Experience:** At least 7 years of experience

**Program Administrator**  
**Functional Responsibilities:** Support the management of a program and the work performed. Performs day-to-day management support of the program. Assists in identifying issues and risks and recommends possible issue and risk mitigation strategies associated with the program. Acts as a facilitator between the customer and contractor. Assists in ensuring that work performed under TOs is within scope, consistent with requirements, and delivered on time and on budget. Supports management in identifying critical paths, tasks, dates, testing, and acceptance criteria. Helps provide solutions to improve efficiency (e.g. reduce costs while maintaining or improving performance levels). Monitors issues and provides resolutions for up-to-date status reports. Demonstrates excellent writing and oral communications skills.  
**Minimum Education:** Bachelor’s Degree  
**Minimum Experience:** At least 3 years of experience

**Program Manager II**  
**Functional Responsibilities:** The Program Manager is the contractor’s manager for a program as the single point of contact with the customer regarding the Contract. Performs overall management for Contract support operations. Organizes, directs, and coordinates the planning and production of all projects and support activities including those of subcontractors. Oversees the development of or develops work breakdown structures, charts, tables, graphs, major milestone calendars and diagrams to assist in analyzing problems and making recommendations. Demonstrates excellent written and verbal communications skills.  
**Minimum Education:** Bachelor’s Degree  
**Minimum Experience:** At least 5 years of experience
Program Manager III
Functional Responsibilities: The Program Manager is the contractor’s manager for the Contract and serves as the single point of multiple projects with the customer regarding the Contract. Performs overall management for Contract support operations. Organizes, directs, and coordinates the planning and production of all Contract activities projects and support activities including those of subcontractors. Oversees the development of or develops work breakdown structures, charts, tables, graphs, major milestone calendars and diagrams to assist in analyzing problems and making recommendations. Demonstrates excellent written and verbal communications skills.
Minimum Education: Bachelor’s Degree
Minimum Experience: At least 6 years of experience

Program Manager IV
Functional Responsibilities: The Program Manager is the contractor’s manager for the Contract and serves as the single point of contact for the with the customer regarding multiple Contracts. Performs overall management for multiple Contract support operations. Organizes, directs, and coordinates the planning and production of all Contract activities projects and support activities including those of subcontractors. Oversees the development of or develops work breakdown structures, charts, tables, graphs, major milestone calendars and diagrams to assist in analyzing problems and making recommendations. Demonstrates excellent written and verbal communications skills. Establishes and alters corporate management structure to direct effective and efficient Contract support activities.
Minimum Education: Bachelor’s Degree
Minimum Experience: At least 8 years of experience

Project Manager IV
Functional Responsibilities: Manages a specific project and the work performed under assigned Task Orders. Performs day-to-day management of the project. Identifies issues and risks and recommends possible issue and risk mitigation strategies associated with the project. Acts as a facilitator between the customer and contractor. Responsible for ensuring that work performed under TOs is within scope, consistent with requirements, and delivered on time and on budget. Identifies critical paths, tasks, dates, testing, and acceptance criteria. Provides solutions to improve efficiency (e.g. reduce costs while maintaining or improving performance levels). Monitors issues and provides resolutions for up-to-date status reports. Demonstrates excellent writing and oral communications skills.
Minimum Education: Bachelor’s Degree
Minimum Experience: At least 8 years of experience

Strategy Management Analyst - Senior
Functional Responsibilities: Defines the problems and develops strategic plans and requirements in the subject matter area for complex systems. Coordinates and manages the preparation of analysis, evaluations, and recommendations for proper implementation of programs specifications.
Minimum Education: Bachelor’s Degree
Minimum Experience: At least 7 years of experience

Subject Matter Expert
Functional Responsibilities: Defines the problems and analyzes and develops plans and requirements in the subject matter area for moderately complex-to-complex systems. Coordinates and manages the preparation of analysis, evaluations, and recommendations for proper implementation of programs and systems specifications.
Minimum Education: Bachelor’s Degree
Minimum Experience: At least 5 years of experience
Subject Matter Expert - Senior

**Functional Responsibilities:** Oversees delivery of all services, staff and deliverables. Provide the client with program management expertise, change management support and executive leadership support. Defines the problems and analyzes and develops plans and requirements in the subject matter area for moderately complex-to-complex systems. Coordinates and manages the preparation of analysis, evaluations, and recommendations for proper implementation of programs and systems specifications.

**Minimum Education:** Bachelor’s Degree
**Minimum Experience:** At least 10 years of experience

Supervisory Program Manager

**Functional Responsibilities:** Provides oversight and executive level management to overall contract operations often involving multiple projects/tasks and groups of personnel at multiple locations. Maintains and manages relationships with senior level management within the client organization. Responsible for ensuring senior level management within the client organization is aware of overall program status, including all relevant projects and their potential impact on higher level organizational strategic vision, this may include subject matter and unique technical knowledge. Responsible for managing multiple contract operations and ensuring quality standards and work performance on all task orders and projects. Plans, organizes and oversees work efforts, assigns resources, manages personnel, provides risk management, ensures quality management, monitors overall project and contract performance, etc.

**Minimum Education:** Bachelor’s Degree
**Minimum Experience:** At least 10 years of experience

### SUBSTITUTION CHART

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